



BUREAU
VERITAS

Bureau Veritas Certification

CÖMERTOĞLU OTELCİLİK VE TİC A.Ş.

KEMERAĞZI MAHALLESİ YAŞAR SOBUTAY BULVARI NO:34 AKSU/ANTALYA

This is a multi-site certificate, additional site(s) are listed on the next page(s)

Bureau Veritas Certification certify that the Management System of the above organisation has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 10002:2018

Scope of certification

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR HOTEL MANAGEMENT,
ACCOMMODATION, FOOD & BEVERAGES AND MEETING SERVICES

Original Cycle Start Date: 12-09-2018

Expiry Date of Previous Cycle: 09-09-2024

Certification / Recertification Audit date: 29-05-2024

Certification / Recertification cycle start date: 21-10-2024

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 09-09-2027

Certificate No.: TR014112 Version: 1 Issue Date: 21-10-2024

İBRAHİM TAGAY
Certification Manager



Head Office: Pasco Plaza Altayçeşme Mah. Çamlı Sok. No:21 Kat: 8
Maltepe, İstanbul, 34843 Türkiye

Further clarifications regarding the scope and activity of this certificate, and the applicability of the management system requirements, please call: +90 216 518 40 50



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CÖMERTOĞLU OTELCİLİK VE TİC A.Ş.

ISO 10002:2018

Scope of certification

Site Name/Location	Site Address	Site Scope
CÖMERTOĞLU OTELCİLİK VE TİCARET A.Ş. / BOTANİK OTEL	OKURCALAR MAHALLESİ ALPARSLAN TÜRKEŞ BULVARI NO:251 ALANYA/ANTALYA	HANDLING AND EVALUATION CONSUMER COMPLAINT FOR HOTEL MANAGEMENT, ACCOMMODATION, FOOD & BEVERAGES AND MEETING SERVICES
CÖMERTOĞLU OTELCİLİK VE TİCARET A.Ş. / BOTANİK PLATINUM	OKURCALAR MAHALLESİ ALPARSLAN TÜRKEŞ BULVARI NO:253 ALANYA/ANTALYA	
CÖMERTOĞLU OTELCİLİK VE TİCARET A.Ş. / DELPHIN DIVA OTEL	KEMERAĞZI MAHALLESİ YAŞAR SOBUTAY BULVARI NO:32 AKSU/ANTALYA	
CÖMERTOĞLU OTELCİLİK VE TİCARET A.Ş. / DELPHIN IMPERIAL LUXURY RESORT	KEMERAĞZI MAHALLESİ YAŞAR SOBUTAY BULVARI NO:34 AKSU/ANTALYA	
CÖMERTOĞLU OTELCİLİK VE TİCARET A.Ş. / DELPHIN PALACE	KEMERAĞZI MAHALLESİ YAŞAR SOBUTAY BULVARI NO:38 AKSU/ANTALYA	
CÖMERTOĞLU OTELCİLİK VE TİCARET A.Ş. / DELPHIN DELUXE	OKURCALAR MAH. ALPARSLAN TÜRKEŞ BULVARI NO.257 ALANYA/ANTALYA	
LARES TURİZM İNŞ. TAAH. SAN. VE TİC. A.Ş. / DELPHIN BE GRAND RESORT	GÜZELOBA MAH. YAŞAR SOBUTAY BUL. NO:38/1 MURATPAŞA, ANTALYA, TÜRKİYE	

Certificate No.: TR014112

Version: 1

Issue Date: 21-10-2024


İBRAHİM TAGAY
Certification Manager



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