

Napa Mermaid Hotel & Suites aims to become one of the top five hotels in Cyprus in terms of quality and guest satisfaction.

The hotel affirms that is highly committed to providing high quality services with an aim to satisfy the needs and expectations of our valued Guests by ensuring that:

1. Our services and facilities are designed and operated to consistently provide the highest quality standards that will satisfy the needs and expectations of our Guests and related legislation.
2. Our continuous efforts and planning will ensure that all our facilities and equipment are maintained to the highest standards of cleanliness, comfort and reliability for the benefit of our Guests and our business and the environment.
3. Qualitative and quantitative targets are set in order to continually improve the effectiveness and suitability of the management system in operation and the minimization of the environmental impact of our operations.
4. Ongoing training and development of our employees for quality and food safety, environment who are encouraged to participate in our improvement efforts.
5. We cooperate with the public authorities to establish and update contingency procedures to minimize the environmental impact of any accidental discharges.
6. The management and the staff are to always conduct themselves in a professional manner as defined by the Hotel Manuals and Procedures, thereby ensuring that the requirements defined by our Guests, the International Quality System Standard ISO 9001, ISO 14001 and the Food Safety System in place HACCP, which is based FAO/WHO Codex Alimentarius Commission CAC/RCP 1-1969 (1997) incl. Annex are continuously achieved and maintained.
7. The hotel management is responsible for the health & safety of all hotel guests and staff and is committed to conduct all necessary actions towards the above.

The current policy as well as any further company's policies apply to all parts of the company and the company's activities

The Hotel Manager, 10/07/2021