

Quality Policy (ISO 9001)	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. 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. Key principles of the Quality Policy include: - Continuous customer satisfaction through prompt response to their requests. - Compliance with applicable legislation, regulations, and industry standards. - Ongoing training and development of staff to maintain high professional standards. - Regular evaluation and improvement of processes to enhance efficiency and service excellence. The Quality Policy is reviewed periodically by Management to ensure its continued suitability and alignment with the hotel's strategic objectives.
Environmental Policy (ISO 14001)	The hotel recognizes its responsibility towards the environment and is committed to operating with respect for nature and natural resources. 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. Our main commitments include: - Rational use of energy, water, and raw materials. - Pollution prevention and waste reduction through recycling and reuse. - Compliance with environmental legislation and related regulations. - Educating and raising awareness of staff and guests about environmentally friendly practices. Management monitors, evaluates, and periodically reviews the Environmental Policy to ensure it remains current and effective.
Customer Complaint Management Policy (ISO 10002)	The hotel considers customer complaints and feedback as a valuable source of information for continuous service improvement. To this end, a Complaint Management System is implemented in accordance with ISO 10002, ensuring fair, transparent, and effective handling of each complaint. Key principles of our policy include: - Prompt and objective handling of all complaints. - Confidentiality and respect towards the customer at all stages. - Clear communication and timely resolution of issues. - Using the results to improve services and prevent recurrence of similar problems. Management actively encourages the participation of customers and staff in the continuous improvement of the Complaint Management System.

Food Safety Policy (ISO 22000)	The hotel gives top priority to the safety of the food offered to its guests. It has developed and implemented a Food Safety Management System in accordance with the international standard ISO 22000, covering all stages—from receiving raw materials to the delivery of the final product. We commit to: - Strict adherence to hygiene and food safety rules. - Collaboration with reliable and certified suppliers. - Staff training on best practices for food handling and storage. - Continuous monitoring and evaluation of critical control points. Management ensures that the Food Safety Policy is known, understood, and implemented by all staff.
HACCP Policy (Hygiene and Food Safety)	The hotel implements the HACCP (Hazard Analysis and Critical Control Points) system to prevent and control any risks that may affect food safety. Our policy is based on the following principles: - Strict control procedures at all stages of food preparation and service. - Continuous staff training on hygiene, cleanliness, and safety practices. - Maintaining optimal conditions for storage, preparation, and serving. - Documentation of all procedures and continuous review of their effectiveness. Management is committed to the continuous improvement of the HACCP system and compliance with all applicable food safety regulations.
No Food Waste Policy	The hotel is committed to actively contributing to food waste reduction as part of its environmental and social responsibility. The No Food Waste Policy includes: - Rational management of food supplies and inventories. - Responsible and creative use of raw materials. - Collaboration with social organizations or food donation programs, where feasible. - Educating staff and guests on the importance of responsible consumption. Management monitors consumption and waste indicators, continuously seeking ways to improve and reduce waste.
Pet Stay Policy	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. The Pet Stay Policy includes: - Provision of specially designed pet-friendly areas or rooms. - Ensuring hygiene and cleanliness in shared spaces. - Informing guests about rules for staying with pets, respecting all individuals. - Staff training for proper management of pet-related matters. In this way, the hotel promotes the philosophy of inclusive hospitality and harmonious coexistence of humans and animals.