

QUALITY POLICY

24/07/2019

The Blue Lagoon Group is committed to constantly improve its facilities and services, in order to achieve the maximum quality satisfaction by our guests and partners.

The main components of this quality policy are:

- ❖ the development of high quality services to meet our customer needs
- ❖ the development of operational performance
- ❖ the training of our people
- ❖ protecting the environment
- ❖ caring for the safety and security

The Group is committed to satisfy the current legal and other requirements by implementing a quality management system.

The results of our guest satisfaction are monitored and evaluated through our own guest questionnaires, the tour operators' monthly / yearly reports, and through the monthly management/ staff meetings. All our team has been informed of our operational targets and standards. All of them are aware of this quality policy and the procedures.

Our Quality policy supports the improvement and effectiveness of the company and endorse the realization of the targets set by the Top Management.

In addition, the Quality policy assures the safety and security of our all individual guests (women, men and children). Each guest's privacy and anonymity are respected and the hotels have 24 hours security to ensure each guests safety, either travelling alone or in a group.

Our policy and its targets are annually reviewed in order to ensure their continuing suitability.

I expect every team member to be fully aware of this Quality Policy and to embrace its principles and targets.

Costas Michaelides

Group Manager
Blue Lagoon Group