

Pershore Plum Festival Customer Charter



- We aim to be welcoming, approachable, professional and polite at all times, and add value to your Pershore Plum Festival experience.
- We aim to share our knowledge and passion for our town, its horticultural heritage and our Festival.
- We aim to listen to all ideas presented to us to help expand and improve our Festival, in order to enhance the visitor experience, enrich the lives of local people and increase the economic opportunities for local businesses.
- We aim to enhance visitors' experiences by providing education, entertainment, activities, retail and leisure amenities and suggesting concepts that they may find motivating depending on their interests.
- We aim to deal with complaints in a sensitive and tactical manner and resolve them as quickly as possible. If we cannot help you we will advise you who can, and where possible provide you with contact details.
- We will provide accurate and clear information in response to your enquiries, as quickly as possible and will aim to provide precise and up to date information on our website.
- We aim to provide, direct and present useful practical information to visitors prior to their arrival so not to distract from the experience when at our Festival.
- We will ask customers for their feedback and use this to improve our Festival.