



## Complaints Procedure – Moments Beyond Borders

At **Moments Beyond Borders**, your feedback matters. Complaints help us improve our services and ensure a safe and enjoyable travel experience.

### How to submit a complaint

You can reach us:

- **Email:** [info@momentsbeyondborders.com](mailto:info@momentsbeyondborders.com)
- **Phone:** +256 772663066/ 0700267406
- **In person:** Talk to your tour guide or visit our office.

### What happens next

1. We acknowledge your complaint within **48 hours**.
2. We investigate the issue and consult internally if needed.
3. We provide you with a solution or resolution, usually within **4 weeks**.

### Why it matters

Your complaints help us improve our tours, itineraries, and services. Every concern is treated seriously, respectfully, and confidentially.