

SMALL BUSINESS OF THE YEAR

ESPERANCE BAY HOLIDAY PARK



Esperance Bay Holiday Park (EBHP) is a caravan and camping Tourist Park offering a range of onsite accommodation options as well as powered and unpowered sites to cover all accommodation requirements in Esperance.

Since purchasing Esperance Bay Holiday Park in July 1996, they have worked tirelessly to continually update and developed the park which now provides: 17 onsite accommodation units for tourists; and 30 caravan and camping sites for tourists. They provide quality accommodation options, from Deluxe 2 Bedroom Chalets, 1 & 2 Bedroom Holiday units and basic cabins to ensure there is an option available to suit every tourist's budget and need. The park also caters for up to 24-foot caravans, motorhomes, camper trailers and tents on our powered/unpowered caravan and camping sites which are supported by high quality amenities and facilities throughout the park. Over the past two years they have been undertaking full renovations on their holiday units, ensuring their guests have the highest standard of comfort with a warm homely feeling.

EBHP has undergone continued redevelopment over the last 10 years. The development plan was built on the idea that caravan parks should provide comfortable and affordable accommodation options in a clean and safe surrounding. They have large powered sites that are suitable for all types of modern and not-so-modern vans. For our less confident travellers they offer personal assistance with parking of caravans, the park also caters for the more traditional camping style of a tent and offer's guest's full use of camp kitchen, BBQ areas and TV rooms. Alternatively, they have a range of units which are suitable for all types of guests, from luxury Deluxe Chalets down to basic cabins, to ensure we don't miss out any requirement of the tourist market.

EBHP are passionate about providing top class customer service to each and every person who stays with them. They believe they are successful in this endeavour given their high customer retention percentage, the positive feedback they receive on tourism and accommodation websites and being awarded Certificate of Excellence from TripAdvisor in 2017 & 2018.

Their aim is “To excel in customer service while providing high quality, affordable accommodation options to suit every budget”. Being a boutique park due to their small size, EBHP are able to truly focus attention to detail for each and every guest. Everyone is welcome and they strive to make their guests feel at home from the moment they arrive. EBHP offer full visitor information at reception to ensure that guests don’t miss out on any of the many attractions on offer and they even offer booking services for local charters, cruisers and flights. For guests arriving via the TransWA services, they also have a complimentary pick up and drop off service.

EBHP believe that Esperance is a great community to be involved with. As a small business, they rely on the community and have always given back to the local community where they can. EBHP sponsor local organizations and charities and are always willing to support local businesses. At Esperance Bay, they have a strong belief that when you invest in a community, you improve it.