

# **VISITOR CHARTER**

**This is our service promise to everyone who visits Compton Verney. We aim to provide you with great service from planning your visit, when you are here with us and after you have visited us for the day.**

## **Before your visit**

- We will keep our website up to date with opening times, what's on and any information that's relevant to your visit
- You can call our office for general queries, membership enquiries or to book an event on 01926 645500 We are available to answer queries on the phone 9.30-4.00 weekdays and 9.30-3.00 weekends and bank holidays. We will check our voicemail regularly and return any messages
- When booking one of our events or activities, we aim to provide tickets via email and any relevant further information before the event or activity, to help you make the best of your time with us
- You are welcome to send any questions about your visit to [info@comptonverney.org.uk](mailto:info@comptonverney.org.uk). These emails are checked daily and we try to resolve all emails within 48 hours or to acknowledge and pass on any enquires we aren't able to resolve immediately

## **When you are with us**

- Compton Verney is a welcoming environment for everyone to enjoy, we hope that you are inspired by our time with us
- Our team aim to deliver high standards of service, are identifiable, friendly and courteous to all visitors
- Our facilities will be well maintained, clean and accessible for all visitors and provide a welcoming environment
- We will aim to ensure that all visitors are able to enjoy all we have to offer regardless of access requirements. For further information on accessing Compton Verney, visit our access page; <https://www.comptonverney.org.uk/plan-your-visit/access/>
- The information we provide onsite, digitally and in print will be clear, accurate and reliable

## **After your visit**

- To keep up to date with Compton Verney and what we have coming up, sign up to our mailing list on our website or follow us on social media
- We welcome visitor feedback to help us maintain our high standards of customer care. Please do share feedback with one of the team when you are with us
- Please email any feedback to [feedback@comptonverney.org.uk](mailto:feedback@comptonverney.org.uk). We aim to reply or acknowledge all emails within 3 working days and send a full response addressing any point raised within 10 working days