



Taupo DeBretts
STAY - SOAK - SOOTHE - SAVOUR

Quality Policy

The core business of Taupo DeBretts Spa Resort Ltd is providing a premium, quality leisure experience to all our guests, in line with our Strategic Plan:

- *We shall provide a '5 Star Quality Service' that adds value and ensures that our Customers' expectations are met, if not, exceeded.*
- *We shall ensure communications between our Customers, Suppliers and ourselves is maintained and advanced to improve relationships.*
- *We shall champion innovative business systems to become the benchmark of businesses nationwide.*
- *We shall adopt a 'best practice' tourism culture that promotes sustainability and environmental friendliness and is recognised as the most efficient, effective, respected and socially responsible of operators.*
- *We shall improve our service offering and cost effectiveness through continuous improvement and quality practices.*
- *We shall adhere to NZ law giving special consideration to the following documents:*
 - [Camping-Grounds Regulations 1985](#)
 - [Commerce Act 1986](#)
 - [Health and Safety at Work Act 2015](#)
 - [Food Hygiene Regulations 1974](#)
 - [Resource Management Amendment Act 1993](#)

Barry Kirkland
Owner / Director

