



CASA DE MARIS

Spa & Resort Hotel



CASA DE MARIS SPA & RESORT HOTEL SUSTAINABILITY REPORT 2024





CONTENTS

1. About The Report
2. Casa De Maris Spa & Resort Hotel Introduction
3. Sustainable Tourism Policy
 - 3.1. Quality Assurance Policy
 - 3.2. Environmental Protection and Waste Management Policy
 - 3.3. Sustainable Purchasing Policy
 - 3.4. Human and Personnel Rights Policy
 - 3.5. Energy Efficiency Policy
 - 3.6. Cultural Heritage Protection Policy
4. Guest Satisfaction
5. Sustainable Living
 - 5.1. Energy Management
 - 5.2. Water Management
 - 5.3. Waste Management
 - 5.4. Chemical Usage
 - 5.5. Carbon Emission
6. Personnel and Working Life
7. Social Studies We Participated In
8. Cultural Studies
9. Our Documents
10. Contact Us



1. About the Report

As Casa De Maris Spa & Resort Hotel, we are aware of the responsibilities that sustainable tourism brings to us.

Informing our guests, staff and suppliers transparently and effectively about our activities and their effects is one of the issues we pay great attention to. Our sustainability report, which we published in this regard, aims to serve for a better world for future generations by focusing on environmental, cultural and social activities.

Our main responsibilities within the scope of sustainability;

- To introduce Marmaris city and Turkish culture to our guests and staff,
- Supporting local people,
- Creating and evaluating recycling and reuse opportunities, reducing the amount of waste, and reducing the damage to the environment as much as possible,
- Improving energy efficiency, minimizing the impact caused by carbon emissions.

2024 sustainability report;

- Environmental, cultural, social and economic performance evaluation of our hotel,
- Targets set to increase this performance,
- The strategy and process to be followed to achieve these goals,
- Possible risks and solution suggestions,
- Contributing to ecological balance and protecting cultural heritage,
- To minimize the negatives and dangers that will affect the environment and to take the necessary precautions,
- Includes efforts to keep performance results at the highest level.

