

Accommodation Services Distance Selling Agreement

Agarta Cave Hotel Tourism and Trade Limited Company

1) Parties

- Seller / Service Provider:

Title: Agarta Cave Hotel Tourism and Trade Limited Company

Address: Vadiler Sokak No: 112/2, Çavuşin Köyü, Avanos, Nevşehir

Phone: +90 (384) 271 2224

Email: info@agartacavehotel.com

Web: <https://agartacavehotel.com>

- Buyer / Consumer:

The natural person who makes an online reservation through the Agarta Cave Hotel website and electronically confirms this agreement and conditions by entering the required personal information.

2) Subject and Scope of the Agreement

This agreement governs the rights and obligations of the parties regarding the purchase of accommodation services by the consumer through <https://agartacavehotel.com>, in accordance with the provisions of Consumer Protection Law No. 6502 and the Distance Contracts Regulation.

3) Basic Features of the Service

The services offered by Agarta Cave Hotel include hotel accommodation, room types, accommodation concept, and related additional services.

The type of service, duration, price, and payment information are clearly stated on the website before booking.

The photos and descriptions on the website are for informational purposes only; the hotel is not responsible for minor differences that may occur due to renovations or decorative changes to the hotel's services.

4) Reservation and Commencement of the Contract

The consumer proceeds to the payment stage by selecting the dates of stay, number of guests, and room type on the website.

The reservation comes into effect when the consumer completes the required information, completes the payment process, and the hotel sends the reservation confirmation electronically.

By electronically confirming the contract, the consumer declares that they have been informed of its contents in advance and have read and accepted all the terms and conditions.

5) Payment and Billing

The consumer is obligated to pay the reservation fee in full and in full at the time of booking, by credit card or other online payment method.

The website is protected by an SSL security certificate, and credit card information is not recorded or stored by Agarta Cave Hotel.

The consumer is obligated to present the credit card used for the reservation upon check-in.

Invoices are issued within seven (7) days after the service is completed, in accordance with the provisions of the Tax Procedure Law (VUK).

6) Accommodation Conditions

The earliest check-in time is 2:00 PM, and the latest check-out time is 12:00 PM.

Pets are not allowed in the hotel.

The consumer undertakes to accommodate the number of people specified in the reservation. However, if more guests than the specified number check into the hotel, an extra bed fee will be charged.

ID (or passport) checks will be conducted upon arrival. All liability arising from incorrect or incomplete information is the responsibility of the consumer.

7) Cancellation, Withdrawal, and Change Policy

- General Cancellation Policy:

For cancellations made at least 5 days prior to the service start date, the full amount paid will be refunded to the consumer. For cancellations made less than 5 days before the service commences, the remaining amount will be refunded, minus the cost of one night's accommodation.

If the consumer voluntarily cancels their stay after the service commences, no refund will be made.

Refunds will be made to the credit card used to make the reservation and may vary depending on bank processes.

- Early Bookings and Promotional Sales:

Transactions made under early booking or discounted sales campaigns are considered definitive reservations; cancellations and refunds are not possible.

8) Force Majeure

Unforeseen and unavoidable circumstances beyond the parties' control (natural disaster, war, terrorism, strike, pandemic, etc.) are considered force majeure.

In these cases, the Hotel reserves the right to postpone the service or offer alternative accommodation of equivalent quality.

The Hotel cannot be held responsible for any partial or complete failure to provide the service due to force majeure.

9) Personal Data Protection

The consumer acknowledges that they have been informed pursuant to Law No. 6698 on the Protection of Personal Data (KVKK) and that their personal data will be processed solely for the purpose of making a reservation and providing services.

Agarta Cave Hotel does not share personal data with third parties in any way and may only share it with relevant institutions in accordance with legal obligations.

The Disclosure Statement and Data Storage Policy are always available at <https://agartacavehotel.com/kvkk>.

10) Dispute Resolution

Turkish law shall apply to any disputes arising from this agreement.

The consumer may appeal to the Nevşehir Consumer Arbitration Committee and Nevşehir Courts in their place of residence, depending on the accommodation fee.

11) Entry into Force

The agreement shall enter into force upon the consumer's reservation through the website and electronically confirming this agreement.

By electronically confirming this agreement, the consumer declares that they accept all terms and conditions.

Effective Date: October 10, 2025

Agarta Cave Hotel Tourism and Trade Limited Company