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## CONTRACT OF SERVICE

Those Selectum Hotels&Resorts (hereinafter referred to as "**Customer**") who purchase travel services and/or bookings through the website or call center of **Adalı Otelcilik Turizm Organizasyon Anonim Şirketi** (here in after referred to as "**Company**") agree to comply with the rules set out below.

1. The service purchased by the Customer and its scope are stated on this site, voucher, or Company brochure. The customer agrees that he/she has information about the content of the travel service he/she has purchased. The customer accepts these travel sales rules on behalf of the other people who will participate in the trip with him/her and agrees that he/she is obliged to provide the information that will ensure the provision of the travel service such as his/her name, surname and TR ID number, that he/she is obliged and responsible to inform other participants about the scope of the preliminary information and travel service provided to him/her, and that the information and voucher given to him/her are deemed to have been given to the participants.
2. The customer agrees that the contact information ( address, phone, e-mail, etc.) that he/she shared with the Company during the reservation phase will be used for any information about the service purchased in the Company and that he/she is responsible for not notifying the changes in this contact information to the Company.
3. The Customer acknowledges that the Company has the right to cancel all reservations and services after 24 hours Company on the dates of the stay later than the commencement date. No refund will be made to the Customer for such cancellations.
4. The customer agrees that he/she will pay for extra food and beverage, personal expenses and all defined out-of-service goods and services that are outside the scope of the travel service he/she has purchased.
5. The customer accepts that he/she is obliged to comply with the laws and customs to which the facility he/she will vehicle he/she will travel is subject, that he/she will comply with the rules notified by the facility, agency and transportation vehicle authorities regarding the service purchased, that he/she will not endanger the safety/integrity of third parties and that he/she will be personally and primarily responsible for all pecuniary/non-pecuniary damages that may arise if he/she endangers the safety/integrity of third parties, otherwise the Company will not perform the service in question and therefore the customer has no right to accept return.
6. The customer accepts that he/she is responsible for all kinds of baggage and contents; that he/she is obliged to follow and control the items with him/her, that the Company or its employees do not have any legal and/or criminal responsibility for the lost, stolen, and lost items, and that he/she will not make any claims against the Company and/or its employees for the reasons stated.
7. The customer may transfer the service to a third party who fulfills the conditions of providing the service by notifying it in writing up to 7 days before the start of the service or via the e-mail he/she notifies at the time of booking/through the permanent data storage. The transferee knows that he/she is responsible with the transferor for all expenses arising from the balance and transfer.
8. The Customer accepts that the Company may cancel the travel service in the event of an unexpected and unavoidable behaviour of a third person, force majeure (weather events, natural disasters (earthquake, flood, etc.), fire, government decisions, wars and conflicts, civil unrest, boycotts, strikes, epidemics, quarantine, terrorism, bombing or an event that directly and indirectly affects Turkish tourism in other countries, terrorism and economic or diplomatic crisis, or a decrease of 5% or more in the number of tourists coming from the countries covered by this contract at the airports providing access to the Company in the same date/period, according to the airport data of the previous year, and similar situations.), the Company/independent service provider may cancel the travel service in the event of an event that cannot be foreseen and prevented despite all due diligence. In these cases, it is required by the legislation that the Customer will not be entitled to compensation.



9. It is the duty of care of the bona fide consumer to notify the Company of the issues that the Customer complains about during the performance of the service in writing and/or through the e-mail address he/she notifies at the time of booking. The Customer's use of the service until the end, even though it is a complainant, eliminates the rights to compensation such as substitute services and refunds.

10. In the event that the Customer notifies the Company that he/she has waived from using the travel service he/she has purchased in writing up to 14 days before the start of the service or via the e-mail he/she has notified at the time of booking, the full amount paid will be refunded to him/her, except for the expenses arising from the taxes, charges and similar legal obligations that are obligatory to be paid.

11. The written submission of the report showing the disturbances/ deaths of the Customer or his/her first-degree relatives that prevented the 10-day habitual occupation at the time of booking is an exception to Article 10 and in such a case, the amount paid by the Customer to the Customer will be refunded within 14 days without deduction, except for the expenses arising from the mandatory taxes, charges and similar legal obligations and the documentable and non-refundable amounts paid to the third parties.

12. The Company may cancel the announced or registered stays in whole or in part before the commencement of the service, provided that it notifies the Customer when it deems necessary. In this case, the Company will return the payments made to that day to the Customer as soon as possible.

13. With this contract, the Customer declares that it has read and become aware of all preliminary information regarding the qualifications of the service, sale price and payment terms, validity date of prices and performance and that it has given the necessary confirmation in electronic environment. This contract will enter into force with the approval of the Customer and it is accepted by the parties that the effective date will be the approval date. The customer will not be able to progress within the web system without reading and approving this contract and will be obliged to read this contract. This contract terminates if the service is received and consumed by the Customer or is subject to cancellation in any way.

14. The Company and the Customer may make a contract under different conditions by mutual and written agreement. The new contract shall be valid for the conditions specified in this additional contract. This contract (Service Contract) shall be valid for the items not specified in the additional contract.

WARNING: In accordance with the relevant articles of the Tax Procedure Law, you can receive your invoice from the Company from the 7th day following the end of the service. The invoice for your reservation will be issued to the 1st person. For your change requests, you must apply to the Company within 24 hours of your reservation date.