

ALVA DONNA HOTELS

QUALITY POLICY

We, as Alva Donna Hotels, are committed to:

- ✓ introducing all of our staff members into Quality, Food Safety, Occupational Safety and Health, Environmental Management and Customer Satisfaction Management Systems;
- ✓ providing our guests with high-quality products and services that are fit for human health in line with statutory requirements and our own conditions;
- ✓ ensuring that all hazards and dangers are removed at the outset and any necessary control measures are taken;
- ✓ training our staff and making continuous improvements in order to increase the perceivable quality on basis of the specified targets;
- ✓ making great efforts to increase the environmental awareness and consciousness by contributing to the Sustainable Tourism;
- ✓ managing and handling any complaints from any parties for Customer Satisfaction issues with a customer-oriented approach, fairly and impartially;
- ✓ for the purpose of contributing to Turkish tourism, ensuring that our guests prefer our country and our hotel at every opportunity.