

## GRAND ANKA HOTEL DISTANCE SALES AND ACCOMMODATION AGREEMENT

**Gürani** , who will be referred to as the Hotel in the following articles (**Grand Anka Hotel**).  
**mh . Grand Anka Hotel** located at **Molla Gürani Caddesi No:46 Fatih /ISTANBUL / TURKEY** ; They will be referred to as Parties in the following articles.

These parties; This contract is an official offer, it contains all the conditions for the provision of paid accommodation service, and all the conditions stated below are binding on the parties. Considering that it is included on the [www.grandankahotel.com website and cannot be changed by the customer, they have concluded this agreement within the scope of the following articles.](http://www.grandankahotel.com)

### 1. SUBJECT OF CONTRACT

1.1. Pursuant to this agreement, the Hotel is obliged to provide accommodation services at the Hotel upon the request of the Customer (hereinafter referred to as ' Service' ).

1.2. Upon signing this contract (the Customer acknowledges that he/she has signed this contract by making a reservation for accommodation at the Hotel and/or the services offered by the hotel), the Customer confirms that he/she has been informed about the accommodation rules, reservation rules and tariffs at the hotel.1.3. When the Hotel confirms the Customer's request , the Parties will have concluded this agreement.

### 2. METHOD OF ACCOMMODATION RESERVATION

2.1. Service reservations can be made by the Customer reporting the reservation by calling +90 212 635 2020, filling out and sending the reservation form on the website

[www.grandankahotel.com](http://www.grandankahotel.com) . 2.2. If the customer wishes to terminate his request or make any changes, he can contact the Hotel on +90 212 635 2020, provided that he complies with the matters specified in this agreement and fulfills the conditions, reservation@grandankahotel.com . You can send an e-mail to the e-mail address.

2.3. The Customer's request to make changes to his/her Reservation must be made by the Customer or the Customer's authorized representative no later than 3 (three) days before the start date of the stay. 2.2. It must be delivered to the hotel by one of the methods specified in the article.2.4. The customer may request a change or cancellation of his/her reservation at most once without paying any fee. If the customer requests further changes, he/she will be obliged to pay a fee according to the change, reservation and cancellation tariff applied by the hotel.2.5. With this agreement, the Customer accepts, declares and undertakes that if he/she makes/wants to make changes to the reservation for any reason during the period in which the special discount is applied during registration (early booking period, etc.), the new reservation will be made in accordance with the price lists applied on the date of the reservation. The Customer accepts that special discounts will not be valid for reservation changes made outside the periods where special discounts are applied during registration.

2.6. The hotel will respond to the Customer's change request within the period, according to the hotel's availability.

2.7. Age discount for children will be applied if they stay in the same room with their parents (two adults). According to this agreement, the age of the child(ren) declared by the Customer during reservation registration will be taken into account during the registration process at the hotel. In order to determine the age of the child, the hotel staff may request the identification of the child(ren) to be presented upon entering the hotel . In this case, the Customer will present the identity of the child . If the age of the child stated at the reservation stage is different from the age of the child in the ID records, the necessary changes will be made in the reservation and the Customer agrees to cover the difference in the fee arising from this. declared and promised.

2.8. There will be at least one customer over the age of 18 in the hotel room. Those under the age of 18 can stay with at least one adult.

### **3. PAYMENT METHOD**

3.1. The Customer who will stay at the hotel will enter his/her credit card information into the system when making payments by credit card through the online reservation system.

3.2. The hotel acknowledges that credit card information and the system where the information is presented are under the protection of a special security system that prevents the information from being viewed or copied in any way and under any circumstances. At the same time, the Hotel will not cover the damage caused by damaging programs and similar program systems originating from the Customer's computer and the knowledge, documents and secrets being learned by third parties due to the customer's carelessness, and will not be held responsible in any way.3.3. When entering the hotel, the customer asks the hotel staff: When making an online reservation, the customer must present the credit card used for payment or a photocopy of the front part of this credit card. Responsibility for any loss/damage that may occur if the customer does not fulfill these responsibilities will belong to the customer.3.4. E-Invoice will be given to the Customer when leaving the hotel after receiving the service. If the Customer does not receive the invoice at check-out, it will be sent to the e-mail address specified by the Customer . If the Customer does not specify the address to send the invoice, the invoice will be sent to the contact address. The Hotel will not be held responsible for failure to receive the invoice due to the customer specifying the wrong address, not specifying the recipient, or the recipient not being at the specified address.

