

MISSION STATEMENT AND PHILOSOPHY

Our objectives and values



Our vision: The long-term goal

The Hotel de Londres is renowned for its excellent hospitality and its distinctive ambience that provides an ideal setting in which people can enjoy the real pleasures in life – a home away from home that travellers, adventurers and people from the Valais always want to return to.

Our brand promise

*At home with friends
- since 1884*

The marmot – a symbol of our hospitality



Our mission: How we achieve our vision

We achieve our long-term goal by:

- ▶ always being there for our guests and working with passion and flair to offer them a unique experience
- ▶ drawing on our extensive knowledge of the Valais region to give our guests exceptional insights into its culture and landscape
- ▶ offering selected local and English culinary specialities of the highest quality that are produced sustainably
- ▶ combining classic Valais design with English features from the Belle Époque in our rooms, which are full of character – set against a contemporary and cosmopolitan backdrop
- ▶ passionately assuming responsibility for the Hotel de Londres and using our enterprising approach and dedication to ensure its sustained success.

Our values: The principles that guide us in our work

Openness

We are open-minded and receptive and we engage with our stakeholders in a positive manner. This enables us to adopt new perspectives and to continue to develop successfully.

Authenticity

We are committed to offering outstanding hospitality and we work with passion and flair to offer our guests a unique experience.

Integrity

We think and act responsibly and strive to maintain the trust that guests, employees and business partners place in us.

Entrepreneurship

We are a highly professional team that is passionate about realizing its goals. Our stakeholders' satisfaction is based on the principle of a sustainable partnership and is the key to our long-term success.

Our product and service philosophy

- ▶ **Distinctive:** The history of the Hotel de Londres, which spans around 130 years and is rich in Valais and English traditions, forms the backdrop to our offering. Our guests can enjoy the best of both worlds. We enjoy pursuing new approaches while always remaining true to ourselves.
- ▶ **Hospitable:** We are committed to offering outstanding hospitality and we invite our guests to enjoy the relaxed and welcoming atmosphere at our hotel. Our offering can be adapted to their individual needs – we want them to feel as if they are at home with friends.
- ▶ **First-class:** We use selected products and services from sustainable sources. We assign particular importance to promoting regional or traditional products and crafts.

