

Exclusive Excursions Feedback and Complaints Policy

At *Exclusive Excursions*, we are committed to providing exceptional experiences for our participants during our women's wellness retreats and events. We value your feedback as it helps us continually improve our services and offerings. We have established the following Feedback and Complaints Policy to ensure that your voices are heard and addressed in a timely and respectful manner:

1. Feedback Submission:

- We welcome feedback from participants regarding all aspects of their experience with *Exclusive Excursions*, including accommodation, activities, meals, staff interactions, and overall satisfaction.
- Participants may submit feedback through various channels, including:
 - Online feedback forms are available on our website.
 - Direct communication with retreat leaders, instructors, or staff members.
 - Email correspondence to elizabethwangugiyoga@gmail.com
 - Written feedback forms provided during the retreat or event.
 - Interaction via social media

2. Confidentiality and Anonymity:

- We respect the confidentiality and privacy of our participants and will handle all feedback with discretion if directed.
- Participants have the option to submit feedback anonymously if they prefer not to disclose their identity.

3. Response and Resolution:

- Upon receiving feedback or a complaint, our team will acknowledge receipt of the communication in a timely manner.
- We are committed to thoroughly investigating all feedback and complaints and providing a prompt and appropriate response.
- Depending on the nature of the feedback or complaint, resolution may involve corrective action, further investigation, or communication with relevant parties.

4. Continuous Improvement:

- Feedback and complaints are invaluable sources of information that help us identify areas for improvement and implement positive changes.
- We are committed to using feedback as a catalyst for continuous improvement and innovation in our retreats and events.

6. Non-Retaliation Policy:

- *Exclusive Excursions* prohibits retaliation against any participant who submits feedback or raises a complaint in good faith.
- Participants can provide feedback and voice concerns without fear of reprisal or adverse consequences.

7. Thank You for Your Input:

- We extend our gratitude to all participants who take the time to provide feedback and share their experiences with us.
- Your input is essential to our ongoing efforts to deliver exceptional experiences and create lasting memories at *Exclusive Excursions*.