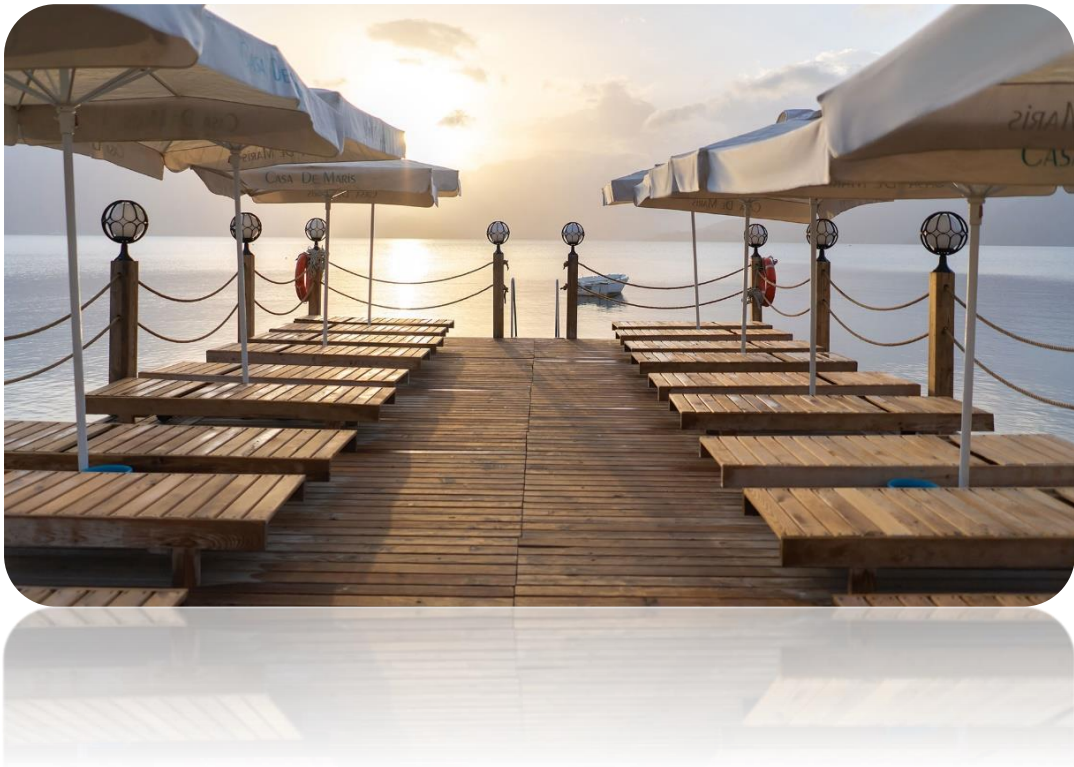


2. Casa De Maris Spa & Resort Hotel Introduction

Casa De Maris Spa & Resort Hotel is a five-star hotel with a +16 Adult concept located in Marmaris. It is an investment of Turuncu Grup A.Ş. which operates in the fields of tourism, building construction, aluminum and mining. Our hotel started its service on 15.05.2012 with 189 rooms with a capacity of 403 beds. Our hotel has 1 main restaurant, 2 à la carte restaurants, 2 bars, 1 snack restaurant and 1 boutique patisserie. We have 2 disabled rooms designed according to the needs of our disabled guests.

Our hotel; It is located on the coastline of Marmaris, where the Aegean and the Mediterranean embrace, where green merges with blue, which is one of the natural wonders of Turkey and which Herodotus said "has the most beautiful sky in the world". The hotel has a private pier and beach. This allows guests to enjoy the sea more comfortably.

The location of our hotel; will make your holiday more enjoyable with its proximity to historical, cultural and natural beauties and ease of transportation. Our hotel; is 3 km from Marmaris city center, 90 km from Dalaman Airport, and 120 km from Bodrum-Milas Airport.





3. Sustainable Tourism Policy

As Casa De Maris Spa & Resort Hotel, we are aware that sustainable tourism has a key role in the further development of tourism. We are aware of our responsibilities in this regard and we act accordingly.

We see the principles of sustainable tourism as our own goals. We work in partnership with our guests, staff and stakeholders to realize these principles.

In this process, under the title of Sustainable Tourism Policy; Quality Assurance Policy, Human and Personnel Rights Policy, Environmental Protection and Waste Management Policy, Sustainable Purchasing Policy, Energy Efficiency Policy and Cultural Heritage Protection Policy have been prepared. These policies have been prepared in line with sustainable tourism principles.

3.1. Quality Assurance Policy

As Casa De Maris Spa & Resort Hotel, we aim to be in continuous development by using our experience in the tourism sector and to provide better quality service to our guests over time.

In line with our goal; we strive to be in continuous development, understand guest expectations and needs well and meet them quickly and accurately. By investing in people, the most important resource of the service sector,

We follow the changes and developments in the tourism sector and develop appropriate strategies and policies

We constantly monitor changes in all national and international laws that concern us.

Our biggest goal and assurance is to ensure the continuity of our Quality Management approach and improve it day by day.



3.2. Environmental Protection and Waste Management Policy

As Casa De Maris Spa & Resort Hotel, the main goal of our hotel is to contribute to tourism and sustainability by adopting the principle of sustainability together with all our employees. In line with this goal, we protect the environment, prevent its pollution, and attach importance to its protection by reducing our negative effects on the environment.

To reach our goal:

- We ensure that all touristic activities in our business are carried out in accordance with sustainable tourism principles.
- We follow and comply with national and international legal regulations regarding the environment and ensure their continuous improvement and sustainability.
- We share our environmental policy with our guests, suppliers, tour operators, employees and all relevant. We contribute to the creation of environmental awareness.
- We will strive to use water, energy and all natural resources economically. We share our sensitivity about the environment with our employees, guests and suppliers.
- We follow environmental pollution prevention technologies to minimize environmental pollution. We ensure that waste is reduced at the source and separated and hazardous waste is disposed of without harming the environment.
- We know that using hazardous substances and chemicals only when needed and as much as necessary will reduce both the negative effects on the environment and the amount of waste. In this regard, we provide regular training to our staff on the use of chemicals.
- We contribute to protecting nature by choosing materials with "recycling" and "environmentally friendly" labels in the materials we purchase. We try to create reuse opportunities for products,
- We use disposable materials such as paper, napkins, toilet paper and packaging as much as necessary and take care to leave less waste to nature,
- We store wastes correctly in separate areas according to their characteristics. We deliver them to licensed/authorized companies without exceeding the legal storage time limits and keep their records.



