



OUR CORE SUSTAINABILITY POLICIES

At our hotel, we act responsibly to protect the environment, support local communities, and promote sustainable development. In our operations, we aim to minimize environmental impact, support community development, and maximize economic benefit.

One of our hotel's core priorities is to maximize guest satisfaction and provide a stay that exceeds expectations. To this end, our hotel offers personalized service by accurately analyzing guest expectations through a guest-centric approach.

Our hotel considers the preservation of our region, surrounded by natural beauty, as one of our top priorities. We continuously strive to minimize our environmental impact while providing our guests with a pleasant and sustainable accommodation experience.

We also see contributing to the fight against climate change through an environmentally conscious business approach as part of our responsibility. To reduce our carbon footprint, we regularly monitor our electricity and fuel consumption and implement conscious usage policies to prevent unnecessary spending.

The majority of our staff are employed locally. This is not only significant for local employment, but also ensures that our staff are a great source of information for guests who wish to ask questions about our local and regional cultural values.

At our hotel, one of our top priorities is creating a transparent and supportive work environment where employees can freely express their thoughts, suggestions, questions, and concerns. Our Open Door Policy encourages all staff to have direct and easy access to management.

At our hotel, no child is discriminated against regardless of their birthplace, language, or the beliefs or opinions of their elders. Therefore, collaborating with children, young people, their parents, caregivers, and other stakeholders is crucial to supporting their healthy development and well-being.

At our hotel, we aim to source our supplies as close to our facilities as possible and according to appropriate sources, helping suppliers minimize their environmental impact by reducing carbon emissions during delivery.

We operate with the understanding that the tourism success of the region in which we work is directly related to the living culture, traditions, and people that shape our regions. Therefore, respecting social values and sharing them with our colleagues and guests to contribute to their learning is among our priorities.

At our hotel, we believe that future generations have the same right to know other living species as we do, and with this awareness, we adopt a healthy environment, healthy animals, and healthy people approach in the face of threats such as ecosystem destruction, climate change, and disaster risk.

At our hotel, we consider energy efficiency not just a goal, but a cornerstone of our sustainability philosophy. To fulfill our environmental responsibility and be an economically efficient business, we are developing various strategies to reduce our energy consumption. Furthermore, we are focusing on the most efficient equipment and technologies to reduce our energy consumption. In this process, we prefer energy-efficient products, thereby lowering our operational costs and reducing our impact on the environment.

Our hotel respects the fundamental human rights of its employees. In this context, discrimination, forced labor, child labor, and all forms of violence and abuse are strictly prohibited. The working conditions of our employees comply with national and international labor standards.

At our hotel, protecting the health and safety of all our employees, guests, and visitors, and creating a safe and healthy working environment is our top priority.

At our hotel, we categorically reject all forms of discrimination based on gender, sexual orientation, identity, age, ethnicity, religion, or disability. We implement active policies to combat structural inequalities that our female employees may face in the workplace, such as the glass ceiling, pay inequality, mobbing, and harassment.

Our guests' comfort and satisfaction are our priority. To this end, all our staff are trained to understand and best meet our guests' needs and expectations, approaching each situation with professionalism and respect. Our customer satisfaction policy aims to continuously improve the quality of services offered by our hotel and to best meet our guests' expectations.

Our employees are provided with equal opportunities in recruitment, promotion, salary, and all other working conditions. Every employee will be offered equal opportunities based on their performance and skills.

At our hotel, we aim to reduce our water usage in order to ensure the sustainability of water resources and fulfill our environmental responsibility. Working together with our guests, protecting natural resources and minimizing our environmental impact are among our priorities.

At our hotel, we prioritize locally produced products that meet quality standards and relevant regulations when purchasing goods. We also choose materials that consume less energy and water, produce less waste, and are carefully selected.

Our hotel aims to promote diversity in its relationships with all suppliers and to adhere to the principles of social responsibility, ethical values, and sustainability in its business practices.

Our hotel encourages participation in local events. Guests will have the opportunity to attend and enjoy local activities. These may include festivals, concerts, art performances, local food events, and excursions to explore the surrounding area.

While promoting the use of local resources, the reduction and recycling of waste production are prioritized. Environmental impact is minimized by preferring recyclable materials and packaging.

Supporting local communities, fulfilling our environmental and social responsibilities, promoting economic development, and celebrating cultural diversity are among the core values of our hotel.

To enhance sustainability at our hotel, we define green purchasing strategies to prioritize environmentally friendly products and services, conserve natural resources, and reduce our negative environmental impact. With this policy, we aim to reduce our ecological footprint while encouraging the purchase of eco-friendly products and services.

OUR QUALITY AND FOOD SAFETY POLICY

Our hotel implements a continuously evolving quality management system in accordance with national and international standards, and we organize ongoing training sessions for all our employees to increase their quality awareness. We aim to be a leading and exemplary organization in the sector by continuously improving service quality, and we meticulously evaluate guest feedback to always increase satisfaction levels. Sustainable business relationships based on mutual trust are established with our suppliers and business partners.

Ensuring that all food and beverages we offer our guests meet the highest hygiene and safety standards is our primary responsibility. We place great importance on complying with Food Safety Management System requirements and fully implementing hygiene, sanitation, and traceability rules in our food production and serving processes.

We are committed to ensuring that all our food service personnel receive regular training on hygiene, food safety, and cross-contamination risks; working with reliable, approved, and certified suppliers for raw material procurement; monitoring food safety performance; and conducting continuous improvement efforts. In this context, we comply with legal regulations, local authority requirements, and guest expectations.

OUR ENVIRONMENTAL AND WASTE MANAGEMENT POLICY

At our hotel, we consider the preservation of our region, surrounded by natural beauty, to be one of our top priorities. We aim to provide our guests with an enjoyable and sustainable experience.

We are constantly working to minimize our environmental impact while providing the best accommodation experience.

