

“We rang 3 spa shops. Only 1 bothered to come see us.”

Chrissy Webster and Peter Hay.



Peter loves their HotSpring Bengal Spa as it's a great place to spend quality time with his children, Oliver and Finlay.



Ten days before Christmas last year, Chrissy & Peter rang three Christchurch spa shops. Their request was simple. They wanted an on-site inspection. They stressed they were serious buyers and would like their chosen spa installed before Christmas. “Unbelievably, two of the stores declined,” recalls Peter. “Fortunately, the third store was Wright HotSpring Spas. Three hours after that call, Wrights were there to discuss the best spa option.” Chrissy and Peter chose a HotSpring Bengal spa – and it was installed before Christmas.

Says Chrissy, “What’s impressed me most about Wrights – then and now – is that ‘nothing is ever a problem’. For instance, a friend with fake tan lotion joined us for a spa. Very quickly the water went murky and the lotion stuck to the shell. We panicked, but over the phone, Wrights told us exactly how to fix it, and we did. Then they added, ‘We’re closed for a couple of weeks over Christmas, but here’s my cell phone number in case anything else comes up.’ Adds Peter, “Now that’s what I call service, going way beyond the call of duty.”

Concludes Chrissy, “It’s pretty easy now to see why Wrights have a reputation as the best place to buy the best spa from.”



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