

# [ Customer Charter Policy

We will be professional and courteous in our dealings with our customers every time,  
We will always listen to our customers, so that we may better understand their needs and exceed their expectations.

By providing excellent service and advice, our customers will benefit from the most effective solutions for their business.

We will provide a prompt and reliable service regarding the delivery, collection and maintenance of our equipment.  
Our pricing will be fair and competitive and will deliver value for money to our customers.  
We will communicate openly and effectively with our customers and will provide accurate information to support all transactions.

Above all else, we will put our customers' safety first.

Dan McCaffrey  
**Divisional Director**

*Reviewed January 2024*

All hires and sales are subject to our standard terms and conditions available at [www.balloohire.com/terms](http://www.balloohire.com/terms)

