

QUALITY POLICY

04/10/2021

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, as well as
- ❖ the training of our people.

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

We monitor the results of our guest satisfaction through our own guest questionnaires, our tour operators' monthly / yearly reports and our monthly management/ staff meetings.

All our team is informed about our operational targets and standards. The team is 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.

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 embrace its principles and targets.

Ioannis Moraris

Operation Manager
Blue Lagoon Village