

QUALITY POLICY

The seeks to identify its name with high quality service, and at the same time preserve the tradition of high quality hospitality services. To achieve this, we believe in the following principles:

- Maximum customer satisfaction with the services and products offered.
- Ensuring the health and safety of our customers while staying at our hotel.
- Treating the customer with dignity and professionalism.
- Continuous improvement of the quality of the services and products we provide.
- The client becoming our "ambassador" expressing only positive comments about our hotel.
- Ensuring a comfortable and quiet stay at our hotel.
- Creating a climate of friendship and understanding with our customers.
- Immediate and willing response to our customers' requests.
- Keeping the operation of our premises and equipment in excellent condition

To achieve the above, Hotel Management:

- Continuously reviews and improves the quality of its services, to the extent possible, as well as the effectiveness of its Processes and therefore of the entire Quality Management System.
- Sets measurable Quality targets for at corporate level as well as at operational level of Departments and / or Processes. These objectives are established and evaluated to the extent that they are achieved in the context of the QMS Review by the Management of the Organization.
- Monitors, measures and evaluates critical parameters and processes to ensure that the objectives set are met.
- Monitors, updates and follows current Community & National legislation which affects the activities it implements.
- Invests in the continuous training and information of its executives so that they promote Quality in all their activities.

The Hotel Manager