



B7
VILLAS AND
RESORTS

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Dispute Policy

Purpose

This policy sets out how B7 Villas and Resorts handles disputes that arise from villa bookings. It aims to resolve concerns fairly, quickly and consistently, protect the guest relationship, and keep a clear record of every case.

Principles

- Fairness: Every dispute is heard, and the guest is given a clear explanation of the outcome.
- Evidence-based: Decisions rely on the booking record, written communications, payment records and photographs, not on memory alone.
- Timeliness: Guests are acknowledged and updated within the timeframes.
- Respect: Staff remain calm and courteous, even when a guest is upset.
- Consistency: Similar cases are treated the same way.
- Confidentiality: Guest and booking information are shared only with those who need it to resolve the case.

Dispute Resolution Procedure

Step 1: Receive and record

Any dispute must be communicated to the villa manager immediately. The villa manager records the case and other information relevant to the booking.

Step 2: Acknowledge

The guests receive a written acknowledgement of the case and is told that it will be rectified within a reasonable timeframe.

Step 3: Investigate

It is the duty of the villa manager to gather information from booking records, written communications or statements from staff involved. The guests are invited to provide any supporting evidence.

Step 4: Decide and communicate

Based on the evidence available, the villa manager must come to a conclusion, and the decision is conveyed to the customer verbally and in writing with clean explanations.

Step 5: Escalate if the guest is not satisfied

The guests may ask the decision to be reviewed again. In this situation, it must be reviewed by the director, and the decision must be provided in writing. The final internal decision is made by the director.

Staff Conduct During Disputes

- Listen carefully without interrupting and must avoid arguing and blaming the guest.
- Do not make any promises or admit liability without the approval of villa manager or director.
- Disputes must not be discussed with other guests or on social media
- If customers behave in an abusive manner, it must be reported to the villa manager immediately.