



QUALITY POLICY

As VONRESORT Hotels; in the accommodation sector, local and foreign guests; serving holiday needs for accommodation, relaxation, food and beverage, sports and entertainment;

- ✓ We will ensure that our service quality continues to increase since the date our businesses were put into service,
- ✓ In order to become a well-known brand in the Tourism Industry both domestically and abroad, we will act by maintaining the awareness that our guests are the means of reaching every point in the country and abroad,
- ✓ We will ensure that a sustainable competitive advantage is achieved by constantly increasing our guest-oriented targets in every service we provide and every product we produce,
- ✓ We will use all the resources we have as a business and use for service in the most efficient way, and we will make plans to reduce our Carbon Footprint by monitoring our effects on climate change while using these resources,
- ✓ We will continue our success in implementing all national and international legal obligations required by the accommodation industry,
- ✓ Being aware that our most important supporters in service and product delivery are our employees, we will constantly maintain the improvement environment in order to meet the training needs required to ensure the professional development of our employees and to ensure its continuity,
- ✓ We will make a high level of effort for all activities aimed at increasing the satisfaction of all relevant parties in order to maintain the team unity,
- ✓ We will continue our improvement activities uninterruptedly in all service and product processes we offer in our business, and will fully carry out correction and development activities when necessary,

We commit.