

# Mission Statement

At Plas y Brenin we aim to make the outdoors accessible and enjoyable for everyone by offering the highest standard of training at the best value possible.

## Customer Charter

Plas y Brenin is located in a wonderful setting in the heart of the Snowdonia National Park and benefits from the unrivalled natural facilities of the surrounding hills & mountains, cliffs, rivers, lakes and coastline. We have en-suite residential accommodation and group accommodation, a comfortable bar and dining room, meeting rooms as well as two indoor climbing walls, a canoe training pool, an abseil tower and mountain bike trail.

We have a strong team all working together to ensure your experience is welcoming and relaxed. Our customer services, housekeeping, catering and maintenance staff aim to make booking, arriving and staying here comfortable and agreeable. Our instructors are amongst the most experienced, committed and competent outdoor enthusiasts you could hope to meet and it is their talents that make your visit so enjoyable and memorable.

Knowing what our customers think is very important to us and helps us to maintain the highest standards. We encourage everyone to provide feedback, written or verbal. Course review forms are given to all participants and there is always someone at reception to receive verbal comments. All feedback is reviewed and we aim to act on any issues raised that can help us to improve your experience at Plas y Brenin.

Our promise is to provide the highest quality experience whilst staying with us and whilst participating on our broad range of adventurous skills, coaching or leadership courses.

## Customer Standards

At Plas y Brenin we pride ourselves on our commitment to customer care and providing the highest standards possible. We aim to provide services, accommodation, catering, sports facilities and experiences which exceed our customer's expectations.

In order to achieve these standards, we aim to create an environment where customers can expect:

- A centre that is clean, attractive and a pleasant place to visit
- Friendly, knowledgeable and professional staff that can help you get the most enjoyment and benefit from your visit
- A wide range of activities for people of all ages and abilities
- A safe and secure environment
- Up to date and accurate information to keep you informed of all available activities at the centre
- Opportunities to comment on the quality of our service

Our high standard of customer care is maintained through staff training, operational standards, reviews, and feedback and by empowering our staff to do whatever they deem necessary to care for customers and keep them safe.