In line with this, within the framework of the environmental policy we have adopted;

Waste Management: We ensure all our waste is separated and regularly collect recyclable materials. We direct our plastic, glass, metal, and paper waste to appropriate recycling channels for disposal.

Reducing Disposable Products: We are opting for alternative, environmentally friendly products to minimize the use of single-use plastics and packaging.

Reducing Chemical Use: We take care to use environmentally friendly products in our cleaning processes and change our guests' towels and linens upon request to reduce unnecessary chemical consumption.

Energy and Water Conservation: Energy-efficient equipment is preferred throughout the facility, and water-saving fixtures are used.

Staff Training and Awareness: All our staff are regularly informed and trained on waste management and environmentally friendly practices.

Guest Engagement: We invite our guests to participate in our environmental efforts, providing informative materials and visuals throughout the property to raise awareness of sustainability.

We offer.

OUR GREENHOUSE GAS EMISSIONS MANAGEMENT POLICY

At our hotel, we consider contributing to the fight against climate change through an environmentally conscious business approach as part of our responsibility. As a conscientious establishment, we are aware of the steps we can take in this area and strive to develop effective methods accordingly.

Energy efficiency is one of the key areas we focus on in reducing greenhouse gas emissions. Therefore, we use energy-efficient appliances in our lighting, heating, and cooling systems. Where possible, we aim to utilize renewable energy sources to further reduce our environmental impact.

To reduce our carbon footprint, we regularly monitor our electricity and fuel consumption and implement conscious usage policies to prevent unnecessary spending. To support water conservation, we prefer water-efficient fixtures and provide our employees with regular training on careful water usage in water-intensive areas such as the laundry and kitchen.

We strive to minimize indirect carbon emissions by systematically separating waste and incorporating it into recycling processes. At the same time, as part of our sustainable sourcing policy, we aim to reduce transportation-related emissions by working with environmentally friendly products and local suppliers.

By encouraging our guests and employees to participate in this process, we conduct awareness campaigns on issues such as energy and water conservation and support sustainable living habits.

OUR POLICY ON WORKING LIFE, EQUAL OPPORTUNITY AND BUSINESS ETHICS

At our hotel, we consider it a top priority that all our employees work in a healthy, happy and safe environment. All contracts, working hours, pay, discipline and grievance procedures are conducted in accordance with national legislation. Our employees have the right to join the local union, which provides support for disciplinary actions and grievances when necessary.

The majority of our staff are employed locally. This is not only significant for local employment, but also ensures that our staff are a great source of information for guests who wish to ask questions about our local and regional cultural values.

In our recruitment process, we adopt an approach that begins with orientation training and involves sharing our promises and expectations with our employees. We enhance our employees' competencies through training from experts in various professional fields, contributing to both their personal and professional development. In this way, our employees become experts in both theory and practice, and we contribute to the economy, human rights, and quality education with a continuously growing workforce.

In activities conducted by our success-oriented teams comprised of top professionals in their fields, we value the contributions and ideas that each age group brings to our organization and employees.

OUR OPEN DOOR POLICY

At our hotel, creating a transparent and supportive work environment where employees can freely express their thoughts, suggestions, questions, and concerns is one of our top priorities. Our Open Door Policy ensures that all staff can communicate directly and comfortably with management. It encourages access to it.

Our hotel's management, at every level, is committed to listening to the ideas and concerns of our employees. Managers embrace accessibility by keeping office doors (literally or symbolically) open to staff.

Employees are welcome to share their suggestions, opinions on work processes, or any problems they encounter. No employee will be penalized or excluded for sharing feedback. All shared issues are handled confidentially. Employee names will be withheld upon request.

If needed, dedicated time and space will be provided for one-on-one meetings.

OUR POLICY ON PROTECTING CHILDREN AND VULNERABLE GROUPS

At our hotel, we place special emphasis on the health and well-being of children and vulnerable groups. Children are the custodians of the future and the most valuable members of society. Recognizing them as individuals, respecting their rights, and protecting them from all forms of physical, psychological, commercial, or other exploitation is our fundamental responsibility. Children's Rights apply to all children. At our hotel, no child is discriminated against, regardless of their place of birth, language, or the beliefs or opinions of their elders.

Some children may be more vulnerable due to past experiences, levels of dependence on others, communication needs, or other reasons. Therefore, collaborating with children, young people, their parents, caregivers, and other stakeholders is crucial to supporting their healthy development and well-being.

We work to ensure that children with physical and mental disabilities, pregnant women, and elderly guests can live fully in conditions that safeguard their dignity, enhance their self-confidence, and facilitate their active participation in social life.

At our hotel, we conduct analyses for vulnerable groups, incorporate protection practices into our defined procedures for these groups, and establish codes of conduct for our employees. Therefore, we develop an effective security policy and implement relevant procedures to provide a safe environment.

OUR PURCHASING AND CONTRIBUTION TO LOCAL ECONOMIES POLICY

At our hotel, we aim to source our supplies as much as possible from regions close to our facilities, using appropriate resources, and to help suppliers minimize their environmental impact by reducing carbon emissions during delivery. We prioritize environmental sustainability in our material selection for both contracted purchases, bulk purchases of materials and services, and retail purchases of materials and services.

In this process, we pay attention to ensuring that fuels, chemicals, pesticides, fossil fuel-powered vehicles and equipment, electrical appliances, refrigerant gas-containing devices, noise sources, consumables, plastic products, and construction materials are environmentally friendly, have the necessary permits and certifications, and meet energy efficiency ratings.

OUR POLICY ON THE PROTECTION OF LOCAL ENVIRONMENTS AND CULTURAL HERITAGE

At our hotel, we believe that new policies should be developed and strategic decisions should be made to enable the preservation of cultural and natural heritage.

Ensuring the continuity of our past, history, and cultural heritage is of great importance to us. We operate with the awareness that the tourism success of the region in which we work is directly related to the living culture, traditions, and people that shape our regions. Therefore, respecting social values and sharing them with our colleagues and guests to contribute to their learning is among our priorities.

