

Quality Policy



ibis, the first economy hotel chain to receive ISO9001 certification, works to ensure that all ibis guests at all ibis hotels receive a consistent service in line with the following brand promises:

- Warm welcome at any time of day or night
- High-quality management of and respect for reservations
- Fast check-in process
- Welcoming and professional teams
- Clean, peaceful and comfortable rooms, at the right temperature
- Bathrooms with impeccable standards of hygiene
- 24-hour dining facilities, 365 days a year
- Option of eating breakfast any time between 4am and 12noon
- Flawless security
- Self-explanatory bill, with no hidden extras

The 15-Minute Satisfaction Guarantee is a contractual agreement between ibis and every ibis guest

ibis invites every guest to immediately report any issue that may arise

if the hotel is responsible and the issue takes more than 15 minutes to be resolved, the relative service will be free of charge to the guest.





In order to achieve these objectives, ibis:

- Recruits and trains all team members with the uppermost goal of achieving these quality objectives and encourages team members to develop their professional skills
- Sets coherent and measurable targets for quality improvement on an annual basis
- Performs rigorous quality assurance tests at every hotel to ensure that these commitments are being met
- Has built an organisation that constantly challenges decisions at every hierarchy level
- integrates the company's contractors and suppliers into the quality process
- Conforms with the company's Quality Management System, which is updated regularly

These commitments relate to our housekeeping, breakfast and bar services.

