

OUR SUSTAINABLE TOURISM POLICY

We aim to provide you, our valued guests, with the highest quality accommodation experience. In this regard:

Legal Requirements

We act in accordance with national and international legislation and other obligations our institution is subject to, with respect for the rule of law and legal regulations in all our product and service processes.

As Mula Hotel, we model our sustainable tourism policy on the sustainable tourism development guidelines and management practices of the United Nations World Tourism Organization (UNWTO).

Stakeholder Safety and Investment in People

Our stakeholders are our most valuable asset.

The health and safety of our employees, suppliers, and all stakeholders are our priority.

We conduct performance analysis across all departments regardless of position and offer equal opportunities to all our employees. We respect the working rights of our employees and follow legal regulations.

We provide regular training to our employees, offering opportunities for development and progress.

We offer our employees a healthy, safe working environment and provide them with opportunities to express their requests, suggestions, and complaints.

We evaluate the feedback we receive from our employees and contribute to the development of our management systems.

We work with the principle of zero accidents, prioritizing occupational health and safety.

We respect human rights and reject all forms of discrimination based on language, religion, race, gender, etc.

Guest Satisfaction

We track all guest suggestions and complaints from all sources and strive to resolve complaints in accordance with ethical conduct rules.

We evaluate all feedback from our guests and use the data obtained to improve our service quality.

Respect for the Environment and Protection of Natural Life

We aim to minimize environmental pollution by adopting environmental protection as a principle in all our activities and using our resources in the most efficient way.

Under the zero waste initiative, we aim to reduce our waste and carbon footprint.

We consider the risks that our buildings and infrastructure systems may pose to protected sensitive areas, historical heritage, and the integrity of the natural and cultural environment.

We prefer materials appropriate to our region for maintenance, repair, and landscaping activities.

We contribute to the preservation and development of traditions with historical, cultural, and spiritual significance.

Accessibility for Individuals with Disabilities

The common areas and rooms of our hotel are not %100 handicap accessible, as there are laws and regulations limiting construction because of the historical significance of the local area.

Energy Conservation

We aim to continuously improve our energy performance by using our energy resources in the most efficient way at our hotel.

Food Safety – Hygiene

We act in accordance with food safety management system requirements throughout the food chain in order to provide services that comply with food safety principles.

We place special importance on fully maintaining hygiene conditions in all our food-related operations.

Support for the Local Economy and Sustainability

We support local/regional development and employment.

While selecting our suppliers, we prioritize local suppliers who focus on product and service quality.

For sustainable tourism, we make environmentally friendly purchases.

In line with sustainable development, we aim to create long-term value in the sector.