PROTECTION OF BIODIVERSITY, NATURAL LIFE AND WILDLIFE OUR POLICY

At our hotel, we believe that future generations have the same right to know other living species as we do, and with this awareness, we adopt a healthy environment, healthy animals, and healthy people approach in the face of threats such as ecosystem destruction, climate change, and disaster risk. Biological
We understand the vital and socio-economic value of diversity and are committed to taking the necessary steps to ensure its protection.

OUR HUNTING POLICY

This policy has been created to reflect our hotel's respect for the natural environment and its commitment to supporting sustainable tourism. Hunting and bringing game animals to our hotel without permission are prohibited in all areas surrounding our hotel, including gardens, nature reserves, and surrounding regions.

Our hotel is committed to providing services in harmony with the local fauna and flora.

We are aware that any unauthorized hunting activity will harm the natural ecosystem. Hotel staff and guests will be informed about environmentally friendly activities to avoid damaging the natural environment. All food and beverages in our hotel are sourced from ethical and sustainable sources.

Guests who wish to observe nature instead of hunting will be provided with ecological information. Guests who violate the hotel's hunting policies will be removed from the hotel.

Furthermore, we will cooperate with legal authorities and initiate the necessary legal proceedings. If any of our employees participate in any hunting-related activity, their employment contracts will be terminated.

Our hotel has a strict stance against hunting, in line with its mission to protect the natural environment and support sustainable tourism. It is the responsibility of all of us to ensure that both our guests and employees comply with these rules.

OUR EMPLOYEE SATISFACTION MEASUREMENT POLICY

This policy has been created to ensure continuous improvement by measuring the satisfaction, commitment, and motivation of our hotel's employees. Our policy is to ensure employee satisfaction, commitment, and motivation.

It aims to increase satisfaction, ensure the sustainability of quality service, and contribute to the personal and professional development of employees.

Employee satisfaction at our hotel is measured through regular surveys.

Surveys are conducted anonymously, providing an environment where employees can freely express their views. Negative developments in employee satisfaction are immediately identified and addressed with solution-oriented approaches.

Managers foster an open and trustworthy communication environment, receiving feedback from employees regarding their personal issues and professional goals. All feedback is seriously considered by management, and corrective and development plans are developed accordingly.

Employees' performance is evaluated and feedback is provided based on fair, transparent, and objective criteria. The performance evaluation process ensures that employees' strengths are recognized and areas for development are identified. Furthermore, these evaluations help employees with their career planning.

Training programs and career development opportunities are provided for the continuous development of employees. Managers contribute to the professional development of employees by mentoring them.

OUR ENERGY EFFICIENCY POLICY

At our hotel, we consider energy efficiency not just a goal, but a cornerstone of our sustainability philosophy. To fulfill our environmental responsibility and be an economically efficient business, we are developing various strategies to reduce our energy consumption. In this context, we closely monitor national and international energy efficiency standards and regulations, and aim for continuous improvement by undertaking voluntary initiatives to reduce energy use.

We aim to create a shared awareness and responsibility regarding energy efficiency among all our stakeholders. Through training programs designed to instill energy efficiency awareness in our employees, we ensure that every individual contributes to this process. Furthermore, we are focusing on the most efficient equipment and technologies to reduce our energy consumption. In this process, we prefer energy-efficient products, thereby both lowering our operational costs and reducing our environmental impact.

We continuously review our energy management system, strengthen it with innovative solutions, and coordinate this process with all our departments. By assessing energy risks, emergencies, and potential constraints, we take preventive measures and constantly improve our energy efficiency efforts. In this way, we both increase our internal efficiency and offer our guests a sustainable accommodation experience.

OUR POLICY ON LIFE IN CAPTIVITY

Our captive living policy aims to protect the health and welfare of all animals in our hotel, to ensure they live in a safe, comfortable, and ethical environment, and to take all necessary measures to prevent animals from living in captivity. Our hotel aims to contribute to sustainable tourism by respecting the rights of nature and animals. In our hotel, animal welfare will always be a priority, and captive living conditions will not be created.

At our hotel, any animal must live in an environment where it can exhibit its natural behaviors. Conditions similar to their natural habitats will be created. The animals' physical and psychological needs will be met. This includes providing the animals with adequate space, healthy food, appropriate social interaction, and care.

Guests and staff will always be respectful and considerate when interacting with animals, avoiding disturbing their peace. Hotel staff will receive regular training on animal health and welfare, and will be informed about the natural needs and welfare levels of animals. Staff will possess the necessary skills to interact appropriately with animals.

OUR POLICY ON PROTECTING AGAINST INVASIVE SPECIES

The aim of this policy is to ensure that our hotel operates in an environmentally friendly and sustainable manner, preventing the spread of invasive species, protecting local ecosystems, and providing our guests with a safe and healthy environment. Our hotel is committed not only to protecting natural life but also to supporting biodiversity.

All vegetation on the hotel grounds will be regularly monitored, and care will be taken to protect native plant species. Invasive plants will be eliminated by replacing them with native plants. Hotel staff will receive regular training on invasive species, and guests will be informed about environmentally friendly practices. Guests will also be informed about the ecosystem surrounding the hotel. Native plants and animals will be protected, and landscaping will be implemented to prevent the spread of these species. Appropriate measures will be taken to prevent the reproduction of invasive species.

Hotel management will conduct regular environmental audits annually and carry out a comprehensive review of the presence of invasive species. The biodiversity of local ecosystems will be monitored, and the emergence of new invasive species will be tracked. Where possible, biological control methods will be preferred over chemical substances. Harmless and environmentally friendly solutions will be used to eradicate invasive species.

OUR HUMAN RIGHTS AND SOCIAL RESPONSIBILITY POLICY

At our hotel, in addition to providing the highest level of comfort, safety, and service to our guests and employees, we are strongly committed to respecting, protecting, and promoting universal human rights. This policy ensures that human rights are upheld in all aspects of our hotel's operations.

