

Exclusive Excursions Communication Policy

At *Exclusive Excursions*, clear and effective communication is essential to ensure a seamless and enriching experience for our guests. Our communication policy outlines our commitment to transparent, timely, and courteous communication throughout all stages of your journey with us.

Transparent and Timely Communication:

- We strive to provide transparent and timely communication regarding all aspects of your retreat experience, including:
 - Booking inquiries and reservations
 - Pre-trip information and preparation
 - On-site logistics and activities
 - Post-retreat follow-up and feedback opportunities
- Our team is dedicated to promptly addressing any questions, concerns, or special requests you may have before, during, or after your retreat.

Multiple Communication Channels:

- We offer multiple channels for communication to ensure accessibility and convenience for our guests, including:
 - Email: *elizabethwangugiyoga@gmail.com*
 - Phone: USA **+1-614-356-7467** *call or text*
 - Available for communication via message on all social media sites.
- Our knowledgeable staff are available to assist you via your preferred communication method, whether it's email, phone, or social media messaging.

Personalized Assistance:

- Our team is committed to providing personalized assistance to meet your individual needs and preferences. Whether you require special accommodations, dietary considerations, or excursion recommendations, we are here to help tailor your retreat experience to your unique preferences.

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Emergency Communication Protocol:

- In the event of an emergency or urgent situation, we have established protocols for efficient communication and assistance. Our staff are trained to respond promptly and effectively to any emergency situations that may arise during your retreat.
- To ensure safety, follow directives given by of any and all on-location staff members while on retreat or at an event.

Feedback and Continuous Improvement:

- We value your feedback as an opportunity for continuous improvement and strive to actively seek and incorporate your input into our operations.
- After your retreat, we invite you to share your feedback and suggestions with us to help us enhance our services and offerings for future guests.

Privacy and Confidentiality:

- We respect your privacy and adhere to strict confidentiality standards regarding your personal information and communication preferences. Your information will only be used for the purpose of facilitating your retreat experience and will not be shared with third parties without your consent. See privacy policy for more details.

Thank You for Choosing *Exclusive Excursions*:

- We extend our heartfelt gratitude to you for choosing Exclusive Excursions for your wellness retreat. We are committed to exceeding your expectations through exceptional communication and service throughout your journey with us.