

Customer Service Charter



Like most businesses, we know that our success lies in delivering excellent service our customers. Our customer service charter sets out our commitment to provide our customers, with the service you they can expect.

Who we are and what we do?

We are a shuttle service that operates between South Africa and Swaziland, our drop off points in South Africa are Sandton and OR. Tambo, we leave in the morning from Swaziland and Afternoon from Johannesburg which is twice a day. Furthermore, Sky World offers tour packages that include Umhlanga Package, Bushfire Package, Buganu and Safari Package. Moreover, we also assist customers who need Visa Entry into Swaziland. We promise our customers a comfortable, reliable and safe ride to and from their destinations.

Who accesses our services?

- Corporate Clients in Swaziland and South Africa who travel for business purposes,
- International and Local students who travel for education purposes,
- Tourists who travel for pleasure
- Families who travel to visit their families
- The event Enthusiast who travel for pleasure

Our Customer Service Principles:

Responsiveness

- We will respond promptly to your enquiries through our phone and web service.
- We aim to respond to phone enquiries and emails within one working day - and mail correspondence within 10 working days
- We will provide accurate and up to date information, when you need it
- Our service targets outline our process and payment timelines.

Quality service

- We aim to tailor our response to your needs
- We aim to provide linkages and referral to other shuttle services relevant to your travelling needs
- We assure you that you will receive the same excellent service standard if you receive services from a third party on our behalf. We work together with Travel Agents who

are knowledgeable about our services and they also have the experience with working customers.

Confidentiality

- We have systems in place to ensure that we protect your confidential information

Transparency

- We are open and transparent about our processes
- All information about our services is published on our website
- We aim to provide consistent and clear information across our communication channels
- Our booking agents and chauffeurs must disclose conflict of interest

Professionalism

- Our service rendered to you will be conducted with integrity and honesty
- Our booking agents and chauffeurs will focus on helping you find solutions to your travelling needs
- Every customer is treated equally
- Our booking agents and chauffeurs will be accountable in their dealings with you.

If you use our web services you can expect:

- To contact us when and where it is convenient for you - with social media you can message us on Facebook and Instagram
- The website to be easy to use, with customized content so you can quickly find what you need
- That you can access our information using any device, any time

If you call +268 2404-9921 / +268 7664-0001 you can expect:

- Our booking agents to be experienced and knowledgeable
- To be able contact our office between 7:30 am-6:00 pm Monday to Sunday

If you deal with us face-to-face you can expect:

- To get full information about our shuttle schedule, fees, booking processes, and our terms and conditions
- To be given the best customer service and deal with kind and friendly booking agents
- To be served respectfully and efficiently.
- To be warmly welcomed and be thanked sincerely.
- Your comments to be welcomed and any problems faced to be solved quickly.

To allow us to help, we expect you will:

- Give us information that is timely, accurate and complete
- Let us know if you have any special needs.
- Take the time to understand your obligations and aim to fulfill them
- Provide us with honest, constructive Feedback on our service
- Contact us if you believe we have made an error or acted inappropriately, and wish to make a complaint