



At Faik Pasha Hotel Istanbul, we welcome our guests with Turkish hospitality, treating them not as "customers" but as "guests," and address all their concerns throughout their stay.

We recognize that the most important way to stand out is by providing high-quality services to ensure the highest level of guest satisfaction.

The requests of our guests are crucial for delivering quality service.

In cases of complaints, we act in a solution-oriented manner by investigating them objectively, carefully, and diligently.

By offering our guests special themed nights, we both introduce our culture and aim to maximize their satisfaction.

Our hotel respects the intellectual property rights of the local community. We incorporate authentic elements of traditional and contemporary local culture into our cuisine, design, and decorations.

As Faik Pasha Hotel Istanbul, we work to protect and promote our cultural heritage by facilitating access to information about nearby settlements, historical attractions, crafts, and archaeological sites through multiple communication channels. We contribute to the global recognition and development of our region.

Faik Pasha Hotel Istanbul informs our guests about the following:

- Removing or taking any materials from tourist and historical sites is against the laws of the Republic of Turkey; hence, no historical items should be taken as souvenirs.
- Garbage should not be thrown in historical sites.
- Fires should not be lit at historical sites.
- Historical objects or structures should not be climbed or damaged.
- Historical objects/structures should not be touched.
- Historical items or structures should not be painted, written on, or vandalized.
- Carrying large bags or backpacks in narrow and crowded places can lead to damaging a wall painting or knocking down an object.
- Guests are provided with information about transportation and access to tourist sites.
- Our hotel does not buy, sell, trade, or exhibit historical and archaeological artifacts.

We prioritize the promotion and consumption of local products. In all activities, we implement innovative and creative practices to ensure sustainability in gastronomy.