

QUALITY POLICY

The Garden Hotels 'Management has defined the qualified policy oriented to get the customer and employee satisfaction. Learn about our goals will lead to the successful achievement. This qualified policy is based on the following principles;

- Improve the structure of the company by spreading the culture of quality based on establishing a system that allows monitoring, study, correction and improvement of all procedures carried out in the establishment.
- Raising the awareness of staff to meet and even exceed these expectations of our customers, so as to achieve customer loyalty.
- Obtain new opportunities by listening to the needs of the customer and the employee and thus increase the number of improvements thanks to information transmitted through complaints or suggestions.
- The profitability of the business is our guarantee for the future. The strength of the Company is achieved generating an adequate level of benefits and giving the service required by the client.
- Quality is the result of the participation of all and each of the employees.

To ensure the success of these principles, Garden Hotels has developed a Management Manual that includes instructions for each of the strategic processes of its activity, from operational reports in the proper hotel centres, being management, strategic, planning and support. These instructions are reviewed on a regular basis, and are communicated to executives, middle management and staff according to their responsibilities. GardenHotels has a quality Department which shall disseminate such instructions and promote their correct implementation.

Inca, 20th July, 2015

General Management
Garden Hotels and Aparthotels