It was created to prevent violations and to fulfill our social responsibilities.

Our hotel respects the fundamental human rights of its employees. In this context, discrimination, forced labor, child labor, and all forms of violence and abuse are strictly prohibited. Our employees' working conditions comply with national and international labor standards. All our employees and guests are offered equal rights. Ensuring the physical and psychological safety of our employees and guests is our priority.

Our services are entirely based on the principle of respecting the privacy, safety, and peace of mind of our guests. Guests' personal data is processed securely in accordance with national and international data protection laws. Any complaints regarding guest rights violations or negative experiences are handled with care.

In the event of any complaint or problem, the necessary steps are taken to provide a swift and fair solution.

Our hotel respects the rights of local communities in its region and supports various social responsibility projects to contribute to their economic and cultural development. A continuous communication and training process is conducted within our hotel to prevent human rights violations and raise awareness.

To monitor the effectiveness of human rights policy, regular audits are conducted and improvements are made as needed. Feedback from our guests and employees is critical to the development of these policies.

OUR OCCUPATIONAL HEALTH AND SAFETY POLICY

At our hotel, protecting the health and safety of all our employees, guests, and visitors, and creating a safe and healthy working environment is our top priority. Occupational health and safety is not only a legal requirement but also a fundamental value that guarantees the well-being of our employees and guests. This policy has been prepared to ensure that our hotel achieves its goals in line with the measures we will take, the procedures we will implement, and the training we will provide to our employees regarding occupational health and safety.

Our hotel takes all necessary precautions to protect the health and safety of our employees against all types of risks. We continuously improve working conditions for our employees and implement various safety measures to ensure a healthy working environment. Potential hazards and risks are regularly assessed in all work areas. All elements posing an occupational health and safety risk are eliminated or minimized. Any risk situation is addressed according to a specific protocol, and appropriate safety measures are implemented.

Pre-determined procedures and emergency plans have been established for emergencies. These plans guide all our employees in situations such as fire, natural disasters, electrical failures, and health crises. In addition, regular drills ensure that employees are prepared for these emergencies.

All our employees receive occupational health and safety training before starting work and at regular intervals. This training aims to teach employees safe working practices and raise awareness of potential hazards in the workplace. Employees learn safe usage protocols, how to use personal protective equipment, and emergency procedures.

Employees receive continuous training, and this training is updated in the event of any occupational health and safety violations or accidents. Training is repeated during the orientation phase for new employees and annually for existing employees. In our hotel, working conditions in every department are organized in accordance with hygiene standards and safety procedures. All risk factors in the work areas are identified and appropriate improvements are made. Our employees are equipped with all the necessary tools and equipment to perform their jobs safely.

Our hotel has trained medical personnel and first aid equipment readily available for quick and effective intervention in case of workplace accidents or medical emergencies. Workplace accidents are immediately reported to the relevant authorities, and the causes of the accident are investigated in detail. Necessary measures are taken to prevent accidents. Precautions are taken before and after workplace accidents and occupational diseases, and occupational safety measures are rigorously reviewed.

Our hotel fully complies with local and international legal regulations regarding occupational health and safety. All necessary legal requirements for the health and safety of our employees are met, and we continuously monitor the latest legal developments related to workplace safety.

OUR POLICY ON WOMEN'S RIGHTS AND GENDER EQUALITY

At our hotel, protecting women's rights and ensuring gender equality is a fundamental part of our corporate culture. We treat each of our employees as unique individuals, value their differences, and guarantee them equal access to opportunities.

We unequivocally reject all forms of discrimination based on differences such as gender, sexual orientation, identity, age, ethnicity, religion, and disability. We implement active policies to combat structural inequalities that our female employees may face in the workplace, such as the glass ceiling, pay inequality, mobbing, and harassment. We adopt a zero-tolerance policy against harassment and violence in the workplace and establish safe reporting mechanisms and effective intervention processes for such violations. We provide regular training for all our employees on gender equality, diversity, and inclusion.

We develop projects that include mentoring, leadership programs, and affirmative action to support the professional development of women and all employees. We support our employees in establishing work-life balance, offering flexible arrangements, especially regarding parenting and care responsibilities. We adopt a transparent, fair, and participatory management approach in our human resources processes and encourage our employees' active participation in shaping policies and practices.

OUR CAREER AND PROMOTION POLICY

Our career and promotion policy applies to all hotel employees. This policy specifically covers career planning and promotion processes for all positions, including management, administrative, operational, and support departments. Career development and promotion opportunities will be offered equally and fairly to all employees. No employee will be discriminated against on the basis of gender, race, age, religion, language, disability, or other factors.

Promotion decisions will be based solely on performance evaluations and abilities. Employee achievement, work discipline, and leadership qualities will be considered.

All employees will receive regular updates on career development opportunities, and clear communication will be maintained regarding the promotion process.

Internal promotion opportunities will be given priority to our employees. This provides our current employees with a chance to advance in their careers and increases loyalty within the organization. Internal announcements will be made for all positions, and the application process will be transparent. Annual performance reviews will be conducted to determine whether employees are eligible for promotion. Performance will be measured according to criteria such as achieving goals, adherence to work discipline, teamwork, and leadership.

The promotion process will not be based solely on current job performance, but will also consider employees' leadership and management potential. Therefore, employees' development needs will be identified and necessary skill-building processes will be planned. Promotion processes will be supported by managers' observations and feedback on employees, and employees' own career goals and aspirations will also be taken into account.

An employee seeking promotion must possess the necessary experience and training for a specific position. Training and development processes provide a roadmap for employees to meet these requirements. Employees should contribute to their work by investing in their personal development, demonstrating leadership skills and problem-solving abilities. They are also expected to work in a manner consistent with the hotel's mission and vision.

Our hotel's managers and leaders will receive continuous training to contribute to the career development of their employees and to improve their leadership and management skills. This program will not be limited to professional skills but will also cover topics such as emotional intelligence and effective communication. High-potential employees will be identified and supported with leadership training and accelerated career paths, thus cultivating the hotel's future leaders.