- We measure our performance in environmental management and follow up with our targets. We try to improve our hotel regarding environmental management every day. We aim to educate our employees and suppliers about environmental protection and increase their awareness.
- We keep the Emergency Response Teams List updated for possible emergencies and disasters and conduct regular drills.

3.3. Sustainable Purchasing Policy

Our primary goal is to ensure sustainability in purchasing in order to minimize the negative effects of our business on the environment and to contribute to the development of our environment.

We take care to ensure that the food and beverage products purchased for our hotel are of top quality, in accordance with their purpose and relevant legislation. Our purchases are sourced as locally as possible.

In supplier selection, companies that comply with legal regulations are preferred. Casa De Maris Spa & Resort Hotel Supplier / Subcontractor Information Text is sent to the suppliers. Documents required within the scope of food safety are requested from the supplier.

In order to limit and minimize the effects of our business on the environment during its operation, during the purchase, along with price, quality and suitability, tools-equipment-products that consume less energy,

Tools-equipment-products that consume less water,

Tools-equipment-products that produce less waste,

Materials that are least harmful to the environment are preferred.

When purchasing a product, not only the purchase cost but also the lifetime cost is taken into consideration.

We strive to ensure that our suppliers gain awareness about the supply of sustainable products and services.



3.4. Human and Personnel Rights Policy

Occupational Health and Safety

We will comply with the environmental and labor law legislation, local requirements, environmental - occupational health and safety rules in our country,

Our Occupational Health and Safety policy; we will keep it open to our guests, employees and suppliers,

We will plan and provide the necessary training in order for our Occupational Health and Safety Management System to be adopted and implemented by our employees and subcontractors,

In order to reduce environmental and occupational accidents, near misses and occupational diseases, we will take precautions to prevent the emergence of undesirable results by foreseeing the dangers that may occur, and we will continuously improve our environmental, occupational health and safety performance by recording all events,

In this regard, we undertake to determine the goals and objectives, review them every year and announce the progress.

Women's Rights and Gender Equality

We are giving a great importance to gender equality in our company.

- We ensure the health, safety and welfare of all our employees, regardless of gender.
- We support women's participation in the workforce in all of our departments and provide equal opportunities.
- We act with the policy of equal payment without discrimination of gender.
- We distribute tasks by taking gender equality.
- We provide the necessary environment to benefit from career opportunities equally.
- We are giving educations to support women's participation and raise their awareness.
- We create work environments and practices that preserve work and family life balance.
- We support women to be in hotel management and provide them equal opportunities.
- Women should not be subjected to any form of abuse, harassment, discrimination, suppression, coercion, slander, etc. We do not tolerate situations like that in our company.



Non-Discrimination In Employment

Personnel employment relationship with Casa De Maris Spa & Resort Hotel; We base our efforts on the principle of equal opportunity, regardless of race, colour, gender, religion, political opinion, union membership, nationality, sexual orientation, age and physical disability.

We will prioritize the employment of local people, including management positions in our business.

We will attach importance to the employment of disabled personnel in our business, and we will provide a certain number of positions for disabled personnel.

Children's Rights

Children are our legacy to the future. Getting to know them as individuals, respecting their rights, prevent and protect them against physical or psychological violence is one of our fundamental responsibilities.

To ensure this;

- We do not allow child labors as in our hotel and expect the same sensitivity from all of our partners.
- We provide trainings within the hotel that contribute to the development of children, where they can easily express their thoughts, wishes and feelings, and where they feel free and comfortable.
- We provide training to our employees on the prevention and recognition of child abuse.
- We organize trainings and support projects related to raise awareness about the protection of children's rights.
- When we witness suspicious actions regarding children, firstly we inform the hotel management and, when deemed necessary, seek help from official institutions.



Local Community Relations and Social Responsibility

As Casa De Maris Spa & Resort Hotel, we consider it our duty to contribute to the development of our employees and the local community.

