

Customer Service Promise

“Scotland has something magical. Something that imbues its land and its people. It’s deep, enriching and felt by everyone who visits.”

Our Spirit

Scotland is known for its warm and friendly people and we will reflect this by:

- Giving you a warm welcome with a smile
- Being friendly & approachable
- Listening and understanding your needs

Our Knowledge

There is something special about Scotland; we want to share this with you by:

- Inspiring you with our expert knowledge
- Sharing our country’s ‘hidden gems’
- Giving you the stories worth knowing and the places worth going
- Helping to make your trip fun and memorable

Your Experience

Scotland has a unique essence and we want to bring this to life by:

- Helping you make memories that will last a lifetime
- Asking you to share your passion, spirit and enthusiasm
- Valuing your feedback to enhance our service

Our goal is to inspire you with our expert knowledge and help you love Scotland as much as we do