OUR CORPORATE COMMUNICATION, COMPLAINT, AND SUGGESTION POLICY

Transparency and honesty are paramount in all corporate communication processes. Accurate and clear information is always provided in communication with guests, employees, and stakeholders. Communication is always conducted in a professional and respectful manner. Customer satisfaction is always prioritized. Guest requests and questions are answered as quickly as possible. Delays in communication channels are avoided. The hotel's telephone line is open 24 hours a day to respond to our guests' needs immediately. For any requests or questions, please contact the hotel's official email address.

A quick response is provided. Face-to-face communication with guests within the hotel is conducted with the highest standards of professionalism.

These policies are reviewed and updated periodically by hotel management.

Guest complaints are promptly received through all communication channels (telephone, email, social media, etc.). Complaints are forwarded to the relevant departments, and the resolution process is initiated. Objectivity and fairness are prioritized during the evaluation of complaints. Depending on the severity of the complaint, proposed solutions are communicated to the guest within 24 hours. Based on the guest's requests, solutions are implemented to resolve the complaint as quickly as possible. If the complaint is outside the hotel management's area of authority, alternative solutions are offered to the guest. After a solution is reached, feedback is provided to the guest. Complaints are recorded and analyzed. These analyses will be used to improve service quality.

When a guest reports a negative experience, the hotel apologizes in an effort to make amends.

Guest suggestions are welcome via the hotel's official email address, social media channels, and any other platform where they can be communicated in person. Suggestions are important for ensuring all guests are more satisfied with the hotel's services. Suggestions are collected and evaluated periodically by hotel management. If a guest's suggestion aims to improve the quality of hotel services, its feasibility is examined. Feasible suggestions are prioritized and implemented, and the guest is thanked for their suggestion. The guest receives feedback on whether their suggestion has been accepted by the hotel. The feedback includes information on how the suggestion could benefit the hotel and the implementation process.

OUR CUSTOMER SATISFACTION POLICY

Our hotel is committed to providing excellent service to every guest. Our guests' comfort and satisfaction are our top priority. To this end, all our staff are trained to understand and best meet the needs and expectations of our guests, approaching every situation with professionalism and respect. Our customer satisfaction policy aims to continuously improve the quality of services offered by our hotel and to best meet the expectations of our guests.

Within this framework, each guest receives personalized attention, and their requests are met quickly and professionally. We adopt an honest, respectful, and courteous approach towards our guests.

All services offered at our hotel are of the highest quality and designed to maximize our guests' comfort and peace of mind. We maintain effective, open, and clear communication with our guests. All complaints, suggestions, or requests are taken seriously and addressed promptly.

We contact our guests in advance of their arrival to understand their needs and accommodate any special requests. From the moment guests arrive, they are greeted by our friendly staff to ensure their comfort. Hygiene standards are maintained at the highest level in all rooms and common areas. Room cleaning is flexible and tailored to guest requests.

All departments work in harmony to respond to guests' needs as quickly as possible. Complaints are immediately recorded by staff and the resolution process is initiated.

Effective collaboration between departments is ensured so that complaints are resolved as quickly as possible. If complaints are not resolved, senior management intervenes. After the complaint is resolved, the guest is given feedback on the outcome, and it is confirmed that the solution was satisfactory.

OUR POLICY ON CULTURAL INTERACTION AND LEGAL REQUIREMENTS

This policy aims to ensure respect for cultural diversity, understanding, and compliance with legal requirements for all our hotel employees, guests, and business partners. Considering that guests and employees may have diverse cultural backgrounds, the goal is to ensure that hotel services comply with national and international legal frameworks.

Our hotel respects the origins, beliefs, gender, and lifestyles of all guests and staff. Our hospitality values all cultures equally. Guests are informed about local traditions, languages, and customs. Staff are obligated to use respectful and understandable language when speaking to guests. Assistance is provided whenever possible if guests wish to receive service in their native language. Our hotel respects guests' traditional and religious beliefs, dietary habits, clothing styles, and social values. Local customs and celebrations can be observed at our hotel with respect for both local and international guests.

The hotel operates in compliance with local, national, and international laws. All services are provided with due regard for the legal rights and obligations of guests, employees, and business partners. All processes, from employee recruitment and compensation to training and promotion, are managed according to the principles of equality and fairness. A zero-tolerance policy is implemented against discrimination, harassment, and bullying in the workplace.

Guest information and personal data are stored in accordance with relevant data protection laws and privacy protocols. Guests' personal data may only be used within the framework of necessary legal conditions. Our hotel protects the rights of its guests and provides services in compliance with the law.

We are responsible for resolving guests' complaints and requests quickly, professionally, and within the legal framework.

The policy on cultural interaction and legal requirements is reviewed and updated regularly. Feedback is gathered, and necessary adjustments are made. Regular assessments are conducted regarding cultural interactions and compliance with legal requirements. Services are continuously improved by taking into account the views of guests, staff, and local communities.

Hotel management is responsible for ensuring the implementation of this policy. All relevant staff should be informed about cultural exchange and legal requirements and should contact the responsible persons when necessary.

OUR RESPECTABLE WORKING POLICY

Our Respectful Labor Policy aims to ensure that all employees at our hotel adhere to high ethical standards in their work relationships and environment, and demonstrate a fair and equitable approach. Our hotel is committed to treating our employees with respect and providing a safe and healthy working environment.

Respectful, courteous, and professional communication is encouraged among our staff. Every employee is obligated to show respect to one another. We have a zero-tolerance policy against discrimination, harassment, or other unethical behavior. All employees have the right to report any negative situations they encounter to the authorities.

Our employees are offered continuous training and professional development opportunities. They are equipped with the skills necessary to advance their careers. Training programs will cover topics such as personal development, leadership, and customer service. Employees' legal rights are fully protected, including working hours, salary, and leave entitlements. Employee wages and benefits are determined in accordance with national laws and industry standards. Annual leave, sick leave, and all other employee benefits are guaranteed.

