



## CULTURAL SUSTAINABILITY POLICY

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As our hotel, we welcome our guests with Turkish hospitality with the mentality of 'guest', not 'customer', and take care of all their problems during their holidays.

We are aware that the most important way to make a difference is to provide high level of guest satisfaction by providing quality services to our guests.

The wishes of our guests are important for us to provide a quality service.

In cases where we receive complaints from guests, we examine them objectively, carefully and carefully and act solution-oriented. By offering special theme nights to our guests, we try to both introduce our own culture and keep their satisfaction at the highest level.

Our hotel respects the intellectual property rights of its local people. Authentic elements of traditional and contemporary local culture are evaluated in our cuisine, design and decoration.

As our hotel, we provide information access to residential areas, historical beauties, crafts and archaeological remains near us through many communication channels in order to protect and promote our cultural heritage. We contribute to the recognition and development of the region globally.

Our hotel offers our guests;

- Since it is against the laws of the Republic of Turkey to take any material from touristic and historical places and take them out of the area, they should not take any historical object from historical places, even as a souvenir,
- Garbage should not be thrown in historical places;
- Fires should not be lit in historical places;
- Any historical object / structure should not be climbed or destroyed;
- Historical objects/structures should not be touched;
- Any historical object and structure should not be painted, written on or scribbled;
- We inform you that walking around in narrow and crowded places with large bags or backpacks can cause an object to fall or scratch or ruin a mural.
- We inform our guests about transportation and entrances to touristic places.
- Our hotel does not buy and sell historical and archaeological artifacts, does not mediate their trade and does not exhibit them.

Our hotel prioritizes the promotion and consumption of local products. In all its activities, it introduces innovative and creative practices to ensure sustainability in gastronomy.