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| <p><b>Quality Policy</b><br/>(ISO 9001)</p>                        | <p>The hotel is committed to providing high-quality services that fully meet the expectations and needs of our guests, while ensuring the continuous improvement of all operations.</p> <p>Management has developed and implemented a Quality Management System in accordance with the International Standard ISO 9001, covering all hotel activities. Our goal is to provide hospitality characterized by professionalism, reliability, and consistency.</p> <p>Key principles of the Quality Policy include:</p> <ul style="list-style-type: none"> <li>- Continuous customer satisfaction through prompt response to their requests.</li> <li>- Compliance with applicable legislation, regulations, and industry standards.</li> <li>- Ongoing training and development of staff to maintain high professional standards.</li> <li>- Regular evaluation and improvement of processes to enhance efficiency and service excellence.</li> </ul> <p>The Quality Policy is reviewed periodically by Management to ensure its continued suitability and alignment with the hotel's strategic objectives.</p> |
| <p><b>Environmental Policy</b><br/>(ISO 14001)</p>                 | <p>The hotel recognizes its responsibility towards the environment and is committed to operating with respect for nature and natural resources.</p> <p>Management has developed and implemented an Environmental Management System in accordance with the ISO 14001 standard, aiming at continuous improvement of the hotel's environmental performance.</p> <p>Our main commitments include:</p> <ul style="list-style-type: none"> <li>- Rational use of energy, water, and raw materials.</li> <li>- Pollution prevention and waste reduction through recycling and reuse.</li> <li>- Compliance with environmental legislation and related regulations.</li> <li>- Educating and raising awareness of staff and guests about environmentally friendly practices.</li> </ul> <p>Management monitors, evaluates, and periodically reviews the Environmental Policy to ensure it remains current and effective.</p>                                                                                                                                                                                        |
| <p><b>Customer Complaint Management Policy</b><br/>(ISO 10002)</p> | <p>The hotel considers customer complaints and feedback as a valuable source of information for continuous service improvement.</p> <p>To this end, a Complaint Management System is implemented in accordance with ISO 10002, ensuring fair, transparent, and effective handling of each complaint.</p> <p>Key principles of our policy include:</p> <ul style="list-style-type: none"> <li>- Prompt and objective handling of all complaints.</li> <li>- Confidentiality and respect towards the customer at all stages.</li> <li>- Clear communication and timely resolution of issues.</li> <li>- Using the results to improve services and prevent recurrence of similar problems.</li> </ul> <p>Management actively encourages the participation of customers and staff in the continuous improvement of the Complaint Management System.</p>                                                                                                                                                                                                                                                         |

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| <p>No Food Waste Policy</p> | <p>The hotel is committed to actively contributing to food waste reduction as part of its environmental and social responsibility.</p> <p>The No Food Waste Policy includes:</p> <ul style="list-style-type: none"> <li>- Rational management of food supplies and inventories.</li> <li>- Responsible and creative use of raw materials.</li> <li>- Collaboration with social organizations or food donation programs, where feasible.</li> <li>- Educating staff and guests on the importance of responsible consumption.</li> </ul> <p>Management monitors consumption and waste indicators, continuously seeking ways to improve and reduce waste.</p>                                                            |
| <p>Pet Stay Policy</p>      | <p>The hotel recognizes the importance of pets as members of our guests' families and is committed to providing a welcoming, safe, and comfortable environment for them and other guests.</p> <p>The Pet Stay Policy includes:</p> <ul style="list-style-type: none"> <li>- Provision of specially designed pet-friendly areas or rooms.</li> <li>- Ensuring hygiene and cleanliness in shared spaces.</li> <li>- Informing guests about rules for staying with pets, respecting all individuals.</li> <li>- Staff training for proper management of pet-related matters.</li> </ul> <p>In this way, the hotel promotes the philosophy of inclusive hospitality and harmonious coexistence of humans and animals.</p> |