Our business is involved in support projects for civil society organizations.

It supports the cultural richness and local producers in the region and contributes to the local economy.

Compliance With The Laws

As Casa De Maris Spa & Resort Hotel, we comply with the laws of our country, including legal obligations regarding wages, social rights, occupational health and safety, working hours and employment contracts.

3.5. Energy Efficiency Policy

As Casa De Maris Spa & Resort Hotel, we are aware of how important it is for our world to use energy and water efficiently. For this reason, we take various steps to reduce energy and water consumption. Energy and water consumptions are monitored regularly; We have goals for reducing consumption.

For this;

- In order to fulfill both our responsibilities towards nature and our legal obligations; We follow national and international standards, laws and regulations.
- We use renewable energy sources for energy production in our hotel and we continue our work to benefit more from renewable energy sources.
- We are aware that the attitudes and behaviors of our staff are very important in energy efficiency, as in every issue. For this reason, we include energy efficiency in our staff training programs.
- We are in constant research to reduce energy use and continuously improve our energy consumption performance.
- We give priority to researching and purchasing energy-efficient products, equipment and technology alternatives.



- We evaluate emergency situations related to energy and water, plan the measures that can be taken.
- We research and prioritize purchasing energy efficient products, equipment, fittings and technology alternatives.
- We evaluate energy and water emergencies and plan the precautions that can be taken.

3.6. Cultural Heritage Protection Policy

As Casa De Maris Spa & Resort Hotel, we attach great importance to the protection of the cultural heritage in our country. We undertake to fulfill our responsibilities in order to transfer the historical and cultural heritage to future generations and present it to our guests.

- 1. Preservation of Historical Buildings and Structures:** Casa De Maris Spa & Resort Hotel supports the protection of historical buildings and structures in the region where the facility is located.
- 2. Cultural Events and Education:** Casa De Maris Spa & Resort Hotel hosts various cultural events to promote local culture and history. We provide training to our employees about local history and culture, enabling them to provide information to our guests. In addition, our guests are informed about the history of Marmaris and places to visit.
- 3. Protection of Cultural Artifacts:** We take the necessary precautions to protect the cultural artifacts, objects and works of art inside or around our hotel. We take the necessary steps to exhibit and preserve these works without damaging their originals.
- 4. Environmental Sustainability:** Casa De Maris Spa & Resort Hotel is committed to acting in harmony with the environment. We adopt various sustainable practices to minimize environmental impacts at our facility.
- 5. Local Community Support:** We collaborate to support local communities and cultural organizations. This is a step which taken to contribute to the local economy and revitalize cultural heritage.



4. Guest Satisfaction

As Casa De Maris Spa & Resort Hotel, we attach great importance to guest satisfaction. We reach our guests through online survey forms in order to get feedback on the quality, adequacy of our services and how well they meet expectations, and to constantly improve ourselves.

It is our priority to resolve any complaints or problems of our guests before they leave the hotel and to ensure that they have a happy holiday. For this reason, feedback is received from our guests regarding their satisfaction throughout their stay at the hotel. All complaints reported by guests during their stay at the hotel or after leaving the hotel are evaluated by the Guest Relations and Front Office department.

5. Sustainable Living

Our current consumption habits are beyond the opportunities offered by our planet's natural resources. This trend is expected to cause many environmental and social problems in a short time. In fact, some of these problems have begun to emerge with the effects of climate change. In the coming years, in different geographies of the world; Vital problems such as water scarcity, drought, migration movements due to climate changes, and disruptions in food supply are expected to occur.

For this reason, sustainability-related practices are of great importance in the tourism sector, where consumption is at a high level. Because sustainable tourism; consider current and future economic, social and environmental impacts; wants us to act in this direction.

Even the small steps we take to protect the environment are of great importance for our world.



5.1. Energy Management

As Casa De Maris Spa & Resort Hotel, we have goals to reduce the consumption of natural resources. Energy consumption is monitored regularly; If there is any problem, it is intervened without delay.

The energy saving activities we have done in our hotel are listed below.

