

Pontins Guest Complaints Policy and Procedure

At Pontins we will take every step to ensure you enjoy your stay and have a positive experience. However, we are aware that at times events may occur that have a negative impact on your stay at our sites or while booking your stay with us. In the event of this happening and you do want to make a complaint, please see below to find our procedure in regard to handling complaints.

Our Approach

At Pontins, we assure you that all complaints are dealt with appropriately and in full accordance with the provisions of the Equality Act 2010. We can assure you that all guest complaints will be dealt with fairly and transparently. Our complaints procedure is also compliant with Pontins' zero tolerance approach to any forms of discrimination.

Our Procedure

If you do want to make a complaint, please refer to the following procedure:

1. If you wish to make a complaint about any minor issue that has arisen on the course of your stay at Pontins, please make an initial report to a staff member on the site. This may include for example, something that is not working within your room. The staff member will investigate your concerns and will attempt to resolve them as soon as possible, keeping you informed on progress.
2. If you feel that your issue has not been resolved or your issue is more serious, then you may report your complaint to park reception. If your complaint relates to any form of discrimination, you may report your complaint to park reception, and it will be escalated to the Legal Department and Equality Officer for investigation. You may also report your complaint by contacting the number on the back of your key fob. (If your complaint is about something else not related to your stay, please refer to Point 9 below.)
3. The Duty Manager or a member of our reception team will ask you for details of your complaint and either record this on our electronic portal or using a guest solutions form (which will be uploaded later).
4. We are always glad when any concerns are resolved during your stay, so please allow the management team on the park to be given the opportunity to make things right. We will aim to do so as soon as possible. Anything the team can do to rectify any issues you have on the park will be noted onto your complaint record.
5. If you have returned from your stay and you are unsatisfied with the outcome provided by the park to your complaint, please email us at guestsolutions@pontins.com or in writing to [Guest Solutions, Pontins Holidays, BH House, Trafford Park, Stretford, Manchester M17 1JT](#). Please provide a detailed summary of the issues you have encountered and why you feel we did not meet your expectations with the response from the park. Please note we may only correspond with the lead guest on a reservation in certain circumstances.

6. It is important that you include your name, email address and a contact telephone number within your complaint. Please submit your complaint as soon as possible and endeavour to do so within 28 days of your departure from our site. If there has been a significant delay in submitting your complaint, please explain the reasons why. In some cases, we will not be able review less serious complaints after 28 days.
7. We will send an auto-response in reply should you email your complaint to us, alternatively if you have written in, we will acknowledge it as soon as possible.
8. We will then investigate the matter with the park and any relevant departments, this may take up to 28 days so please bear with us. We always try to resolve any matters brought to our attention as soon as possible, keeping you informed along the way.
9. If your complaint is not about your stay with us but about something else, such as the booking procedure, then please email us at guestsolutions@pontins.com or in writing to [Guest Solutions, Pontins Holidays, BH House, Trafford Park, Stretford, Manchester M17 1JT](#). Please provide a detailed summary of the issues you have encountered and why you feel we did not meet your expectations.
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10. If a dispute has arisen between two or more guests, these matters are normally entirely beyond our control. We will always endeavour to help where possible. However, under data protection laws, please be aware we are not able to provide any personal information about other guests, even in the event of a dispute.
11. This Complaints Procedure does not apply to complaints regarding gambling. If you do have a complaint regarding Bingo or the use of one of our gaming machines, we have a separate complaints procedure which can be found here.