All employees are obligated to comply with this policy. Employees who violate this policy will be subject to appropriate disciplinary procedures. Employees will be kept informed of any updates to the policy and will be notified when necessary. Our hotel values each employee and supports their development to the fullest extent.

OUR WATER CONSERVATION POLICY

At our hotel, we aim to reduce our water usage in order to ensure the sustainability of water resources and fulfill our environmental responsibility. Working together with our guests, protecting natural resources and minimizing our environmental impact are among our priorities.

We kindly request that our guests inform us when they need their linens and towels changed, rather than changing them daily. This will reduce unnecessary washing and water consumption. Informational notes encouraging water conservation will be placed in rooms and common areas. Water-saving devices have been installed on taps and shower heads in all rooms and common areas.

At our hotel, all plumbing systems are regularly checked, and any leaks are repaired as quickly as possible. Hotel staff receive regular training on the proper and efficient use of water.

Washing machines and dishwashers are operated at full capacity. Dishes are washed in machines instead of by hand, thus saving water. Infrastructure for the use of recycled water is being examined and implemented where possible. Monthly water consumption is measured and monitored, and improvement efforts are made to stay below targets.

OUR SUSTAINABLE PROCUREMENT POLICY

At our hotel, within the framework of our sustainable tourism approach, we consider the protection of the environment and minimizing the environmental impact of our business as a fundamental responsibility. In this regard, we are committed to contributing to our environment and community, and to prioritizing sustainability in our purchasing processes.

In this context, when purchasing food, beverages, and other products, we prioritize locally produced items that meet quality standards and relevant regulations. We choose materials that consume less energy and water, produce less waste, and do not harm the environment.

We evaluate not only the purchase cost but also the lifetime cost of products and equipment, and we prefer solutions that minimize environmental impact.

We maintain communication with our suppliers to raise awareness of sustainability and encourage the procurement of environmentally friendly products and services.

OUR SUPPLIER DIVERSITY POLICY

This policy aims to promote diversity in our relationships with all suppliers and to adhere to the principles of social responsibility, ethics, and sustainability in our business dealings.

Our hotel aims to support positive change in the industry by collaborating with suppliers that reflect diversity in terms of cultures, genders, ethnicities, and business models.

This policy covers all supplier selection processes. Our hotel is committed to increasing supplier diversity from local, regional and global markets and creating fair opportunities.

In addition, priority will be given to collaborations with small businesses, women entrepreneurs, ethnic minorities, and businesses run by individuals with disabilities.

Our hotel will prioritize supporting local suppliers and small businesses, aiming to contribute to the local economy. Opportunities will be created, particularly for small businesses such as local food producers, artisans, and service providers.

To monitor the effectiveness of supplier diversity policies, annual supplier diversity reports will be prepared and shared with relevant stakeholders. Our hotel will receive feedback to continuously improve supplier diversity and take steps to address shortcomings in the processes. To support supplier diversity, all relevant personnel within the hotel will be trained on supplier diversity. Contracts with suppliers will clearly state their commitment to diversity and their responsibility to comply with these policies.

OUR POLICY ON PARTICIPATION IN AND OPPORTUNITIES IN LOCAL DESTINATIONS

This policy aims to provide our guests with richer experiences by collaborating with local destinations. By establishing connections with local tourism attractions,

Our aim is to offer our guests more options and opportunities. Furthermore, this will ensure that our hotel supports the local economy and promotes sustainable tourism.

Our hotel will establish collaborations with local businesses (restaurants, museums, tours, cultural events, nature excursions, etc.). Through these partnerships, we aim to offer our guests special discounts, packages, and opportunities. We will also contribute to the promotion of local businesses.

Our hotel will encourage participation in local events. Guests will have the opportunity to attend and benefit from events. These events may include festivals, concerts, art performances, local food events, and excursions to explore the surrounding area.

Our hotel prioritizes environmental sustainability in its relationships with local destinations.

Collaborations with local businesses must be eco-friendly and sustainable. This contributes to the conservation of natural resources, the protection of local animal species, and the preservation of cultural heritage. Guests will be educated about eco-friendly tourism practices.

Our hotel will inform guests with promotional materials, social media posts, and brochures showcasing local destinations.

UTILIZATION OF LOCAL RESOURCES AND LOCAL COMMUNITIES OUR SUPPORT POLICY

This policy has been created to ensure that our hotel operates in an environmentally conscious, sustainable, and resource-friendly manner. By efficiently utilizing local resources, we aim to both reduce our environmental footprint and contribute to the local economy.

Our hotel aims to use organic and fresh produce sourced from local producers whenever possible. We prioritize the use of local resources while reducing waste and promoting recycling. We strive to minimize environmental impact by using recyclable materials and packaging.

The majority of our hotel staff are selected from the local community. To support the local economy, our employees receive training and career development support. We collaborate with local educational institutions to organize skills development courses and training on environmentally friendly practices for the local population. We also contribute to local social responsibility projects.

We prioritize employing local people, increasing the number of local staff in hotel management, and supporting the local workforce. By offering training and career development opportunities, we contribute to improving the quality of the regional workforce. Our hotel aims to provide our guests with information about local culture and traditions, and to introduce them to local festivals and events. Furthermore, by showcasing the works of local artists and cultural performances within the hotel, we enable our guests to discover the cultural richness of the region.

OUR GREEN PURCHASING POLICY

This policy outlines our green procurement strategies to enhance sustainability at our hotel, prioritize environmentally friendly products and services, conserve natural resources, and reduce our negative environmental impact. With this policy, we aim to reduce our ecological footprint while encouraging the purchase of eco-friendly products and services. The green procurement policy applies to all hotel operations. This covers all purchases of goods and services, including daily operating needs, maintenance, cleaning, food and beverage supplies, furniture, and decoration.