- Thermal insulated glass is used in our hotel.
- There is a switch system in all our rooms. If the balcony door is opened, the system is activated and the air conditioners are automatically turned off.
- There is a card system in the rooms. Since guests take their cards when leaving the room, the electrical system (except the mini bar) is automatically disabled.
- Our hotel uses energy-saving lightbulbs and LED lights.
- Highly efficient devices and machines that consume low energy are used in our hotel. When purchasing a new machine or device, highly efficient ones are preferred.
- Mini bars and televisions in the rooms are placed in cupboards, away from sunlight.
- When guests are not in the room, blinds are used in closed position with thick curtains.
- Heating and cooling in the rooms are provided by inverter (VRS VRF type) air conditioning.
- In our hotel, there is a motion-sensitive lighting system in the emergency exit stairs, staff locker rooms, and wardrobes in the guest rooms.
- There are air curtains on the doors of the cold storage rooms in the kitchen to prevent heat flow.
- Solar energy, which is a renewable energy is used in our hotel. There are 86 solar panels in our hotel.
- Electrical devices in the hotel are maintained and cleaned at regular intervals to prevent energy loss.
- Our hotel has separate electricity meters for most areas (laundry, sauna, hydrophores, boiler room, air conditioners, shops, etc.).
- Electricity, LNG and water consumption is monitored daily in our hotel and data is collected. In case of unusual consumption, action is taken by the technical service.



Electricity Consumption (Kwh)

Date	Total Electricity Consumption (Kwh)	Electrical energy consumption per guest/night (Kwh/nights)
2022	1.268.504,64	18,95
2023	1.493.921,52	19,85

When calculating electricity consumption per guest/night, the calculation was made based on the years 2022 and 2023. According to these calculations, a 4.7% increase in consumption per guest / night was observed.

- Adding 1 cold storage to the F&B department,
- Construction of a new barbecue area,
- The air temperature is much higher than the normal seasonal temperature

It has been observed that the increase in consumption is due to these reasons.

LNG Consumption (Kg)

Date	Total LNG Consumption (Kg)	LNG consumption per guest/night (Kg/nights)
2022	48.569,00	0,63
2023	53.789,00	0,67

When calculating LNG consumption per guest / night, the calculation was made based on the years 2022 and 2023. According to these calculations, a 6,3% increase in consumption per guest / night was observed. An increase has been observed due to the new barbecue area built.



Diesel Consumption (L)

Date	Total Diesel Consumption (L)	Diesel consumption per guest/night (L/nights)
2022	657	0,010
2023	520	0,007

When calculating diesel consumption per guest/night, the calculation was made based on the years 2022 and 2023. According to these calculations, a 14,3% decrease in consumption per guest/night was observed. In our hotel, diesel is used only for the generator. This decrease was observed because power outages were less this year than in 2022.

Our Goals

- It is aimed to reduce energy consumption per guest in 2025.
- We will continue to raise awareness of our guests and staff about energy efficiency. We will regularly provide training to our staff on energy efficiency.
- We will continue to use energy efficient devices and machines that consume less energy.
- We will continue to use renewable energy sources in our hotel. We will continue research to benefit more from renewable energy sources.

5.2. Water Management

As Casa De Maris Spa & Resort Hotel, we have goals to reduce the consumption of natural resources. Water consumption is monitored regularly and if there is any problem, it is intervened without delay.

The activities we have done regarding water saving in our hotel are listed below.

- There is an environmental card in the guest's room. On the card, if you want your towel to be changed, please leave the towel on the ground; if you do not want it, you are kindly requested to hang it in its usual place. In this way, re-washing of clean towels is prevented and water and chemical consumption is reduced.

- Special air-mixed aerators are used in all rooms, common toilets and lodgings to save water. The water flowing from the shower heads in the rooms does not exceed 15 liters per minute. The water flowing from the taps does not exceed 6 liters per minute.
- Reservoirs that provide different amounts of water flow are used in toilets in rooms and common areas. In addition, labels indicating the amount of water coming from the reservoirs (5 liters and 3.5 liters) have been pasted on the flushers for the purpose of informing about water saving.
- We prevent unnecessary water consumption by using photocell urinals.
- For informational purposes about water use; Labels stating how much water is consumed per minute during the shower (15 liters) are pasted in rooms and common areas.
- Thermal insulation of the pipes in the hotel was made to prevent heat loss.
- There is no bathtub in our hotel, only shower trays.
- Garden irrigation is done in the morning hours or evening to prevent water evaporation.
- We provide training to our staff on water saving and immediate reporting of water leaks.

