

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**