



MEDIA RELEASE

Wednesday, 09 May 2018

Reflections Holiday Parks across Coastal NSW Reign Supreme in Guest Satisfaction

Reflections Holiday Parks officially reign supreme in guest satisfaction after 25 of the group's parks received a Guest Review Award from online accommodation booking platform, Booking.Com.

Winners of the Guest Review Awards are chosen by Booking.Com based on an aggregation of guest feedback on the site, with those receiving an award holding an overall score of 8 out of 10 or higher across a single year.

Reflections Holiday Parks CEO Steve Edmonds said he was pleased to see 25 parks from the group receive this award based on guest satisfaction and thanked park managers and their teams for their dedication to creating great holiday experiences.

"Listening to and acting upon guest feedback is a priority for all of our parks which are popular holiday destinations within NSW," Mr Edmonds said.

"We take guest feedback very seriously and I thank everyone at our parks from the managers and front reception right through to the grounds people and housekeeping for their ongoing dedication to customer service which has made these award wins possible.

"I'm proud to see that our parks are consistently receiving this award and other industry recognition for the friendly service and great experience they provide guests."

The 25 Reflections Holiday Parks to receive the award included:

1. Ferry Reserve
2. Terrace Reserve
3. Massy-Greene
4. Clarkes Beach
5. Lennox Head
6. Shaws Bay
7. Ballina
8. Evans Head
9. Red Rock
10. Corindi Beach
11. Moonee Beach
12. Coffs Harbour
13. Mylestom (*formerly North Beach*)



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14. Urunga
15. Nambucca Heads
16. Scotts Head
17. Bonny Hills
18. North Haven
19. Tuncurry
20. Forster Beach
21. Seal Rocks
22. Jimmys Beach
23. Hawks Nest
24. Bermagui
25. Eden

These wins based on positive guest feedback come off the back of significant changes coming to the parks, with the launch of a \$6 Million revamp at Seal Rocks in February this year. The redevelopment included the installation of new cabins based on ESD principles, eco beach tents and guest lounge facilities, with similar works to be carried out across the Reflections Group of parks in the coming years.

Mr Edmonds said the innovative new cabin accommodation styles and architecture for guest facilities were the first of their kind in NSW holiday park accommodation and he looked forward to rolling them out across the group for more people to enjoy.

Visit <https://reflectionsolidayparks.com.au> to book your next holiday today.

#Ends#

About NSW Crown Holiday Parks Trust, NSWCHPT

NSWCHPT was formed in 2013 to consolidate the operations of 28 coastal and nine inland holiday parks and reserves located on Crown land throughout NSW and incorporated three holiday park brands under its corporate banner. (North Coast Holiday Parks, South Coast Holiday Parks and Inland Waters Holiday Parks.)

2017 saw the Group rebrand to Reflections Holiday Parks and bring its 37 holiday parks and public recreation reserves on Crown land under the one unified banner. The promise of Reflections Holiday Parks is to be the place where happy holiday seekers and nature lovers will discover the quintessential caravan and camping break and create unforgettable experiences and family memories.

Contact Kimberly Rigby, 0418 383 296 (Photos attached)

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