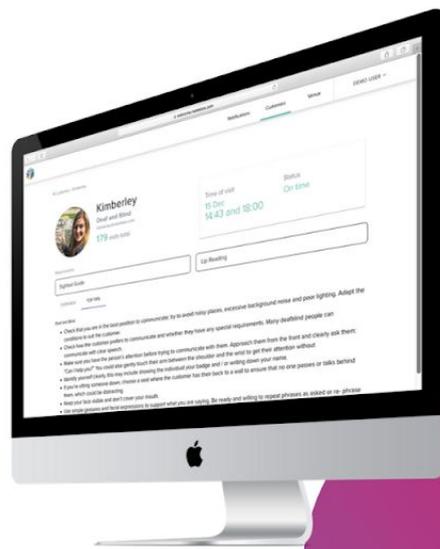


# Welcome Promotion Pack

time to spread the word



# Welcome Promotion Pack

Thank you for joining Welcome. We are so proud to be working with you and helping you provide an improved experience to your disabled customers.

To make the most of your membership it is incredibly important that you start spreading the word to your customers and staff, that you are now a participating venue on the Welcome App.

In this pack there are some ideas and images you can use.

## On Your Website

It is helpful for visitors coming to your venue to know before-hand your accessibility provisions, and will often check your website for this information. Place this link <https://www.welcome-app.com> with the Welcome Logo included in this pack, on relevant pages such as your Accessibility Page, Contact Us, or Home Page.

You could also add this link to our video <https://youtu.be/XYj4BKC9ZQ> of our CEO, Gavin, explaining the booking process via the app and what information retailers get on the other side. This will give your customers a better understanding of how the system works.

## Social Media

- **Don't forget to follow us on social media and tag us in your posts when you talk about us. Ideally it would be great if you could post about Welcome at least once a week for the first 4 weeks to give your customers the best chance of finding out about it. Feel free to use the ones we made for you below.**

Facebook: <https://www.facebook.com/NeateboxLtd/>

Twitter: <https://twitter.com/neatebox>

Instagram: <https://instagram.com/neatebox>

LinkedIn: <https://www.linkedin.com/company/neatebox-limited>

- **Tweets you can copy and paste for your Twitter:**

We're so proud to have the #WelcomeApp increasing #accessibility for all our visitors. Download your free account today on Android

[bit.ly/welcomebyneatebox-android](http://bit.ly/welcomebyneatebox-android) or iOS [bit.ly/welcomebyneatebox-iOS](http://bit.ly/welcomebyneatebox-iOS)

We're so excited to be the latest venue on the #WelcomeApp so we can offer better service to our disabled customers. Get your free account today on Android [bit.ly/welcomebyneatebox-android](http://bit.ly/welcomebyneatebox-android) or iOS [bit.ly/welcomebyneatebox-iOS](http://bit.ly/welcomebyneatebox-iOS)

Making our business #accessible to all our customers is important to us, so we are really proud to be the newest venue on the #WelcomeApp. We look forward to Welcoming you soon!

We are happy to be the latest venue on the #WelcomeApp improving #accessibility for our disabled customers. Set up your free account today on Android [bit.ly/welcomebyneatebox-android](http://bit.ly/welcomebyneatebox-android) or iOS [bit.ly/welcomebyneatebox-iOS](http://bit.ly/welcomebyneatebox-iOS)

- **Facebook Posts you can use on your business Facebook Page:**

We believe ALL our customers deserve the best service. So we are proud to be the newest venue on the #WelcomeApp helping our disabled visitors get the service they deserve.

To use the service you can download the app for free here:  
on Android <http://bit.ly/welcomebyneatebox-android>  
or iOS <http://bit.ly/welcomebyneatebox-iOS>

We're excited to be the latest venue on the #WelcomeApp improving #accessibility for our disabled customers.

If you would like to use the service you can download the app from free here:  
on Android <http://bit.ly/welcomebyneatebox-android>  
or iOS <http://bit.ly/welcomebyneatebox-iOS>

Being #inclusive is really important to us, so we are proud to be the newest venue on the #WelcomeApp. It will help us give the best service possible to our disabled customers.

You can use the Welcome App for free, download it for free here:  
on Android <http://bit.ly/welcomebyneatebox-android>  
or iOS <http://bit.ly/welcomebyneatebox-iOS>

If you know someone who could benefit from using this service share this post.

We're so proud to be the latest venue on the #WelcomeApp, improving #accessibility and giving the best service we can to all our disabled customers. We welcome you to download the app for free and we look forward to welcoming you on your next visit soon.

Android <http://bit.ly/welcomebyneatebox-android>  
or iOS <http://bit.ly/welcomebyneatebox-iOS>

## Email Newsletters

- **Let your customers know you care about giving them the best customer service by adding this to your newsletter:**

We care about all our customers, so we are delighted to announce that we are the latest venue on the **Welcome App**, so we can provide even better customer service to all our disabled customers whether their condition is visible or hidden.

How it works

1. Download the app and create an account for free on Android <http://bit.ly/welcomebyneatebox-android> or iOS <http://bit.ly/welcomebyneatebox-iOS>
2. Select the venue that you want to visit and indicate what assistance you require.
3. We'll get notified of your visit and how you would like us to help you.
4. Come for your visit and enjoy!

We look forward to Welcoming you soon!

- **Let your staff know that you have joined Welcome to make it easier for them and give them the confidence to offer the best service to any disabled customers. Add this to an internal email or message to your staff adding your email and password where indicated so they can access the system:**

We know you want to provide the best experience to all our customers. So to help you have the confidence to give the best service to our disabled customers whether their condition is visible or hidden, we are really excited that we have a new system called **Welcome**.

How it works:

1. Customers will request their visit through their phone on the Welcome App, and say what they want to do on their visit and what help they may need.
2. We will get notified via email and a phone call that the customer has requested a visit.
3. On your tablet or computer go to <https://welcome.neatebox.com> and enter our email (xxxxx) and password (xxxxx) to login.
4. Go to the **visits** tab where you will see the pending visit from the customer, read their requirements and accept it. There are also other resources and best practice tips on the **resources** tab if you need them.
5. We will get another email and a phone call when the customer is a few minutes away so we can make sure we are prepared to greet them and have what they need ready for them.

6. We will get a final email notification and phone call when they have arrived so you can greet them by name and assist them as they have requested.

After the customer has been on their visit they will be given the opportunity to add a review of their experience.

Please inform any customers you meet who might benefit from this service who are not yet using the app, that they can download the app for free from the app stores and that we would look forward to them using it on their next visit.

For more information on how to use the Welcome platform you can read the Getting Started Guide here: <https://welcome-app.com/getting-started>

If you have any questions or get stuck you can always get in touch at [support@neatebox.com](mailto:support@neatebox.com)

**Thank you for joining Welcome and we hope you, your team and your customers enjoy using it. We are really proud of all our partners, so if you have any posts or news stories sharing stories of your customer experiences with the app, or if you win awards because of Welcome, we would love to share them.**

**Please do get in touch at [support@neatebox.com](mailto:support@neatebox.com) if there is anything we can do to help you make the most of your membership.**