



ROYALCERT CERTIFICATION AND INSPECTION SERVICES INC.

GSTC CERTIFICATION AUDIT REPORT - HOTEL/ACCOMMODATION SERVICES

THE INFORMATION OF CLIENT

Client Name:	ORUÇOĞLU TERMAL RESORT				
Adress:	DÖRTYOL MAH.ÖMER CAD 1-1A AFYONKARAHİSAR				
Audit Objective:	Determining the compliance of activities and processes with the Sustainable Management System and GSTC Criteria and the effectiveness of the system				
Scope of Audit:	Hotel and Accommodation Services				
Audit Criteria:	GSTC Industry Criteria for Hotels and Accommodations V.3.0				
Management Representative Name:	ÇİĞDEM HIZ				
Number of Rooms:	306	Number of Effective Employees:	230		
Type of Audit:	Surveillance-1	Audit Date:	29.04.2025	Audit Duration (Man/day)	1 M/D
Team Leader:	Mücahit Gürler	Technical Expert:			
Auditor:		Candidate Auditor:			
		Observer:			
Audited Sites:	DÖRTYOL MAH.ÖMER CAD 1-1A AFYONKARAHİSAR				
Headquarters:	DÖRTYOL MAH.ÖMER CAD 1-1A AFYONKARAHİSAR				
Branch / Project etc. :					
Temporary Field:		Virtual Fields:			



Risk/Complexity level:

Extremely Low / ☐

Low / ☐

High / ☒

Audit Summary

ORUÇOĞLU TERMAL RESORT is 64 km from Altintas airport, 8 km from Ulucami, 9 km from the city centre.

The general condition of the hotel consists of a total of 306 rooms, spa, meeting and breakfast room.

The audit was carried out by sampling method as field and documentation. 230 people work in the facility, 6 people attended the opening and closing meeting. 12 personnel were interviewed in the field.

In the next audit, it should be checked that "FR.37 Evidence List and Nonconformity Notification Record" practices are effectively implemented.



EVALUATION
1. EXAMINATION OF USAGE OF LOGO
TL03 Usage of Logo Instruction and GSTC Licensing Agreement)
1- Does the organization use the ROYALCERT logo appropriately? 2- Does the organization use the GSTC logo correctly? 3- Examination of references and third-party claims regarding the use of the GSTC certification program name, registered trademarks, and logos.
2. STRONG AREAS
It has been observed that the hotel has adopted a sustainable management system in its activities and its staff is aware of the issue.
3. AREAS TO BE IMPROVED
The hotel should take the initiative to use Fair Trade products.
4. ANY DEVIATION IN THE AUDIT PLAN AND REASONS (IF CONFORM)
There were no deviations from the audit plan.
5. IMPLEMENTATION OF INTERNAL AUDITS AND MANAGEMENT REVIEW IN THE SUSTAINABILITY MANAGEMENT SYSTEM
The organisation received the sustainable tourism certificate in 2024. The hotel completed its internal audit and management review in December 2024.
6. SIGNIFICANT CHANGES AFFECTING THE MANAGEMENT SYSTEM SINCE THE LAST AUDIT (IF ANY)



There have been no changes affecting the sustainable management system in the hotel since the last audit.

7. EVALUATION OF NON-CONFORMITIES CLOSED IN THE PREVIOUS AUDIT ON SITE (IF ANY)

CONFORM ☒ NOT CONFORM ☐

Explanation :

8. STATUS OF MEETING THE OBJECTIVES OF THE AUDIT

YES ☒ NO ☐

Explanation:

9. CONCLUSION:

FR.50 One major and one minor nonconformity identified during the audit in accordance with the Hotels / Accommodation Facilities Audit Checklist, the identified nonconformities were not closed. Closures are expected from the company.



RECOMMEND (PLEASE MARK APPLICABLE)

CERTIFICATE ISSUANCE CONFORM ☐
NOT CONFORM ☐
ISSUING CERTIFICATE AFTER CLOSURE OF NON-CONFORMITIES ☒

FOLLOW UP AUDIT ☐

Justification:

**Explanation:**

The audit was conducted in accordance with the planned audit schedule. The organization continues its operations as declared under the certification scheme, and objective evidence has been reviewed to verify the following points:

Compliance with GSTC Sector Criteria:

- Adequacy of sustainability management system requirements and implementation levels
- Effectiveness of the organization's adherence to sustainability policies and objectives

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- ✓ As a result of this report, organizations that receive certification are considered to have accepted the requirement for at least one surveillance audit per year. Failure to meet this requirement will result in the cancellation of the certificate.
- ✓ This report provides a summary of the audited system.

TEAM LEADER:

Name & Surname: MÜCAHİT GÜRLER

Signature:



[Handwritten signature]

Date:29.04.2025



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Attachments:

FR.37 Nonconformity Notification Record with the List of Evidences