

QUALITY ASSURANCE POLICY

Hostel Bearlog started operating on April 21, 2017 for the needs of accommodation and other leisure activities. It is located at Ljubljanska 4, in Kočevje. Currently, two people are regularly employed.

Because we value our guests, the quality of our business services is important. We strive to satisfy or exceed the expectations of our guests. We are constantly striving to improve our services and products and ensure constant quality of process and production.

We follow the measures and procedures listed below to maximize the satisfaction of our guests and continuously improve our business as a whole:

- The hostel is built and decorated according to high quality standards.
- All the time, employees strive to provide services at a high-quality level.
- Regular collection and monitoring of guest feedback (orally or through Booking, Trip Advisor. In addition, guests fill out a satisfaction questionnaire upon departure.).
- Collection and consideration of guests' comments (book of impressions).
- Education and development of employees (eg green picnic).
- Regular monitoring of feedback and implementation of improvement measures.
- Measurability of quality standards of our services.
- Regular reporting of feedback and complaints of guests to the management of the Kočevsko Institute.

Objectives:

Our internal processes are reviewed regularly. Quality goals are communicated to employees via the Internet, team meetings, or a staff manual. Continue to operate sustainably and maintain the Travelife environmental label, which guides and confirms our quality in the field of sustainable operation, remain hiker and cyclist-friendly accommodation and progress to a higher level in this field in two years. We must also continue to remain bear-friendly accommodation and thus promote products and services whose production is not harmful to the bear and its habitat. Improve and maintain a high rating on Booking.com and remain among the best hostels in Slovenia.

Despite the fact that top management has a key responsibility for the implementation of service quality, all employees are responsible for quality assurance in their field. Thus, everyone strives to provide high quality services.

13.1.2021