3.5. Payments to be made on our site will be in Turkish Lira, USD or Euro. Euros and Dollars can be used in other payment methods (bank transfers, etc. ) . Information regarding exchange rates is provided by the Central Bank of the Republic of Turkey.

### **4. METHOD OF REFUND AND CANCELLATIONS**

4.1. The entire payment made , if the Customer submits his/her cancellation request to the Hotel 3 (three) days before the date of entry to the Hotel, by one of the methods in Article 2.2 , the payment made will be covered by the Hotel within 15 ( Fifteen ) business days following this request, including commission, tax, etc. \_ It will be refunded to him/her after deducting the expenses.

4.2. If the cancellation request is made earlier than 3 days from the Customer's check-in date to the Hotel, the full refund of the accommodation fee received from the Customer will not be possible and the Customer irrevocably accepts and declares that he/she has paid this amount to the hotel as a penalty. In accordance with this agreement, if value added tax is required for penal clauses and other compensations to be paid by the Customer, the customer is obliged to pay the applicable value added tax.

4.3. During reservation registration, refunds or refunds made from payments made by credit card will be deposited by the hotel back to the bank account to which the credit card of the Customer was made and/or the bank account to which the payment was sent.

4.4. In all refund transactions, the Hotel pays no commissions, taxes, etc. will be refunded to the Customer by deducting the costs.

### **5. ACCOMODATION METHOD**

5.1. The age and identity of the Customer and his/her accompanying persons will be checked at check-in. The customer accepts, declares and undertakes in advance the legal responsibilities that may arise due to the customer providing incorrect information . The customer will also cover any expenses that may arise due to this situation.

5.2.The customer will pay any extra expenses incurred during the stay at check-out.

5.3. The customer agrees that, regardless of the time he arrives at the hotel, he will settle into the room at the earliest after 14:00 on the day of check-in, and that he will check out of the room at 12:00 at the latest, regardless of the time he leaves the hotel. He agreed to

pay.5.4. The full reservation fee will be charged when booking online.5.5. Pets will not be accepted by the hotel.

5.6. If the customer gives up the service for a reason other than the Hotel's failure to fulfill its responsibilities after checking into the hotel, the payment made will not be refunded.

## **6. LIABILITY OF THE PARTIES**

6.1. After the Customer settles into the room he/she has reserved, the Hotel will cover the damages by providing additional service and/or alternative service to the Customer in all cases arising from reasons other than force majeure. Acceptance of additional service or accommodation service by the Customer will mean that the Customer waives the right to request a refund of the reservation fee that the Customer may request as compensation and the right to claim any other compensation and lawsuit.6.2. In case the Hotel does not partially or fully fulfill its service provision obligations pursuant to this agreement, the rules in the relevant laws and regulations will be applied during the payment of compensation.6.3. In case poor quality service is provided to the Customer, the Customer shall notify the Hotel representative in writing of his/her complaint, otherwise the service provided by the Hotel will be deemed to have been provided flawlessly and on time. 6.4. In case the Customer violates any article of the contract, the Customer agrees to cover any damages incurred by the hotel as a result of the violation . and commits.

6.5.The hotel may change the terms and conditions of the accommodation service according to seasonal conditions and tourism season.

## **7. OTHER PROVISIONS**

7.1. Adverse weather conditions, strike-lockout, terrorism, military operation, flood, fire, etc. b. Unforeseen circumstances will be considered force majeure. If such situations occur, the hotel may not continue to provide service.

7.2. Hotel, Eid or New Year etc. reserves the right to change the programs of other special days for reasons not related to the hotel.7.3. The Customer accepts, declares and undertakes that the Regional Courts have jurisdiction in resolving disputes arising under this agreement .

7.4. The hotel reserves the right to compensate the material and moral amounts incurred due to damage, destruction and/or lost parts caused by the Customer in his/her room and general areas .

7.5. The Customer must not send any goods, items or promotional materials subject to customs on behalf of the Hotel's employees. The hotel is not responsible for customs procedures in any way.

7.6. According to the law, smoking is prohibited in closed areas of the hotel . These prohibitions will be determined within the framework of the law . Therefore, the use of any kind of cigarettes or tobacco products inside the Hotel is not allowed except for the specified guest rooms.

7.7.This contract will come into effect with the Reservation number given to the Customer by the Hotel after the Customer makes the reservation and makes the payment, and will end when the Customer leaves the Hotel.