



QUALITY ASSURANCE POLICY

AMSTERDAM MANOR BEACH RESORT ARUBA

Amsterdam Manor Beach Resort has been managed by the Van Schaijk family since the hotel was built in December 1989.

Management of this successful, popular and unique Dutch resort has passed down from father to son. Thanks to this, is one of the reasons you feel the family-oriented home feeling the moment you arrive.

Our guests can be assured to expect the highest of quality. We have an enthusiastic team that has quality assurance as one of the core values. We are committed to continuous improvement and have established quality assurance procedures that provide a way for us to measure and improve our performance.

The following system and procedure are in place to support this aim:

- Regular gathering and monitoring of guest feedback
- Complaint Handling procedure
- Training and development for all our employees
- Monitoring and measurable quality objectives and taking action to improve where identified

Our internal procedures are reviewed regularly, and our quality objectives are communicated to all our employees through team meetings.

A handwritten signature in black ink, appearing to read "Alfred Kaufmann". The signature is fluid and cursive, with a large loop at the end.

Alfred Kaufmann, General Manager

24^h February 2021