

SERVICE CONTRACT

The individuals who purchase accommodation services and/or make a booking through the website www.asteriahotels.com of **Adalı Otelcilik Turizm Organizasyon Anonim Şirketi** (hereinafter referred to as the "Company") or through the call centre (hereinafter referred to as the "Customer") hereby agree to abide by the terms and conditions set forth below. The services to be provided within the scope of this Agreement, the details of which are specified in this Agreement, on the website, in the voucher and/or brochure, shall be delivered under the brand name and within the framework of "Prestige Alanya".

1. The scope of the service purchased by the Customer and the details of this service are specified on this website, in the voucher, or in the brochure. The Customer acknowledges that they are informed about the content of the accommodation service they have purchased. Furthermore, the Customer declares that they accept the present sales conditions for the accommodation service on behalf of the other individuals who will travel with them. The Customer undertakes to provide accurate information, such as the full name and Turkish identification number of these individuals, which is necessary for the provision of the accommodation service. In addition, the Customer is responsible for sharing the provided preliminary information and details regarding the accommodation service with the other participants. The Customer acknowledges that the information provided to them and the voucher are considered as being provided to the other participants as well.
2. The Customer acknowledges that the contact details provided during the booking process (address, phone number, email, etc.) will be used for all communications related to the purchased service. Furthermore, the Customer is responsible for informing the Company of any changes to these contact details. Otherwise, the Customer is liable for any resulting consequences.
3. The Customer accepts that the Company has the right to cancel any bookings and services 24 hours after the specified start date of the trip in this contract, if the Customer does not participate in the trip on the first day. In such cases, no refund will be provided to the Customer.
4. The Customer accepts that all additional costs for food and beverages, personal expenses, as well as any goods and services not included in the scope of the purchased package tour, will be borne by the Customer.
5. The Customer undertakes to comply with the applicable legal regulations and practices of the hotel in which they are staying. Furthermore, the Customer agrees to adhere to the rules set by the accommodation, the agency, and the transportation company regarding the purchased service. The Customer further agrees not to endanger the safety and integrity of the life and property of third parties. Should the Customer nevertheless endanger the safety or integrity of third parties, they will be personally and fully liable for all resulting material and immaterial damages. In such a case, the Company has the right to refuse to provide the booked service, and the Customer shall have no right to a refund.
6. The Customer assumes full responsibility for their luggage and its contents. They are obligated to monitor and control their belongings. The Company and its employees are not liable, either civilly or criminally, for lost, stolen, or damaged items. The Customer declares that they will not make any claims against the Company and/or its employees for the aforementioned reasons.
7. The Customer has the right to transfer the booked service to a third party, who meets the conditions for the provision of the service, by providing written notice or using the email address provided during the booking, or through another permanent data storage medium, at least 7 days before the service begins.

The Customer acknowledges that the transferee, together with the transferor, is jointly and severally liable for all outstanding payments as well as for any costs arising from the transfer.

8. The Customer accepts that the Company may cancel the accommodation service if the Customer is at fault, if there is an unexpected and unavoidable action by a third party, or in the case of force majeure (such as weather events, natural disasters (earthquakes, floods, etc.), fires, government decisions, war and conflicts, internal unrest, boycotts, strikes, epidemics, quarantine, terrorist attacks, bombings, or wars, as well as economic or diplomatic crises in other countries that directly or indirectly affect Turkish tourism, or if, according to the airport statistics of the previous year, the number of tourists arriving at airports connected to the travel destination from countries covered by this contract decreases by 5% or more in the same period, or similar circumstances occur). The Customer further acknowledges that the Company may also cancel the accommodation service if an unforeseen and unavoidable event occurs despite all the care taken by the hotel or an independent service provider. In the cases mentioned, the Customer shall not have any right to compensation according to the legal provisions.
9. The Customer, as a good-faith consumer, is obligated to notify the Company in writing and/or via the email address provided during the booking of any complaints related to the accommodation service during the provision of the service. If the Customer uses the service until the end despite their complaint, they lose any rights to compensation, such as alternative services or refunds.
10. If the Customer decides to forgo the use of the purchased travel service and notifies the Company in writing or via the email address provided during the booking no later than 14 days before the service begins, the full amount paid will be refunded, minus any mandatory taxes, fees, and other statutory charges.
11. An exception to Clause 10 is the case where the Customer or a first-degree relative suffers from an illness that did not exist at the time of booking or passes away, preventing the normal professional activity for at least 10 days. In this case, the Customer will be refunded the paid amount within 14 days without any deductions, except for mandatory taxes, fees, and other statutory charges, as well as verifiable and non-refundable payments made to third parties.
12. The Company reserves the right to partially or fully cancel any announced or registered accommodations if it deems necessary. In such cases, all payments made by the Customer up to that point will be refunded as soon as possible.
13. The Customer confirms with this contract that they have read and understood the information regarding the type of service, the sale price and payment method, the validity period of the prices, and all other pre-service information, and has provided the required confirmation in electronic form. This contract shall become effective upon confirmation by the Customer, with the date of confirmation being the effective date. The Customer may not proceed with any further actions within the web system without reading and confirming this contract, thus being obligated to acknowledge this contract. The contract ends upon the Customer's use and consumption of the service or its cancellation.
14. The Company and the Customer may, by mutual written agreement, make an alternative contractual arrangement. In such a case, the conditions set out in the supplementary contract will apply. For any points not covered in the supplementary contract, this service contract will remain valid and applicable.

NOTE: According to the relevant provisions of the Tax Procedure Law, the invoice for the service provided can be collected from the Company starting from the 7th day after the completion of the service. The invoice for your booking will be issued to the first named Customer. For any changes regarding the invoicing, you must contact the Company within 24 hours of your booking date.