



OUR QUALITY POLICY

We focus on planning and providing appropriate services for our guests, placing them at the center of our activities, and offering products that comply with food safety principles while ensuring a safe working environment. We provide our guests with clean and suitable foods that are physically, chemically, and microbiologically safe, to ensure that they eat healthy. We strive to continuously improve and implement the standards for food safety as a system, by adhering to laws and regulations during raw material procurement, storage, and production.

In order to protect the environment and ensure the necessity of sustainable tourism, we determine our impact on the environment, control the negative effects, possible dangers and wastes and ensure their recycling. We strive to minimize the use of natural resources, energy consumption, air, water and soil pollution. We comply with the laws, regulations and legislations published in our country regarding the environment, occupational health and safety and human rights, and we fulfill all the requirements completely.

We aim to continuously raise the quality level by giving importance to teamwork so that all employees can use their talents at the highest level within the framework of quality systems, to be an exemplary organization that respects the society and the environment we live in, and to contribute to the country's economy by constantly improving its business volume. We take all necessary measures to increase local employment, protect and enrich natural life in our locations, and share all our activities with the public in order to protect our environment.

We take necessary measures to respect children's rights and protect them against all forms of exploitation, and ensure that all suspicious actions related to children are reported to local authorities and relevant organizations.

As the Felicia family, we foresee and take necessary measures to minimize the possible impact on the environment in all our activities, increase environmental awareness, preserve biodiversity and provide the best satisfaction, and we have established it as our Quality Policy.