

**QUALITY
ASSURANCE
POLICY**



Quality policy is an integral part of the company's general business policy, which aims to provide the highest quality service to every guest of the hotel.

Quality policy is based on the following basic principles:

- Products and services of the company must be at such a level, so the quality of the overall offer is the most important reason for getting a satisfied guest,
- Activities in the provision of services should not give the guest expectations that are not prerequisites when offering a complete range of services that these services can not satisfy,
- All quality service requirements must be met and we are continually aligned with the legal regulations in the field of quality assurance.

When implementing quality, the achievement of the following goals should be enshured:

- constantly improving the quality of the overall offer and service,
- adaptation to customer requirements,
- continuous improvement of the management system,
- reducing all forms of losses, from energy consumption to material consumption,
- improve working conditions and
- worker health and environmental protection.

The implementation of quality policy covers the whole organization, all its activities and all employees. The ultimate purpose of the quality policy is the continuous growth of the reputation of the company and its competitive ability in the market.