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Quality Assurance

Trip Advisor www.tripadvisor.co.nz

Trip Advisor is the largest web based travel platform in the world and become the Google of the travel world. It is where most people planning a holiday will end up in order to make their final decisions. It is therefore with pride that the Shore Excursions division of "Mount Classic Tours" have consistently ranked as one of the most trusted and respected shore excursion companies in New Zealand since we joined them in 2012.

The inclusion of Hinterland Tours in the Mount Classic Tours range of tour and transport services in 2020, will benefit from our long term dedication to exceptional customer services as confirmed by our awards detailed below.

- 2020 Travellers Choice Award [we are in the top 10% of all operators globally]
- 2019 Certificate of Excellence and Hall of Fame Member
- 2018 Certificate of Excellence and Induction into the Hall of Fame
- 2017 - 2016 - 2015 - 2014 Certificate of Excellence

Qualmark New Zealand www.qualmark.co.nz

Qualmark is the New Zealand tourism industry's official quality assurance organisation. This helps travellers by identifying high quality and trust worthy tourism businesses with a rating system of Bronze, Silver and Gold. By choosing a business with a Qualmark rating ensures you will receive a quality travel experience.

Our Qualmark review is conducted annually and from this we are proud to hold the Silver Sustainable Tourism Business Award . The Silver Award is evidence of a sophisticated tourism business that consistently exceeds visitor expectations. It has proactive leadership and management ensuring that a culture of high performance is evident throughout the entire business. The business has a real focus on continuously improving their economic, social and environmental performance to ensure the tourism product they deliver is a genuine, constantly improving sustainable experience. We will continue to achieve a Gold Standard.

Tourism Industry of Aotearoa (New Zealand) www.tia.org.nz

The Tourism Industry of Aotearoa (TIA) represents all sectors of NZ's large and diverse tourism industry. They are the voice of our industry, collectively working alongside government, regional boards and individual businesses to equip them to be successful in the long term. We recognized early on that singularly we could not achieve what we wanted to do and needed to merge our core values with those of our collective industry. Together we form a powerful alliance from which change and growth occur and we are proud of where we have come and where we are heading.

Sustainable Tourism NZ www.sustainabletourism.nz

Sustainable Tourism NZ (STNZ) is a Tourism Industry of Aotearoa (TIA) led initiative commencing in 2017 to see every NZ tourism business committed to sustainability by 2025. Their vision - to lead the World in Sustainable Tourism. To deliver on this there are ambitious, economic goals set which will share the overwhelming benefits with supportive host communities, contributing to restoring, protecting and enhancing our natural environment, and continuing New Zealand to be a high quality destination of choice for international and domestic travelers.

Hinterland Tours which as part of the Mount Classic Tours Limited group, is committed to implementing change within our business to achieve the collective goals of the Tourism Sustainability Commitment by 2025.

Tourism Bay of Plenty www.bayofplentynz.com

Tourism Bay of Plenty (TBOP) is a not-for-profit entity established to promote the Bay of Plenty as a visitor and tourist destination. TBOP's role is to support the Council's aspiration for Tauranga to be an internationally competitive city and as such takes the leading role in sustainable growth. Hinterland Tours has supported the goals and aspirations of TBOP.

Chambers of Commerce NZ www.newzealandchambers.co.nz

There are 30 regional Chamber offices throughout NZ. Each Chamber's role is to influence and inspire business and deliver success. As not-for-profit business membership associations, the NZ Chambers of Commerce promote, support and encourage sustainable, profitable business growth. Our parent company Mount Classic Tours Limited has been a member of the local branch in Tauranga since 2003 and value their credible and knowledgeable stance on all matters relating to business.

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