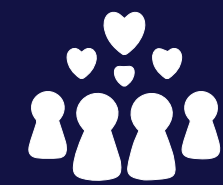




Our aim is to place Whatley Manor as a leading hotel in Great Britain, Europe and around the world. We want it to be a place where fun and professionalism prevails in order to create an enjoyable working environment, which will enable our guest expectations to be fulfilled and exceeded. In striving to be the best and innovative, we will create new standards of excellence, set new traditions for the future and become a benchmark in the industry.



## OUR GUESTS

Our guests will receive our total passion and commitment to excellence through the combination of outstanding service and a luxurious, understated environment.

## OUR ENVIRONMENT

Our environment is increasingly important to us. Through collaboration with our team, hotel owners, external partners and of course our guests, we commit to achieving best environmental practices and social sustainability. Focusing every effort through our day to day activities to work in an environmentally responsible way, we aim to mitigate our impact on the planet and its resources.



## OUR VISION & VALUES

Fundamental to our success are the principles and values we believe and live by.



## OUR SUCCESS

Our success and growth is delivered through each team member adding value to the business by taking responsibility for their own future and that of Whatley Manor.



## OUR PEOPLE

Our people are Whatley Manor. All of us are approachable and reliable at all times, we are given ownership of situations and help others where needed. We have respect for each other and our surroundings. We are committed to keeping the highest standards. We have confidence to promote our ideas. We all aim for excellence.



## OUR SERVICE

Our Service is based on treating others as we would like to be treated ourselves. We strive for harmony and have developed a team culture that promotes active partnership at all levels.



## OUR STYLE

Our style is to enthuse our customers and colleagues. We believe in attention to detail and attention to our guests in an unpretentious and inspirational way.