The equipment purchased must be highly energy efficient. This is important to minimize energy consumption. It is preferable that the product packaging be recyclable or designed to generate minimal waste. In line with our green sourcing policy, we will collaborate with sustainable suppliers who adopt environmentally friendly practices.

Hotel staff will receive regular training on green purchasing and sustainability.

This will ensure that an environmentally friendly shopping approach is integrated into the corporate culture.

Our customers will be informed about our environmentally friendly practices and sustainability policies, and efforts will be made to raise their awareness on this issue. The effectiveness of our green purchasing policy will be regularly reviewed, and the environmental impacts will be measured. The quantities of environmentally friendly products and services purchased, and the rates at which sustainability goals are achieved, will be documented and shared in annual reports to ensure improvement.

OUR CULTURAL SUSTAINABILITY POLICY

This policy reflects our hotel's aim to preserve cultural heritage, collaborate with local communities, and promote cultural diversity. Cultural sustainability means respecting not only environmental but also social and cultural values. Our hotel recognizes, preserves, and supports the richness of local culture, and aims to introduce diverse cultures to our guests.

Our hotel collaborates with local artists, artisans, and cultural organizations to preserve regional cultural traditions and heritage. Traditional handicrafts, music, cuisine, and festivals of the region are showcased at our hotel. We combine environmental sustainability with cultural heritage.

Our hotel supports various social responsibility projects with both financial and in-kind contributions to empower the local community. We inform our guests about local culture and introduce them to regional products and services. Our hotel supports the local economy by sourcing products from local farmers, producers, and service providers. Guests are also provided with information about local restaurants, craft shops, and cultural venues outside the hotel.

OUR PROPERTY RIGHTS POLICY

All software, trademarks, logos, designs, content, artwork, and other intellectual property elements used in our hotel are protected by licenses obtained from the legally entitled individuals or organizations. Our hotel takes all necessary precautions to avoid infringing these rights and respects the intellectual property rights of third parties.

The hotel's physical properties, equipment, inventory, and other assets are operated and maintained in accordance with applicable legal regulations. All immovable property, vehicles, and equipment used in our hotel are the property of the company and may only be used by authorized personnel within the company. Our hotel obtains all necessary licenses and permits to operate and fully complies with legal requirements. Operating licenses, health, safety, environmental, and other regulatory permits obtained from relevant state authorities are renewed and updated to remain valid.

Our hotel's brand, name, logos, and trade names are legally registered and protected property rights. The brand represents the quality of service we provide to our guests and reflects the hotel's reputation. Unauthorized use of these brand elements is prohibited, and legal action may be taken in the event of any infringement of these legal rights.

Employees are informed about the need to comply with laws and internal policies.

Our hotel conducts regular internal audits to prevent infringement of property rights and fulfill relevant legal obligations. The hotel continuously monitors content usage and brand protection and is subject to external audits when necessary.

OUR SUSTAINABLE PRACTICES POLICY

Our sustainable practices policy will ensure our hotel achieves its sustainability goals as an environmentally conscious business, raises environmental awareness among our guests, and supports the long-term success of the hotel. The adoption of these policies by all guests, suppliers, and employees will have positive impacts on both the environment and our community.

Our hotel minimizes energy consumption by using energy-efficient equipment. We utilize LED lighting, energy-saving air conditioning systems, and smart lighting technologies. Energy usage within the hotel is regularly monitored, and consumption data is analyzed to implement cost-saving measures.

Water consumption is reduced by using water-saving devices (shower heads, faucets, toilets, etc.). Our guests are informed about the importance of water conservation. All waste (plastic, paper, glass, metal, organic waste) is separated and sent to appropriate recycling facilities. Proper waste management is ensured. Policies are implemented within the hotel to minimize the use of packaging materials and to encourage the reuse of single-use products (e.g., banning single-use plastics).

Our hotel restaurants prioritize the use of organic and locally sourced food products. Seasonal items are given priority in our menus. We aim to minimize food waste.

Solutions such as portion control, redirecting leftover food to social responsibility projects, or packaging it with reusable materials are implemented to prevent this.

Our hotel's interiors minimize the need for lighting and ventilation through the use of natural light and natural ventilation systems. Our hotel calculates its carbon footprint and develops strategies to reduce emissions. Furthermore, we encourage sustainable transportation options (electric vehicles, public transport, bicycles, etc.).

Our hotel staff receives regular training on sustainability. Awareness is raised on topics such as energy efficiency, water conservation, waste management, and environmentally conscious service. Employees actively participate in achieving sustainability goals. Sustainability-focused ideas are encouraged through employee suggestion systems.

Guests are informed about sustainable practices. Specifically, they are given information on how to use energy-saving appliances in their rooms and how to separate waste. Guests are encouraged to adopt sustainable habits by being offered green options (such as not cleaning their rooms daily, turning off lights in their rooms to save energy, etc.).

In conclusion, this sustainable practices policy will enable our hotel to achieve its sustainability goals as an environmentally conscious business, raise environmental awareness among our guests, and support the long-term success of the hotel. The adoption of these policies by all guests and employees will have positive impacts on both the environment and our community.

OUR SUSTAINABLE CORRESPONDENCE POLICY

This policy aims to regulate our written communication processes in order to fulfill our responsibility to protect the environment and achieve our sustainability goals. Correspondence will be optimized to minimize its environmental impact, and a balance will be maintained between digital and physical correspondence. Furthermore, this policy covers all written communication tools used by hotel staff and suppliers. Written communication includes email, written documents, reports, invoices, contracts, internal announcements, and all written messaging tools. Written communication processes with customers are also included within the scope of this policy.

We aim to minimize paper consumption in all written communications. Unnecessary written documents will be avoided, and digital storage and sharing processes will be encouraged. Environmentally friendly communication tools such as email, cloud storage, and digital documents will be prioritized. Digitizing written documents will both reduce paper consumption and support fast and efficient communication.

