

4.- Quality Guarantee Policy

The quality policy of La Siesta Hotel states that there must be provided hotel services and products that fully meet the quality requirements of all our customers. Our goal is that the customers feel that their expectations have been completely fulfilled.

Our customers are the final judges of our product and our stated position is that our hotel is definitely orientated toward all of our customer's needs.

Our hotel has developed and applies practices that ensure the quality of the food, drinks and services we manage and as well the confirmation of the quality criteria, starting from their receipt by the Hotel, to their offer to all our guests.

For us, quality means respecting our guest's expectations and satisfaction of their claims.

We consider that this is the best way to provide high quality services in a healthy environment, which is properly functioning.