



MEDIA RELEASE

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Guest Feedback a Winner for NSW Crown Holiday Parks Trust

NSW Crown Holiday Parks Trust (NSWCHPT) is being recognised for providing great guest experiences with twenty of the parks across their North Coast Holiday Parks (NCHP) and South Coast Holiday Parks (SCHP) portfolio winning a 2016 Guest Review Award from online accommodation booking platform Booking.com.

NSWCHPT Acting CEO Michelle Griffin said she was proud that 20 of the group's coastal parks were honoured with this award and thanked the park managers and their teams for providing memorable caravan and camping holidays.

"The Guest Review Awards signify our focus on customer service and show that our guests are enjoying the quintessential caravan and camping experience we provide," Ms Griffin said.

"We take guest feedback very seriously and I thank all of our parks for the hard work they have been doing to make these Awards possible."

NCHP and SCHP parks to receive the award included:

1. NCHP Red Rock
2. NCHP Moonee Beach
3. NCHP Corindi Beach
4. NCHP Nambucca Headland
5. NCHP Urunga Heads
6. NCHP North Beach
7. NCHP North Haven
8. NCHP Clarkes Beach
9. NCHP Ferry Reserve
10. NCHP Massy-Greene
11. NCHP Terrace Reserve
12. NCHP Lennox Head
13. NCHP Shaws Bay
14. NCHP Evans Head
15. NCHP Forster Beach
16. NCHP Tuncurry Beach
17. NCHP Hawks Nest
18. NCHP Jimmys Beach
19. SCHP Bermagui
20. SCHP Eden



NEW SOUTH WALES CROWN
HOLIDAY PARKS TRUST



The Guest Review Awards are aggregated from guest feedback on the website, with award winners receiving an overall score of at least 9 out of 10 across a single year. The award places these parks amongst the top accommodation options within Australia.

NCHP Red Rock managers Geoff and Kylie Wruck take great pride in their commitment to customer service and said they treat each guest as though they are the most important person in the park.

“We are always over the moon when guests tell us they had a great time staying with us, as we work so hard to ensure we provide memorable experiences to everyone who comes to Red Rock Holiday Park,” Mr Wruck said.

“Nothing is more important in this industry than delivering great customer service, and we are thrilled to be recognised for the great work our entire team does to give all guests the quintessential Red Rock experience.”

North Beach Managers Jack and Peggy Kelly said customer service was a key focus of their park, with their commitment to the guest experience being their favourite park of the job.

“Our guests are the most important part of our park, and we like to think that everyone who comes to stay with us becomes part of the extended North Beach family,” Ms Kelly said.

“We love what we do and we give everything to this park. It’s amazing to see our efforts rewarded and a big thank you goes out to everyone who has taken the time to give us such positive feedback through Booking.com.”

North Coast Holiday Parks is part of NSWCHPT which also manages the operations of South Coast Holiday Parks and Inland Waters Holiday Parks. With 36 parks in their portfolio, the Trust prides itself on exciting guests, energising local communities and providing exceptional experience through exceptional service.

Many of the parks still have vacancies for the summer period. Bookings are filling fast, so head to www.northcoastholidayparks.com.au, www.southcoastparks.com.au or www.inlandwaters.com.au to book your next trip today.

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