When paper use is unavoidable, recyclable paper will be preferred, and the single-sided use of paper will be avoided. Only essential parts of correspondence will be printed when necessary, thus saving resources. Written materials will be stored digitally.

Energy efficiency will be considered during the sharing process. In particular, printer usage will be minimized, and energy-saving digital systems will be preferred.

Written communication will be encouraged via email, document-sharing systems, and digital platforms. Physical documents will only be used when absolutely necessary, and digital correspondence will be preferred. Written documents will only be printed when needed, and will generally be transmitted and stored digitally. Documents within the hotel will be shared via email, PDF, or digital signature instead of being printed.

Unnecessary attachments will be avoided in email correspondence, and links will be shared instead of large files. Clear and concise language will be used in email subjects, and unnecessary email traffic will be prevented. Written documents will be transferred to digital archiving systems, reducing the need for physical archiving. Ease of access and data security will be ensured in the digital environment.

Our employees will receive training on sustainable communication methods, effective use of digital tools, and paper conservation. This training will ensure that all written communication within the hotel becomes more environmentally friendly. All employees are obligated to comply with sustainability standards in written communication. Employees should prefer using digital formats instead of printing written documents.

Electronic invoices and documents will be sent to customers via email. Physical documents will only be provided upon customer request. Hotel guests will receive informative messages about our environmental awareness and sustainable communication policies. In addition, incentives will be offered to customers to reduce paper consumption. Documents will be digitally signed and approved, preventing unnecessary use of physical signatures.

OUR POLICY OF TRANSPARENCY AND ACCURATE PRESENTATION.

Our hotel uses realistic, accurate, and up-to-date information in all our advertisements. Detailed information is provided about room types, sizes, features, and views. Photographs are selected to reflect the actual condition of the rooms. Prices, taxes, and surcharges (meals, activities, etc.) are clearly stated. There are no hidden fees or surprise costs. Full information is provided about the services offered and restaurant options.

Customer feedback is highly valued. All comments (positive and negative) are shared transparently. Negative comments are responded to in a professional and solution-oriented manner.

Improvements are made by learning from customer experiences. Reviews are collected from real guests and are not manipulated in any way.

All services offered at our hotel are provided in accordance with established quality standards. All staff undergo regular training to ensure the highest level of service to our guests.

Staff receive continuous training on customer satisfaction and stay up-to-date with evolving needs.

Prices are always clear and understandable. Guests are provided with clear information regarding extra charges, cancellation policies, and payment options. Guests are informed that a clear and fair policy applies to reservation cancellation or modification requests.

Our hotel is fully committed to environmentally friendly practices and sustainability policies. All these practices are highlighted in our promotional materials. Our hotel's environmentally friendly certifications and sustainable practices (waste management, energy efficiency, etc.) are explained to our guests.

Guests are kept informed about infectious diseases and other health precautions.

Transparent information is provided regarding the hygiene measures, cleaning procedures, and safety protocols implemented at the hotel. Critical information such as emergency exits, fire safety, and first aid services is always readily available to guests.

All information regarding our hotel on our website and social media platforms is kept up-to-date.

Upcoming renovations, events, or service changes are shared instantly. Discounts and promotions are explained transparently. Guests can easily view and take advantage of these opportunities. Guests can easily contact our hotel by phone, email, web form, or social media. Our customer support team answers all questions quickly and professionally. Hotel staff are trained to provide service in multiple languages and assist guests in overcoming language barriers.

OUR POLICY OF SUPPORTING LOCAL ENTREPRENEURS

This policy has been created to ensure our hotel adopts a sustainable approach aimed at contributing to the local community and supporting local entrepreneurs, businesses, and artists. By offering opportunities to local workforce, suppliers, and artists, we aim to provide economic benefits to our community.

All food and beverage supplies used in our hotel will be sourced as much as possible from local farmers and producers. Local handicrafts, textiles, and souvenirs will be sold at the hotel, and we will collaborate with local artists for these products.

Social responsibility projects will be developed in collaboration with local schools and NGOs. Our event spaces will be offered to local organizations at reasonable prices or free of charge.

Our hotel will prioritize the use of environmentally friendly materials and will collaborate with local entrepreneurs in this regard. We will particularly focus on partnerships with producers of recycled materials. Through collaborations with local sustainable farmers and eco-friendly businesses, our hotel's negative environmental impact will be minimized.

Our hotel aims to minimize environmental, social and economic impacts and support local communities by using local resources effectively and sustainably.

We will continue to contribute to the preservation of local values while offering our guests a sustainable accommodation experience.

OUR LOCAL COMMUNITY FEEDBACK POLICY

Building strong and sustainable relationships with local communities is a fundamental part of our hotel's responsibility to the community. Our hotel is committed to listening to the voice of the local people and collaborating with them by respecting their feedback. This policy is designed to encourage and value feedback from local communities regarding our hotel's operations.

Interaction with the local community should be continuous, transparent, and open. Our hotel aims to understand the needs and concerns of the community by establishing a strong dialogue with them. Hotel management ensures direct communication with the community by organizing regular meetings, forums, and events with local people.

Community members are welcome to share any opinions, suggestions, complaints, or recommendations regarding the hotel.

Local community members can share their views through various feedback channels. These channels include local meetings, surveys, social media platforms, email addresses, and our hotel's local office.

All feedback is evaluated in an impartial and objective manner. Feedback regarding the local environment, culture, economic development, and environmental sustainability is particularly valued.

Local community feedback will be brought to the attention of hotel management and relevant departments, and a specific timeframe will be set for responding to this feedback. Feedback will be addressed in an appropriate and constructive manner as soon as possible.

Feedback from local communities is used to improve the quality of service at our hotel and strengthen our relationships with the community. Any negative feedback is considered an opportunity for improvement, and specific actions are taken. Community members are informed about the results of the feedback, the changes made, and the improvements. Based on feedback from the community, our hotel can update its social responsibility projects and take steps to minimize its environmental impact.