



PORT
ARTHUR
HISTORIC
SITES

PAHSMA CUSTOMER SERVICE CHARTER

OUR VISION

PAHSMA is globally recognised for excellence in telling the Australian convict story through outstanding conservation and tourism experiences.

OUR PURPOSE

To conserve and enhance the heritage values of our world heritage convict sites and to share the stories of these places and the people connected to them.

OUR VALUES

UNITY	We work as one to achieve PAHSMA's Vision and Purpose.
ACCOUNTABILITY	We hold ourselves, and each other, accountable for our actions and behaviours.
PEOPLE MATTER	We acknowledge and show respect to our people – past, present and future.
PASSION AND PRIDE	We are committed to being world class

OUR CUSTOMERS CAN EXPECT

- All staff to be identified by name badge or by personal introduction
- Friendly, courteous and respectful service
- Prompt handling of enquiries
- A reservations and telephone service that provides for minimum waiting times
- PAHSMA's facilities to be maintained in a safe and professional manner to ensure you have the best experience of our cultural heritage environment
- A standard of personal presentation, quality product and performance which at all times reflects the high level of service appropriate for a World Heritage Site.

CUSTOMER FEEDBACK

PAHSMA welcomes customer feedback and suggestions for improvement. This feedback can be directed to:

Phone: 1800 659 101

Email: reservations@portarthur.org.au

Mail: Port Arthur Historic Site Management Authority, Tasman Highway, PORT ARTHUR TAS 7182

Website: www.portarthur.org.au

If you are not satisfied with the resolution of your feedback, please write to our Director of Tourism Operations who will investigate further.

Director of Tourism Operations

Port Arthur Historic Site Management Authority

Tasman Highway

PORT ARTHUR TAS 7182

