



**KAMELYA
COLLECTION**

EXCLUSIVE HOTELS

ISO 10002 GUEST SATISFACTION AND HANDLING COMPLAINTS POLICY

The Kamelya Collection has adopted the following policies and decided to implement them without compromising its core values:

Our policy is based on continuous improvement to ensure that our achievements are sustainable. We work continuously to increase customer satisfaction in line with the development of our requirements and service standards.

We always take into account customer preferences in providing quality service.

When we receive complaints from our customers, we investigate each complaint objectively, attentively, fairly, impartially, unprejudiced and free of charge before we offer a solution accordingly.

In order to prevent a recurrence of the same complaint, we make continuous improvements in our systems and processes in line with complaints and suggestions. Building long-term relationships with our customers are as important as acquiring new ones.

GENERAL MANAGER