



melissi BEACH
HOTEL

Quality Policy

The team of the Melissi Beach Hotel & Spa is committed to providing a high-quality service to guests, exceeding their expectations and needs. Our aim is to constantly improve the quality of our services so that our guests are satisfied and keep returning.

The hotel is committed to comply with its legislative obligations and other requirements. To achieve this commitment, the hotel applies a management system based on ISO standards 9001:2015, ISO 22000:2018, ISO 45001:2018 and Travelife.

The hotel performs scheduled internal audits as described in ISO 9001 to ensure that level of service is maintained and implemented effectively. Policies and targets are set and reviewed annually in order to confirm their validity.

All employees are aware of the scope, objectives and quality standards associated with this policy.

General Manager

March 2026