

Guest Feedback Handling Policy

It is the policy of Atlantis Dubai to have a customer focused environment that is open to guest feedback, resolve complaints in a fair and timely manner, and analyze the feedback data to continually enhance our product and customer service.

Guest Feedback

Guest feedback may be verbal or written, which could be a complaint, a query or a request. We provide a number of channels in which a guest could reach out to us to provide feedback, such as:

- Face to face interaction
- Telephone conversation
- E-mail
- Social Media
- Survey responses

Guest feedback may come from the guest directly, or via Tour Operators, meeting planners or colleagues. We address all feedback which is applicable to our products, services and colleagues, including contractors working on our behalf.

Our Guest Feedback Handling Process:

- Guest feedback will be acknowledged, properly recorded and responded to within 24 hours.
- Compliments for colleagues are recognized and celebrated.
- Suggestions are reviewed by the relevant Heads of Departments and where appropriate, implemented to improve guest experience.
- Complaints are acknowledged and further, adequately investigated prior to responding to the complainant.
- The record of a complaint is retained for a minimum of one year.
- Guest feedback is analyzed, evaluated and used as input for continual improvement of our guest experience.

Our Guest Feedback Handling Policy is reviewed annually by our General Manager. If you have any questions about this policy or dealings with Atlantis Dubai, please contact us at:

Mobile number: +971 4 426 3000

Email address: theroyal.guestexperience@atlantisdubai.com

Website address: www.atlantis.com/dubai

Social details: @AtlantisTheRoyal