

## Quality Assurance and Accessibility Policy for Confortel hoteles



Our Quality Assurance and Accessibility Policy strives to ensure that our guests are completely satisfied with our services. We have incorporated a Management System that contributes to the continuous improvement of our corporate processes.

The Management and the entire Organisation play an active part in improving the Quality and Accessibility of our services, by guaranteeing compliance to the requirements set forth by our guests, and also to the DALCO requirements on accessibility, the legal and regulatory requirements, operational and profitability requirements and other requirements that the company commits itself to.

These basic principles are set forth and clarified in the specific Quality and Accessibility objectives that are periodically assessed to verify compliance and to determine the measures needed in the event that this compliance is jeopardised.

An understanding of this Policy and overall participation by everyone in its implementation is an essential requisite in order to fulfil our mission and to reach our goals.



AR-0008/2009

**confortel** hoteles