



CUSTOMER CARE POLICY

INTRO

Here at Coral Coast Helicopter Services it is our aim to provide each and every one of our clients with the greatest experience possible and we will endeavour to live up to the highest levels of professionalism and customer care.

Our Customer Care Policy forms a vital part of your experience with us as it explains our commitment to you and how we can best be of service.

MISSION STATEMENT

To provide a highly personalised, safe, reliable and professional helicopter service to Western Australia's Mid-West and surrounding regions.

CORRESPONDENCE AND ENQUIRIES

Correspondence and enquiries will be answered as soon as possible by our friendly staff, in the same format in which the correspondence is received.

BOOKING PROCEDURES

Bookings may be made either by phone, email, by third party or as a walk-up booking.

Due to our large scope of operations throughout Western Australia it is required that any third-party bookings are not finalised until our staff have been contacted to confirm the availability of a flight at a particular location.

Once a booking has been made our staff will confirm the flight booking in writing, either via text or email.

Bookings may require a 50% deposit.

CHECK-IN

Guests are asked to check-in 15 minutes prior to their flight in order to process payments and to undergo a safety brief.

FEEDBACK

We value your feedback and use the information to continually improve our services. Feedback is most welcome via the following methods:

Email us:

Fly@Coralcoasthelicopters.com.au

Leave us a review on Trip Advisor:

https://www.tripadvisor.com.au/Attraction_Review-q488333-d11960480-Reviews-Coral_Coast_Helicopter_Services_Pty_Ltd-Carnarvon_Western_Australia.html

Leave us a review on Face Book:

<https://www.facebook.com/CoralCoastHelicopterServices/>

Visit our Web Site:

www.coralcoasthelicopters.com.au

COMPLAINTS

Complaints and recommendations are encouraged and can be addressed directly to the company CEO (Justin Borg) in the following ways:

Call direct:

0407 827 315

In writing:

C/ 39 Norton Way, Carnarvon, WA 6701.

Email:

Justin@Coralcoasthelicopters.com.au

All complaints and recommendations will be replied to in writing within 7 days.

BOOKING AND CANCELLATION POLICY

A booking with Coral Coast Helicopter Services may be made either in writing or verbally. A member from our team will confirm the booking in writing;

A **50%** deposit may required for some bookings;

Coral Coast Helicopter Services' staff reserves the right to postpone, cancel or terminate any flight or any booking at any time, without notice;

A full refund or a rescheduled flight may be offered if the postponed or cancelled flight is not the result of actions by the customer;

Cancellations are **100%** refundable when Coral Coast Helicopter Services is responsible for the cancellation;

Cancellations by guests are **100%** refundable when cancellation is made, in writing or over the phone, **24 hours** prior to the scheduled flight;

Cancellations by guests are **50%** refundable when cancellation is made, in writing or over the phone, **12 hours** prior to the scheduled flight;

Cancellations by guests are **NON- refundable** when cancellation is made, less than **12 hours** prior to the scheduled flight;

Should a cancellation be processed after mobilisation the customer shall be liable for the cost of that mobilisation.

OUR COMMITMENT TO OUR GUESTS

We strive to provide a safe and memorable experience both in the air, on the ground and in the water;

We are committed to creating a comfortable and friendly atmosphere at all times;

We aim to provide a wide range of services for all ages and abilities safely and securely;

We strive to address your inquiries, bookings and requests promptly and efficiently;

Our management team is available 24/7 to assist you with any concerns;

We operate clean, well-presented and well-maintained aircraft and equipment every time;

We are committed to keeping customers informed:

By providing you with current and accurate information on our services;

By ensuring our staff provides informed and helpful advice about our aircraft, and services;

By providing as much advance-notice as possible if it becomes necessary to make changes to any of our services.

We will listen and learn:

We will answer your requests promptly in a polite, professional and friendly manner;

We review our services on a regular basis to achieve continuous improvements.

GUEST BILL OF RIGHTS

Guests have the right to guaranteed reservations.

Reservations will include aircraft type and will be available at the rates quoted. Aircraft will be ready at the stated time of check-in.

Guests have the right to clearly stated prices and policy.

There will be no hidden fees or charges.

Guests have the right to clean and tidy aircraft.

Aircraft will be clean and neatly presented to the highest standards.

Guests have the right to properly maintained aircraft.

All aircraft and equipment will be maintained to the highest standards possible to ensure the safety and well-being of everyone on board. Our maintenance provider is second-to-none.

Guests have the right to a safe and satisfying experience.

All flights and tours will only be undertaken by highly trained pilots who will endeavour to satisfy your every requirement where possible.

Guests have the right to have all complaints and concerns addressed.

Every effort will be made to promptly resolve all complaints or issues any guest might have.

Yours sincerely,



Justin Borg.
CEO/Chief Pilot & Accountable Manager.
Coral Coast Helicopter Services.