Water Consumption (m³)

Date	Total Water Consumption (m³)	Water consumption per guest/night (m³/night)
2022	28.034,00	0,42
2023	30.438,00	0,40

When calculating water consumption per guest/ night, the calculation was made based on the years 2022 and 2023. According to these calculations, a 5% decrease in consumption per guest /night was observed. There has been a decrease in water consumption due to the aerators installed on the taps in guest rooms and general areas.



Our Goals

- It is aimed to reduce water consumption per guest in 2025.
- We will continue to raise awareness of our guests and staff about water saving.

5.3.Waste Management

Zero Waste System; It has goals such as preventing waste, using resources more efficiently, reducing the amount of waste generated, collecting waste separately at the source, recycling waste, and tracking disposed waste.

The amount of waste produced in our hotel is monitored, researches are carried out to reduce the amount of waste, and the waste is disposed of by licensed companies according to its type.

The activities we carry out regarding waste management in our hotel are listed below.

- There are informational notices about waste management on the boards in our hotel for our guests and staff.
- We provide training to our staff on environmental issues (such as environmental pollution, waste management, waste codes, separate collection at source, environmental legislation, water and energy saving) by our environmental engineer. In addition, training on waste management is also given by department managers.
- There are organic and inorganic waste buckets to separate the waste from our guests' rooms.
- Our hotel has different waste bins in certain areas for separate collection of waste.
- Hazardous waste collected in our hotel is kept in the hazardous waste room. Accumulated hazardous wastes are sent by a licensed carrier company under appropriate conditions.
- Waste vegetable oils are collected in drums separately from other wastes. It is then taken by the contracted licensed carrier company and recycled as biodiesel.
- Waste batteries are collected in red recycling bins separately from other waste. It is then delivered to the TAB Association by cargo.



Our Goals

- We will continue to raise environmental awareness among our guests and staff.
- We will ensure that the amount of waste (plastic, paper, metal, glass, organic, etc.) generated in our hotel is reduced. We will also ensure more recycling of recyclable waste by sorting it correctly.

5.4. Chemical Usage

In our hotel, chemicals are used in different departments (kitchen, service, housekeeping, technical service) for various reasons. We are aware that chemicals must be used consciously in order to minimize the damage to the environment. For this reason, we provide continuous training to our personnel regarding the correct and sufficient use of chemicals. In addition, we prevent unnecessary chemical use thanks to automatic dosing systems. We also try to reduce the amount of waste generated by using as concentrated chemicals as possible.

We have MSDS (Material Safety Data Sheet) forms for all the chemicals we use.

Personnel who use chemicals are given training on the use of chemicals by experts. Drills are conducted on how to act in case of spillage/scattering of hazardous chemicals. In addition, protective equipment is provided to personnel using chemicals and training is provided on the use of equipment.

We receive services from qualified companies for pest control. We have the necessary documents to prove that the drugs used by the pesticide company do not harm human health or the environment.



5.5. Carbon Emission

We are aware of the damage global warming causes to our world. For this reason, the ways we have followed and will continue to follow to reduce carbon emissions are listed below.

- We will continue to consume less energy by using high-efficiency machines and devices.
- We will continue to inform and train our guests and staff about recycling. We will strive to increase the efficiency of recycling.
- We will prioritize having the suppliers we work with as close as possible. We believe that as a result, CO₂ emissions from suppliers' vehicles during
- the delivery process will decrease.
- By planting trees, we will support the production of O₂ in return for some of the CO₂ we produce.

6. Personnel and Working Life

We are aware that guest satisfaction comes first through staff satisfaction. For this reason, we try to provide the best opportunities to the staff. The opportunities offered to staff are listed below.

