

**Our concept**  
**Principles and differences**  
**What do we mean by quality?**

1. Our standard of quality depends on whether we like ourselves what we offer to our guests.
2. We are not a 'mass enterprise' and we do not want to be, because then we would not feel comfortable ourselves. Our goal is not expansion but quality.
3. We offer to our guests only what we would accept ourselves at these prices.
4. We do not grant discounts without factual reason, since our stated prices are not excessive. We do not charge for season-dependent surcharges.
5. We do not undercut our prices because we want to pay our employees and suppliers fairly.
6. We do not always meet all the expectations of our guests, but we strive to keep the promised services.
7. We engage with other people and organizations so our guests keep a good memory of their stay in Nusa Indah. We recommend those cooperation partners, of which we are convinced. We do not accept or pay any commission for our recommendations and brokering. We therefore refrain from cooperating with travel agencies and booking portals.
8. We do not always succeed in everything we do; we are ready to learn from our weaknesses and mistakes.
9. We regard constructive criticism of our guests as support for the further development of our small company.
10. We consider it a challenge to implement the principles described above and to convey them to our employees and guests.
11. We will be successful when our guests recommend us to others.
12. We wish our guests to share our views and to see that we differ from others.

The German initiators and owners