

QUALITY POLICY

Hotel Management, as part of its initiatives for managing the quality of services provided, and with the aim of ensuring high-quality services and consumer safety, the following Quality Policy has been established.

✓ The Hotel and its Management are committed to:

- ✓ Ensuring the Quality of the Services it provides, in compliance with National and Community Legislation, as well as other regulations related to the industry and the agreed-upon requirements with customers.
- ✓ Providing all necessary resources so that staff can work smoothly and safely in an appropriate working environment
- ✓ Continuous and uninterrupted efforts to improve its services, ensuring a consistent and reliable service offering
 - ✓ Taking appropriate actions to protect the safety and health of its customers
 - ✓ Continuously improving the quality assurance system it implements

To achieve the above, the business ensures:

- Training and managing its staff so that they can meet and contribute to the company's efforts
- Providing the appropriate equipment and working conditions that guarantee the Quality and Safety of its services
- Monitoring its customers and ensuring the collection of their feedback regarding the level of products and services

The quality policy is regularly reviewed to ensure its ongoing suitability.

The quality policy is communicated, implemented, and maintained at all levels. All our staff, across all ranks, and our suppliers are informed about the Hotel's Policy and are obliged to contribute to its implementation.

The Hotel Management is committed to supporting the implementation of the policy.

10/03/25

The Management