- ✓ The work uniforms of all employees are provided by our company and are cleaned free of charge.
- ✓ Lodging facilities are offered to staff.
- ✓ Laundry facilities are provided for the staff staying in the lodging so that they can clean their personal clothes, and laundry detergent is provided free of charge.
- ✓ Each room in the lodge has a mini refrigerator.
- ✓ Bottled water is provided free of charge for the use of staff staying in the lodge.
- ✓ Free toilet paper is provided to staff staying in the lodging.
- ✓ Three meals a day are provided to the staff in the staff cafeteria.
- ✓ Staff with any health problems can use the doctor's office in our hotel free of charge. In addition, special discounts are offered to our staff at the contracted hospital.
- ✓ Regular training is provided to staff to improve themselves socially and professionally.
- ✓ Every month, among all personnel; The staff of the month, the friendliest staff of the month and the staff that makes a difference are selected and the selected staff are rewarded. Birthdays, baby and marriage celebrations are also held and small gifts are given.



7. Social Studies We Participated In

- We participated in the Plastic Blue Bottle Cap Project carried out by the Turkish Spinal Cord Paralytics Association. The plastic Blue Caps brought by our guests and staff are collected and then sent to the association to enable those in need to purchase battery-powered and manual chairs.



- We provided free accommodation to LOSEV's staff who came to Marmaris from outside the city in order to complete their moneybox work in the Marmaris region.



- In order to raise environmental awareness among children, we carried out an environmental education event with our environmental engineer at Marmaris Sehit Ahmet Benler Primary School.





- We supported the Datca Homeless Children Village by purchasing a certain number of tickets for the Without Goodbye Songs Concert organized by the Women's Labor Force Development Association.



- We supported the Accessibility play organized by the Physically Disabled Art Education Center Theatre Group by purchasing a certain number of tickets.



- We provided equipment support to Marmaris Beldibi Sports Club, which is in the 2nd amateur league.



- We participated in the tree planting event organized by the Marmaris Forest Processing Directorate on March 21, World Forestry Day and Forest Week.



- We donated textile materials that were not used at the hotel to the Marmaris Municipality Temporary Animal Shelter for use in the care of the animals.



- As Casa De Maris Spa&Resort Hotel employees, we organized a beach cleaning event on the beach of our hotel.



8. Cultural Studies

Ottoman A la Carte Restaurant

In our Ottoman à la carte restaurant, appetizers, salads, hot appetizers, main courses and desserts from Turkish culture are served to our guests free of charge. In our Ottoman à la carte restaurant, appetizers, salads, hot appetizers, main courses and desserts from Turkish culture are served to our guests free of charge.

Turkish Bath

Turkish bath, which has a great importance in Turkish culture, is also available in our hotel. Turkish bath experience is offered free of charge to our guests.

Turkish Night

Turkish Night is held every week to promote Turkish food and traditions. At the Turkish night, local Turkish dishes and desserts are served, and the Turkish folklore dance team performs for the guests.



9. Our Documents

Blue Flag

The Blue Flag is an international environmental award given to qualified beaches and marinas that meet the required standards. It is the symbol of a clean, well-maintained, well-equipped, safe and therefore civilized, sustainable environment. It represents a good environmental management with the necessary equipment, which essentially gives importance to clean sea water for beaches and then environmental education and information.

Our hotel has met the requirements of the Blue Flag Program in the 2024 season. The Blue Flag is flying on our beach.



ISO 9001:2015 Quality Management System &

ISO 10002:2018 Customer Satisfaction Management System

ISO 9001:2015 Quality Management System is a globally accepted quality management system that aims to increase guest satisfaction by meeting guest expectations, needs and legislative requirements.

ISO 9001:2015 Quality Management System and ISO 10002:2018 Customer Satisfaction Management System were installed in our hotel for the 2024 season.





Zero Waste Certificate

Zero waste covers preventing waste, using resources more efficiently, reducing the amount of waste generated, establishing an effective collection system, and recycling waste and is defined as “waste prevention approach”. Our hotel has completed the requirements for the first stage of the Zero Waste regulation and has deserved to receive the first stage Zero Waste certificate.



Clean Pool Certificate

Our hotel has received the Clean Pool Certificate given by the Muğla Provincial Health Directorate if the pool and pool water quality comply with the conditions specified in the regulation.





10. Contact Us

The opinions of local people about our hotel are extremely important to us. We don't want anyone to be unhappy because of us. For this reason, if you have any complaints or requests about our hotel, you can contact us using our contact information on our website.