

**MISSION:** Offer to our clients an exceptional holiday thanks to our modern facilities and fantastic services provided by a team whose sole purpose is to satisfy the client and to be able to receive him again in his vacations with us.

**VISION:** To be an establishment of reference in Santa Ponsa for the high degree of satisfaction of our customers that will be increased by our commitment to innovation and continuous improvement as well as by the firm commitment to quality and the environment.

**VALUES OF THE COMPANY, we firmly believe in:**

- **Customer service**
- **Team work**
  - **Passion in performance**
- **Continuous improvement**
- **Respect for the environment**
- **The innovation**
- **The profitability of our decisions.**

#### **QUALITY POLITICS**

In fulfilling our Mission, the Holiday Center team will guide its daily actions in the practice of the following principles:

- **Spirit of service**
- **Continuous improvement**
- **Creativity and innovation**
- **Commitment to the professional and personal development of the team**
- **Responsibility to the Environment**

The spirit of service moves us and we are constantly working with the objective of continuous improvement of our services and processes, oriented towards the client as well as the worker and the environment. We are committed to creativity and innovation in order to differentiate ourselves and anticipate the needs. We will provide training to all the personnel, so that it carries out its activities within the required quality levels. We comply at all times with the current legislation and regulations, as well as with other requirements that Holiday Center subscribes to the commitment of continuous improvement in all areas of management of our organization, placing a special emphasis on our Quality policies and Environment. Holiday Center understands that the responsibility of our management rests with all the members of the organization. To do this, each member of the same must know our mission and vision as well as our values and objectives, and will accept the responsibility to fulfill them and have them fulfilled by all the staff in charge.