QUALITY POLICY

"Quality" for Almaty hotel means that all services offered, do perfectly meet the requirements of the company, the requirements of guests and visitors.

As part of the Quality Assurance Policy, we have set specific quality objectives, which are:

- Building harmonious relations with the public, creating a comfortable environment for each visitor and resident guest
- Continuous staff training
- Continuous improvement of hotel services
- Continuous improvement of the Quality Management System
- Customer focus drives all our actions
- Compliance with legislative requirements of the Republic of Kazakhstan and ISO 9001 requirements

By leveraging our strengths and diversity, we provide the best possible service to our guests and create an amazing culture that exceeds all expectations - our vision we truly strive for and use our experience to achieve.

GENERAL DIRECTOR

Kurun

Revision №: 02 Revision date: 01.04.2026