

CUSTOMER SATISFACTION POLICY

Our company, ATÜ Turizm İşletmeciliği A.Ş. and ATÜ Antalya Mağaza İşletmeciliği A.Ş., as a service organization operating in the Duty Free sector, has adopted the principle of meeting the expectations and needs of our customers at the highest level.

In this regard;

- We actively collect and analyze customer feedback and view it as an opportunity for continuous improvement.
- All our employees provide services with a customer-focused approach.
- We guarantee that any complaints will be handled fairly, quickly, objectively, confidentially, and transparently.
- We act in accordance with legal regulations related to customer satisfaction and the requirements of the ISO 10002:2018 standard.
- We aim to increase customer satisfaction by embracing a culture of continuous improvement.

Our company, which embraces customer satisfaction as a core value, internalizes this policy in all its employees and integrates it into all its activities.

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