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Name of Policy	Customer Care Charter
Policy Owner:	General Manager
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Registered Name: The Pavilion Theatre Management Company CLG

Registered Address: Marine Road, Dún Laoghaire Co. Dublin | Company Registered Number: 314064 | Charity Number: 20042578



Customer Care Charter

Pavilion Theatre programmes a diverse selection of shows throughout the year and therefore we greet a wide range of customers each day. This Customer Charter outlines the type of service that we are committed to maintaining to achieve our high standards of customer care.

Our commitment to our customers

We want to meet the needs of all our customers, where possible. We will aim to achieve this by:

- Providing a polite, fair and respectful service
- Treating each customer equally and without prejudice
- Informing our customers with the most accurate information that we have at that current time
- Aiming to meet any special or additional needs of our customers

Communications with our customers

Telephone

- Answer telephone calls promptly and politely
- Identify ourselves to each customer when we answer the call
- Return all voicemails within a reasonable amount of time
- Forward your query to the relevant department if necessary

Mail and email

- Respond to all written communications as promptly as possible, where necessary.
- For email communication, when it is not possible for us to respond within 3 working days, we will have an out-of-office reply set on our emails informing all customers where to direct your query.

Visiting Pavilion Theatre

- Greet each customer politely and courteously
- Aim to resolve all queries as efficiently as possible and answer your questions fully
- Provide a safe and comfortable environment for your visit

Customer responsibilities

Customers also have an important role to play when interacting with Pavilion Theatre staff and assisting us to provide a quality service to each person:

- All Pavilion Theatre staff should be treated with respect and courtesy
- Be fair and honest in your dealings with us
- Patrons are requested to always follow the instructions of Pavilion's Front of House Duty Manager and Box Office staff.
- If you need to meet a member of Pavilion Theatre staff relating to a query that does not involve purchasing a ticket/voucher from the Box Office, please request an appointment in advance. In some instances, a meeting may not be possible.
- The following behaviour is not acceptable from any member of the public in any of our facilities:
 - Harassment of staff or Pavilion Theatre customers by use of abusive, racist or threatening language
 - Use of violence or threat of violence towards staff or Pavilion Theatre customers
 - Behaviour which is disruptive and interferes with delivering a quality customer service
- Where such behaviour is demonstrated, contact with that person will be terminated

Complaints Procedure

If you are not satisfied with any service/product that we have provided, please direct your complaint to the relevant department within the theatre. The correct contact details can be found at the following link: <http://www.paviliontheatre.ie/about/contact>

We will treat all complaints properly and fairly. Complaints can be made orally or in writing. We will reply to all complaints within 20 working days of the receipt of your complaint.

Feedback

At Pavilion Theatre, we regard feedback as the key to understanding the needs and expectations of our customers. We welcome your comments and suggestions on any aspect of our service as we believe that this will help us serve you better.