



QUALITY ASSURANCE POLICY

At Barberyn Ayurveda Resorts we acknowledge the corporate responsibility to deliver a consistent service to our guests that not only meets but exceeds expectations wherever feasible.

At Barberyn Ayurveda Resorts, we are committed to providing and maintaining exceptional quality standards at our properties, and to do so we continuously monitor our facilities and services in order to be able to detect and improve where necessary to ensure we maintain our standards. We ensure the efficiency, performance, safety and reliability of processes and services by using advanced technologies and data driven methods.

Guided and trained by experts we have enacted this policy to ensure we create a work environment for everyone at Barberyn Ayurveda Resorts that promotes and supports high quality services through the continuous monitoring, evaluating, and improving of our product and services - guest feedback and staff feedback are paramount in this process.

In order to uphold this policy we commit to the following:

Guest Feedback

- Training and assigning staff members to regularly collect guest feedback during the period of stay, and reporting this information daily to management.
- Providing guests with an on-line or printed feedback form.
- Appreciating all positive comments received, however also encouraging guests to address any problems they may have faced during their stay so that this can be taken up with management and any issues streamlined and rectified.
- Emphasizing to our staff the importance of addressing any issues promptly and providing the guest a solution while they are still in-house where possible.
- Ensuring all suggestions / complaints / feedback received are not only verbally reported to management, but also documented daily report.
- Ensuring all feedback platforms receives an acknowledgment email from management.

Staff Feedback

- The Owner or owner's representative encourages staff feedback (to senior management) with an open door policy, and periodic chats with employees.
- Maintaining a staff suggestion box in the cafeteria area for staff to be able to share their feedback.
- Encouraging staff to share their suggestions and feedback during their periodic appraisals with Owner or owner's representative (meeting with senior management).
- Ensuring all staff feedback is monitored, evaluated and the necessary changes are implemented to ensure a safe and pleasant work environment.

All employees are responsible for upholding this policy under the supervision of the Management and the HR team members.

This policy will be reviewed and updated as a result of changes in legislation or international best practices.

Our Quality Assurance Policy is aligned with the following Sustainable Development Goals:

