

CONCEPTOURS

THE DESTINATION & EVENTS MANAGEMENT COMPANY OF GREECE®

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CUSTOMER SERVICE PLAN

Our Customer Service Plan is intended to provide our Principals with information regarding Conceptours' policies, procedures and methods of handling their clients' programs to Greece. This Customer Service Plan is explicitly separate from and not a part of Conceptours' Contract of Agreement.



- **Service:** Conceptours realizes that its service and performance are a direct reflection on our Customer, our Principal. Because our Principal's reputation is so valuable, Conceptours treats it as if it were its own. To Conceptours, "service" means the performance, accuracy and dependability of a world-class DMC dedicated to our Principal and their client's needs.
- **Efficiency:**
 - All requests will be replied to within 24-36 hours of receipt.
 - All requests are replied to accurately and in detail
 - Should a particular requested hotel or cruise not be available for the demanded dates, a similar quality & priced hotel or cruise will be offered.
 - Conceptours strives to meet the needs and expectations of its Principal's client.
- **Know-How:** Conceptours' staff is a team of dedicated professionals who periodically re-inspect hotels, cruises, tours, venues etc. to ascertain that they continue to meet our quality standards. Seminars are provided our staff to enhance their skills
- **Purchasing Power:** Better negotiating power is the consequence of Conceptours' concentration of business in top-quality properties at the lowest possible cost.
- **Safety:** Conceptours fully recognizes the importance of risk, health and safety management being professionally carried. The appointed account executive and operations managers handle security, health and safety measures of the program entrusted Conceptours. *(See our document "Risk Assessment & Crisis Management")*
- **Clients on site:**
 - All clients will be met & greeted upon arrival (if this service is purchased) in the name of the Principal.
 - Upon arrival, all clients will be handed their "at-a-glance" itinerary, their appropriate hotel, cruise and tour vouchers (including pick-up times), brochures and maps of Athens, the islands and Greece, as well as an emergency phone number in case of need during non-office hours.

- Soon after the clients' arrival, our Operations Manager will phone the clients at their hotel to welcome them and inquire if all meets their expectations.
 - Our Operations Manager will again call the clients in the midst of their program and inquire if all to date meets their anticipations.
 - All vehicles utilized for our Principal's clients are late model deluxe Mercedes vehicles with English speaking drivers.
 - All free-lance guides assigned to our Principal's clientele are pre-selected for their (a) pleasant personality, (b) their sense of hospitality and (c) their thorough knowledge in their craft.
- **Problem-solving skills:**
 - If a client may possibly be displeased with their hotel room, Conceptours will immediately instruct the hotel to show the client other available equally priced rooms as well as higher category rooms at a surcharge. The client will be asked to pay directly any possible additional room prices. The Principal will be immediately informed in all such cases.
 - If the client continues to be displeased with the pre-booked/pre-paid hotel, we will (a) advise the client of possible cancellation penalties and (b) endeavor to switch hotel to another near-equally priced hotel. The client will be asked to pay directly any possible cancellation penalties and/or additional room prices. The Principal will be immediately informed in all such cases.
 - Should the client want to upgrade from their hotel, Conceptours will inform the client of the price difference to be paid directly, and accordingly advise our Principal.
 - In the event that the client may possibly want to purchase locally any extra services, Conceptours will quote and collect from the client the gross rate and protect the Principal with the appropriate commission due.
 - In the event that a client may possibly want to cancel on the spot a pre-booked service, the client will be informed of possible cancellation penalties and that any refunds due will be reimbursed to the Principal.
 - Conceptours will attentively listen to any client's problem and discuss possible solution options. In all such possible cases, our Principal will be immediately appraised.

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**MEETING THE EXPECTATIONS OF OUR PRINCIPAL'S CLIENTELE AND  
ASCERTAINING THEIR ULTIMATE COMPLETE SATISFACTION IS  
CONCEPTOURS' PRIMARY GOAL.**

