

# FEEDBACK PROCEDURE

## Feedback for Trip Review

We are constantly reviewing our trips along with our staff in the destination country and in the UK office. However, it is extremely helpful to us to have feedback from our clients and their perspective of the trip.

You will be asked to fill in a feedback form, either near the end of your trip as a paper copy, or after you have returned home by receiving a link to our online feedback form. It is really helpful if you can go through the various questions that we ask and to include as much information as possible. Sometimes the most useful information comes through as just a few paragraphs of information, aside from the questions that we have asked you.

We also welcome comments and suggestions by phone, email or any other method. Feel free to send us any information that you think might be useful or relevant.

## Raising Concerns or Making a Complaint

If you have any concerns regarding any aspect of our operations or staff we encourage you to contact us as soon as possible and with as much information as possible. This could be during any part of the lead up to your trip, while on the trip, or after you have returned home. It is important that you contact us either directly to the UK office or via your trip leader as soon as possible after the issue has arisen. In this way, we can do our best to address any concerns at the time and minimise any disruption or distress. Please also note that you are obliged to do so under part 20 of our terms and conditions; a copy is available online and can be sent to you upon request.

If you wish to raise a concern or make a complaint after you have returned home, you need to contact our UK office within 28 days of the end of your trip giving your booking reference and full details of the issue to be raised.

In investigating any concern raised with reference to our ventures, we will need to consult with all parties related to the incident or situation. This may include our own UK and in-country staff and also staff of third parties and other clients where relevant. This may be necessary in order to build up a good picture of the circumstances surrounding an incident. We reserve the right to make these enquiries in the interests of completeness.

If you have a concern that you feel unable to raise with any one member of staff or in relation to which you wish to stay anonymous, please contact Adventure Alternative Managing Director Gavin Bate directly. If you have an express interest to stay anonymous from there forward, you must expressly state this in the initial correspondence. Please note that this may affect the ability of ourselves to fully investigate the matter.

We will always seek to resolve any concerns or complaints through amicable dialogue. However, if you remain unsatisfied you can also use the AITO independent resolution scheme. This scheme enables a dispute to be resolved on documents alone with limited liability for costs. Full details are available on request.