**Support & Contact Policy – Destination Vista**

**Purpose of This Policy**

The Support & Contact Policy outlines how users, vendors, and partners of **Destination Vista** can reach our support team, the scope of assistance provided, response timelines, escalation processes, and communication protocols. Our aim is to deliver transparent, efficient, and user-centric customer service across all levels of interaction.

**1. Support Services Offered**

Destination Vista provides multi-tiered support services for different stakeholders:

**a. For Users**

* **Booking Assistance** – Help with selecting, booking, and understanding tour packages.
* **Technical Support** – Login issues, website performance, or account-related help.
* **Complaint Handling** – Grievances related to listed packages or travel experience.

**b. For Vendors**

* **Onboarding Assistance** – Guidance on registration and package listing.
* **Dashboard & Listing Help** – Queries related to admin panel and content uploads.
* **Policy & Compliance Support** – Help with Destination Vista guidelines or policy interpretation.

**2. Contact Channels**

Users and vendors can contact Destination Vista through the following official channels:

|  |  |  |
| --- | --- | --- |
| **Channel** | **Details** | **Availability** |
| Email Support | **support@destinationvista.in** | 24/7 (response in 12-24 hrs) |
| Helpdesk (Web Portal) | **destinationvista.in/support** | 24/7 |
| Phone Support | **+91-XXXXXXXXXX** | Mon–Sat, 10:00 AM – 6:00 PM |
| Live Chat | Website Live Chat (on homepage & dashboard) | Mon–Sat, 9:00 AM – 9:00 PM |
| WhatsApp Support | **+91-XXXXXXXXXX** (message only) | Mon–Sat, 10:00 AM – 7:00 PM |

**3. Response & Resolution Timelines**

|  |  |  |
| --- | --- | --- |
| **Query Type** | **Initial Response** | **Estimated Resolution Time** |
| General Inquiry | Within 12 hours | 1–2 business days |
| Booking Issues | Within 6 hours | 1 business day |
| Technical Errors | Within 12 hours | 2–3 business days |
| Vendor Listing/Onboarding | Within 24 hours | 2 business days |
| Escalated Complaints | Within 6 hours | 3–5 business days |

**4. Escalation Matrix**

If users or vendors are not satisfied with the first-level response:

* **Level 1:** Email to support team (support@destinationvista.in)
* **Level 2:** Escalation to Customer Experience Manager at **cx@destinationvista.in**
* **Level 3:** Formal complaint to Data Protection & Legal Officer at **legal@destinationvista.in**

All escalations will be addressed within **72 working hours**.

**5. User Identity & Security Verification**

To ensure data protection and privacy:

* All support requests involving account changes, bookings, or personal data will require **identity verification** through OTP or registered email confirmation.
* Staff are trained to follow strict access control and escalation procedures.

**6. Record Keeping & Monitoring**

* All support interactions (email, chat, phone) are **recorded and monitored** for quality assurance and audit purposes.
* Support performance is reviewed monthly to ensure SLA compliance and user satisfaction.

**7. Holidays & Downtime Policy**

* Support is unavailable during national public holidays in India unless otherwise mentioned.
* Scheduled downtime of chat/phone support (for maintenance) will be notified in advance on the platform.

**8. Contact for Legal/Compliance Queries**

For government schemes, vendor legal issues, or user disputes:  
📧 **legal@destinationvista.in**  
📧 **privacy@destinationvista.in**  
📞 **+91-XXXXXXXXXX**