



Unit 2, Reading University Farm, Charvil Lane, Sonning, Reading, Berkshire RG4 6TH  
Tel: 0118 969 9553 Fax: 0870 486 1205

Registered in England: 04300141 Registered Office: Foxley Corner, Forest Green Rd, Maidenhead, Berkshire SL6 3LQ  
Website: [www.cascadeevents.co.uk](http://www.cascadeevents.co.uk)

## Customer Service Policy

Cascade Events is committed to providing an excellent standard of service and care to all our potential and confirmed clients. In general this means we will abide by the following principles:

- Always be courteous and polite to clients
- Always be transparent in our pricing policies and not add any hidden extra charges
- Be honest regarding the services and equipment we provide
- Always do our best to accommodate last minute changes
- Never add a premium over and above increased costs to us for last minute changes
- Never oversell unnecessary equipment

Specifically we will always try to:

- Be contactable 24 hours a day seven days a week usually on our duty mobile but if not then on a director's mobile
- Answer emails within 12 working hours and usually sooner
- Arrive promptly for site visits and construction / dismantling and always let you know if we are more than 15 minutes delayed