



Quality Policy

At Lindos Hotels we are committed to provide personalized, unforgettable, relaxed and safe holiday experiences to our guests. We believe that our guests are our most valuable and essential critics for the quality of our services. Therefore, we take a proactive and hands-on approach to any issues and are fully committed to always improving our services and cater to our guests' expectations.

Our main objective is to ensure that we provide consistent top-quality services that align with our corporate culture – inspired by the following:

- Our commitment to provide an authentic Greek hospitality experience.
- Our desire to cater to all our customer demands.
- Our determination to ensure that our services comply with international standards and hospitality best practices.

In order to achieve our quality objectives:

- We have appointed a dedicated on-site 'quality inspection' team.
- We systematically improve the standards of quality, safety and environment protection.
- We welcome the application of new technologies, infrastructure and equipment to ensure high levels of quality in our services.
- We have documented our Standard Operating Procedures and set KPI's to monitor our performance.
- We monitor compliance with national and international legal requirements.
- We perform consultations with our stakeholders to record and analyze their expectations.
- We train our employees to meet our quality standards and regularly organize meetings for our employees to exchange information about quality management system.
- We conduct customer satisfaction surveys to ensure that guests have received the expected level of quality.
- We undertake planned internal audits to ensure that all hotels procedures and instructions operate effectively.
- We try to excel at all second party audits performed by Tour Operators.
- We review our performance and take all necessary actions at frequent intervals.