



BUREAU
VERITAS

Bureau Veritas Certification

ÖZYER TURİZM SAN. VE TİC. A.Ş.

KARGI MAH. 202 MANOLYA SOKAK NO: 4/2, 48300 FETHİYE, MUĞLA, 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 OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Original Cycle Start Date: 24-11-2023

Expiry Date of Previous Cycle: NA

Certification / Recertification Audit date: 28-07-2023

Certification / Recertification cycle start date: 24-11-2023

Subject to the continued satisfactory operation of the organization's Management System, this certificate expires on: 23-11-2026

Certificate No.: TR012703

Version: 3

Issue Date: 29-01-2025

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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Scope of certification

Site Name/Location	Site Address	Site Scope
AYFABA TURİZM YATIRIMLARI İNŞ. A.Ş. / LIBERTY FABAY	KARGI MAH. 202 MANOLYA SOKAK NO: 4/2, 48300 FETHİYE, MUĞLA, TÜRKİYE	HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT - ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES
EPHESUS GOLF İŞLETMECİLİĞİ A.Ş. / RAMADA OTEL & SUITES APART	TÜRKMEN MAH. GAZİBEĞENDİ BULVARI NO:48 A KUŞADASI, AYDIN, TÜRKİYE	
EPHESUS GOLF İŞLETMECİLİĞİ A.Ş. / RAMADA RESORT KUŞADASI	TÜRKMEN MAH. GAZİBEĞENDİ BULV. NO:42/1 KUŞADASI, AYDIN, TÜRKİYE	
FETHİYE ENERJİ SAN. VE TİC. A.Ş. / SUNDIA BY LIBERTY EXCLUSIVE FETHİYE	FOÇA MAH. 1085 SOK. NO:15/1 FETHİYE, MUĞLA, TÜRKİYE	
LYKIA TURİZM YATIRIMLARI A.Ş. / LIBERTY HOTELS LYKIA	FARALYA MAH. KIDRAK SOK. NO:6 FETHİYE, MUĞLA, TÜRKİYE	
LYKIA TURİZM YATIRIMLARI A.Ş. / LIBERTY LYKIA ADULT ONLY	FARALYA MAH. KIDRAK SOK. NO:6 FETHİYE, MUĞLA, TÜRKİYE	
ÖZYER TURİZM A.Ş. / LIBERTY LARA	KARGI MAH. MANOLYA SOKAK NO:4/3 FETHİYE, MUĞLA, TÜRKİYE	
ÖLÜDENİZ OTELCİLİK TURİZM SAN. VE TİC. A.Ş. / SUNDIA BY LIBERTY ÖLÜDENİZ	ÖLÜDENİZ MAH. 226. SOK. NO:10 FETHİYE, MUĞLA, TÜRKİYE	

Certificate No.: TR012703

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AYFABA TURİZM YATIRIMLARI İNŞ. A.Ş. / LIBERTY FABAY

KARGI MAH. 202 MANOLYA SOKAK NO: 4/2, 48300 FETHİYE, MUĞLA, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No. TR012703-001

Version: 3 Issue date: 29-01-2025

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TÜRKMEN MAH. GAZİBEĞENDİ BULVARI NO:48 A KUŞADASI, AYDIN, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No. TR012703-002

Version: 3 Issue date: 29-01-2025

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TÜRKMEN MAH. GAZİBEĞENDİ BULV. NO:42/1 KUŞADASI, AYDIN, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No. TR012703-003

Version: 3 Issue date: 29-01-2025

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FETHİYE ENERJİ SAN. VE TİC. A.Ş. / SUNDIA BY LIBERTY EXCLUSIVE FETHİYE

FOÇA MAH. 1085 SOK. NO:15/1 FETHİYE, MUĞLA, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No. TR012703-004

Version: 3 Issue date: 29-01-2025

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LYKIA TURİZM YATIRIMLARI A.Ş. / LIBERTY HOTELS LYKIA

FARALYA MAH. KIDRAK SOK. NO:6 FETHİYE, MUĞLA, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No. TR012703-005

Version: 3 Issue date: 29-01-2025

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LYKIA TURİZM YATIRIMLARI A.Ş. / LIBERTY LYKIA ADULT ONLY

FARALYA MAH. KIDRAK SOK. NO:6 FETHİYE, MUĞLA, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No. TR012703-006

Version: 3 Issue date: 29-01-2025

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İBRAHİM TAGAY
Certification Manager



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ÖZYER TURİZM A.Ş. / LIBERTY LARA

KEMERAĞZI MAH. YAŞAR SOBUTAY BUL. DIŞKAPI NO:64 AKSU, ANTALYA,
TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No.

TR012703-007

Version: 3

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ÖLÜDENİZ MAH. 226. SOK. NO:10 FETHİYE, MUĞLA, TÜRKİYE

HANDLING AND EVALUATION CONSUMER COMPLAINT FOR OTEL MANAGEMENT -
ACCOMMODATION - MEETING SERVICES - FOOD & BEVERAGE SERVICES

Certificate No.

TR012703-008

Version: 3

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