

ACCOMMODATION TERMS AND CONDITIONS

(Terms & Conditions)

1. Parties

These Accommodation Terms and Conditions shall apply to all transactions carried out through the official websites and reservation systems of the facilities listed below:

- Doruk Palace Turizm Ltd. Şti.
- Union Hotel Turizm Ltd. Şti.
- Biz Akaryakıt İnşaat ve Turizm Sanayi ve Ticaret A.Ş.

Each company shall be deemed the contracting party and service provider solely with respect to the facility it operates.

The guest making a reservation through the website ("Guest") shall be deemed to have accepted these terms and conditions.

2. Formation of the Reservation

The reservation shall become final upon the dispatch of the confirmation email via the system.

The Guest acknowledges and accepts that all information provided during the reservation process is accurate and complete.

In the event that incorrect, incomplete, or false information is provided, the facility reserves the right to cancel the reservation.

3. Pricing and Payment Terms

All prices are stated in the selected currency.

Prices may vary depending on season, occupancy rate, and promotional campaigns.

Payment may be collected by credit card at the time of reservation, or a pre-authorization (provision) may be applied.

All payment transactions are carried out through a secure infrastructure compliant with PCI-DSS standards.

The facility reserves the right to obtain a pre-authorization from the credit card prior to reservation or prior to the accommodation period.

4. Cancellation and Refund Conditions

Cancellation conditions may vary depending on the selected rate plan:

- Flexible Reservation: Free cancellation until the specified deadline.
- Non-refundable Reservation: In the event of cancellation, modification, or no-show, no refund shall be made.
- No-show: The full reservation amount may be charged.

If applicable, refunds shall be processed using the same payment method used for the original transaction.

5. Check-in / Check-out

Check-in time: 14:00

Check-out time: 12:00

Early check-in and late check-out are subject to availability and may incur additional charges.

Guests are required to present a valid identity card or passport in accordance with applicable legislation.

6. Identity Notification and Legal Obligation

Pursuant to Law No. 1774 on Identity Notification, all guest information is reported to the relevant law enforcement authorities.

This process is carried out as a legal obligation, and no separate consent from the Guest is required.

7. Guest Obligations

The Guest agrees to:

- Comply with the rules and regulations of the facility,
- Not disturb the peace and comfort of other guests,
- Refrain from causing any damage to the facility,
- Not engage in any unlawful activities.

In the event of conduct contrary to the facility rules, the facility may unilaterally terminate the reservation and may refuse to issue a refund.

8. Liability for Damage and Loss

The Guest shall be responsible for any damage caused to the fixtures, fittings, or property of the facility.

The cost of any such damage may be charged to the Guest's credit card.

Except in cases of gross negligence, the facility shall not be liable for the loss of items left by guests in their rooms or in common areas.

9. Force Majeure

The facility shall not be held liable in the following circumstances:

- Natural disasters
- Epidemics or pandemics
- Governmental decisions
- War and extraordinary circumstances
- Technical infrastructure failures

Such circumstances shall be deemed force majeure.

10. Third-Party Services

Services such as transfers, tour organizations, or other additional services may be provided by third parties. The facility shall not be directly responsible for any disruptions arising from such services.

11. Use of the Website

Website content may not be copied without authorization.

Any actions that threaten system security are prohibited.

The facility reserves the right to amend the website content without prior notice.

12. Governing Law and Jurisdiction

These terms and conditions are governed by the laws of the Republic of Türkiye.

In the event of a dispute, where the Guest qualifies as a consumer, Consumer Arbitration Committees and Consumer Courts shall have jurisdiction; in all other cases, the Courts and Enforcement Offices of Istanbul shall have jurisdiction.