CERTIFICATE

Bureau Veritas Certification certifies that the Management System of

BÜKKÖY MADENCİLİK TURİZM İNŞ. EL. ÜR. SAN. VE TİC. A.Ş. / VON RESORT OTEL

MERKEZ MAH. CUMHURİYET CAD. NO:13D MANAVGAT, ANTALYA, Turkey

This is a multi-site certificate, additional site(s) are listed on the next page(s)

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 OF CUSTOMER COMPLAINTS REGARDING HOTEL MANAGEMENT, ACCOMMODATION, MEETING SERVICES, AND FOOD & BEVERAGE SERVICES

Certificate number:
TR016058

Original certification date:
09-10-2026

Last certification cycle expiry date:
NA

Recertification audit date:
16-09-2026

Current cycle start date:
09-10-2026

Expiry date:
08-10-2029

(Subject to the continued satisfactory operation of the organisation's Management System)

Version: **1**

Issue Date:
09-10-2026

Certification Manager

CERTIFICATE

BÜKKÖY MADENCİLİK TURİZM İNŞ. EL. ÜR. SAN. VE TİC. A.Ş. / VON RESORT OTEL

ISO 10002:2018

Certificate number:
TR016058

Version: **1**

Issue Date:
09-10-2026

Scope of Certification:

Site Name	Site Address	Site Scope
BÜKKÖY MADENCİLİK TURİZM İNŞ. EL. ÜR. SAN. VE TİC. A.Ş. / VON RESORT OTEL	MERKEZ MAH. CUMHURİYET CAD. NO:13D MANAVGAT, ANTALYA, Turkey	HANDLING AND EVALUATION OF CUSTOMER COMPLAINTS REGARDING HOTEL MANAGEMENT, ACCOMMODATION, MEETING SERVICES, AND FOOD & BEVERAGE SERVICES
PETROKENT TURİZM A.Ş. / VONRESORT GOLDEN BEACH OTEL	ÇOLAKLI MAH. CUMHURİYET CAD. NO:6 MANAVGAT, ANTALYA, Turkey	

Certification Manager

CERTIFICATE

Bureau Veritas Certification certifies that the Management System of

BÜKKÖY MADENCİLİK TURİZM İNŞ. EL. ÜR. SAN. VE TİC. A.Ş. / VON RESORT OTEL

has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 10002:2018

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

BÜKKÖY MADENCİLİK TURİZM İNŞ. EL. ÜR. SAN. VE TİC. A.Ş. / VON RESORT OTEL

MERKEZ MAH. CUMHURİYET CAD. NO:13D MANAVGAT, ANTALYA, Turkey

HANDLING AND EVALUATION OF CUSTOMER COMPLAINTS REGARDING HOTEL MANAGEMENT, ACCOMMODATION, MEETING SERVICES, AND FOOD & BEVERAGE SERVICES

Certificate number:
TR016058-001

Version: **1**

Issue Date:
09-10-2026

The validity of this certificate depends on the validity of the main certificate, which expires on:
08-10-2029

Certification Manager

CERTIFICATE

Bureau Veritas Certification certifies that the Management System of

BÜKKÖY MADENCİLİK TURİZM İNŞ. EL. ÜR. SAN. VE TİC. A.Ş. / VON RESORT OTEL

has been audited and found to be in accordance with the requirements of the management system standards detailed below

ISO 10002:2018

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

PETROKENT TURİZM A.Ş. / VONRESORT GOLDEN BEACH OTEL

ÇOLAKLI MAH. CUMHURİYET CAD. NO:6 MANAVGAT, ANTALYA, Turkey

HANDLING AND EVALUATION OF CUSTOMER COMPLAINTS REGARDING HOTEL MANAGEMENT, ACCOMMODATION, MEETING SERVICES, AND FOOD & BEVERAGE SERVICES

Certificate number:
TR016058-002

Version: **1**

Issue Date:
09-10-2026

The validity of this certificate depends on the validity of the main certificate, which expires on:
08-10-2029

Certification Manager