

QUALITY POLICY

We are committed to quality at Nordotel. Our goal is to meet the expectations of our customers through a continuous adaptation in services and facilities. This is based on the following principles:

1. Quality is a goal that must be pursued by all levels of the hotel. Our customers, staff and suppliers must be aware of our goals and participate in the opportunities for improvement.
2. We monitor the effectiveness of our services and guest satisfaction, analyze the comments and opinions of our customers in order to respond and improve effectively and continuously.
3. From arrival to departure our guests are welcome and we try at all times to meet their needs and expectations the best possible way.
4. Investment and innovation, training, safety and protection of the environment are fundamental principles for the continuous improvement of the service in a sustainable manner.
5. Good Corporate Governance, which implies complying with the legal requirements, applicable regulations and commitments assumed by the Company

To achieve our goals, our QUALITY POLICY must be known, shared and implemented by all of us and periodically reviewed and updated.



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ANTONIO GARCÍA
General Manager · Nordotel, S.A.
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