



BUREAU  
VERITAS

Bureau Veritas Certification

# MRH TURİZM OTEL İŞLETMELERİ A.Ş.

BELEK MAH. CUMHURİYET CAD. NO:7/102 SERİK, ANTALYA, TÜRKİYE

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, BEVERAGE AND MEETING SERVICES

Original Cycle Start Date:	31-10-2017
Expiry Date of Previous Cycle:	30-10-2023
Certification / Recertification Audit date:	11-10-2023
Certification / Recertification cycle start date:	31-01-2024
Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on:	30-10-2026

Certificate No.: TR012893

Version: 1

Issue Date: 31-01-2024

İBRAHİM TAGAY  
Certification Manager



Head Office: Esas Maltepe Ofis park 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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## ISO 10002:2018

### Scope of certification

Site Name/Location	Site Address	Site Scope
GRANADA LUXURY BEACH	AVSALLAR MAHALLESİ, İNCEKUM CADDESİ, ALANYA, ANTALYA, TÜRKİYE	HANDLING AND EVALUATION CONSUMER COMPLAINT FOR HOTEL MANAGEMENT, ACCOMMODATION, FOOD, BEVERAGE AND MEETING SERVICES
GRANADA LUXURY BELEK	BELEK MAH. CUMHURİYET CAD. NO:7/102 SERİK, ANTALYA, TÜRKİYE	
GRANADA LUXURY RESORT & SPA	OKURCALAR MAH. ALPARSLAN TÜRKEŞ BULVARI NO:191 ALANYA, ANTALYA, TÜRKİYE	

Certificate No.: TR012893

Version: 1

Issue Date: 31-01-2024

İBRAHİM TAGAY  
Certification Manager



Head Office: Esas Maltepe Ofis park Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8  
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## ISO 10002:2018

The following site is part of the Management System of the above organisation:

### GRANADA LUXURY BEACH

AVSALLAR MAHALLESİ, İNCEKUM CADDESİ, ALANYA, ANTALYA, TÜRKİYE

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

Certificate No. TR012893-001

Version: 1 Issue date: 31-01-2024

The validity of this certificate depends on the validity of the main certificate, which expires on: 30-10-2026

İBRAHİM TAGAY  
Certification Manager



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

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## ISO 10002:2018

The following site is part of the Management System of the above organisation:

### GRANADA LUXURY BELEK

BELEK MAH. CUMHURİYET CAD. NO:7/102 SERİK, ANTALYA, TÜRKİYE

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

Certificate No. TR012893-002

Version: 1 Issue date: 31-01-2024

The validity of this certificate depends on the validity of the main certificate, which expires on: 30-10-2026

İBRAHİM TAGAY  
Certification Manager



Head Office: Esas Maltepe Ofis park Altayçeşme Mah. Çamlı Sok. No: 21 Kat: 8  
Maltepe, İstanbul, 34843 Türkiye

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## ISO 10002:2018

The following site is part of the Management System of the above organisation:

### GRANADA LUXURY RESORT & SPA

OKURCALAR MAH. ALPARSLAN TÜRKEŞ BULVARI NO:191 ALANYA, ANTALYA,  
TÜRKİYE

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

Certificate No. TR012893-003

Version: 1 Issue date: 31-01-2024

The validity of this certificate depends on the validity of the main certificate, which expires on: 30-10-2026

İBRAHİM TAGAY  
Certification Manager



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Maltepe, İstanbul, 34843 Türkiye

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