

QUALITY ASSURANCE POLICY

Hostel Bearlog began operations on April 21, 2017, to provide accommodation and leisure activities. It is located at Ljubljanska cesta 4 in Kočevje and currently employs three full-time staff members.

Since we value our guests, the quality of our services is of great importance. We strive to meet or exceed our guests' expectations. We are committed to continuously improving our services and products while ensuring consistent quality in our processes and operations.

We follow the measures and procedures outlined below to maximize guest satisfaction and continuously enhance our overall business performance:

- The hostel is built and maintained to high-quality standards.
- Our employees are dedicated to delivering services at the highest quality level.
- We continuously collect and monitor guest feedback—verbally at the reception, in the guestbook available at the reception, and through booking platforms such as Booking.com and TripAdvisor. Additionally, guests have the opportunity to fill out a satisfaction survey upon departure or during their stay.
- Gathering and considering guest comments (guestbook).
- Employee training and development (e.g., green picnics, team-building activities, training programs, etc.).
- Regular monitoring of feedback and implementation of improvement measures.
- Measuring the quality standards of our services.
- Regular reporting of guest feedback and complaints to the management of Zavod Kočevsko.

Goals:

Our internal processes are regularly reviewed. Quality objectives are communicated to employees via the internet, team meetings, or the staff handbook. We aim to continue operating sustainably and maintain the Travelife environmental certification, which guides and confirms our quality in sustainable operations. Additionally, we strive to remain a hiker- and cyclist-friendly accommodation.

We also continue to uphold our *Bear-Friendly Accommodation* status, promoting products and services that support the non-consumptive use of bears and their habitat. We aim to improve and maintain a high rating on Booking.com and remain among the top hostels in Slovenia.

We will continue to monitor guest satisfaction feedback and take appropriate action to address any dissatisfaction in any area of their stay.

Although top management holds the primary responsibility for service quality, all employees are responsible for ensuring quality within their respective roles. This shared commitment ensures that we all strive to provide high-quality services.

Signature and stamp:



Date: 5th January, 2025

