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GUEST SATISFACTION POLICY

At Barut Hemera, we provide accommodation services with a guest-oriented approach, offering our guests accessible communication channels through which they can easily share their expectations, complaints, suggestions, and satisfaction. We listen to our guests attentively, without any economic expectation in return.

We implement all necessary methods to ensure maximum guest satisfaction by considering Tourism Legislation, all relevant international and national legal requirements, human-centered ethical standards, and our facility's institutional principles and values. We evaluate guest feedback and produce timely and effective solutions.

We manage the processes of accurately perceiving, defining, analyzing, directing, resolving, and communicating the results of guest complaints related to our operations in accordance with the following principles:

- Transparency
- Accessibility
- Objectivity
- Respect for guest confidentiality
- Accountability

We are committed to managing these processes in line with the principles above and using the information and experiences gained to ensure continuous improvement.

We also commit to continuously improving our processes by meeting the expectations and needs of both internal and external guests, using feedback from our guests, employees, and all stakeholders, and providing all necessary resources to further enhance the products and services we offer.

We hereby commit to this policy...

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