

## **TERMS OF USE**

This Agreement is made between the Guest, a natural and/or legal person hereinafter referred to as "Customer" in following articles, and Cornelia Hotels Golf Spa (Yazıcı Demir Çelik San. ve Tur. A.S.) located in Belek, Antalya, Turkey and hereinafter referred to as "Hotel" in the following articles, collectively referred to as "Parties" in the following articles; both parties have entered into the Agreement within the scope of the articles listed below and with consideration that the Agreement is an official offer, that it includes all conditions for the provision of paid accommodation services, that all conditions are binding for both Parties and listed on [www.corneliaresort.com](http://www.corneliaresort.com) and that these conditions cannot be changed by Customers.

### **1.SUBJECT OF AGREEMENT**

- 1.1. As per this Agreement, the Hotel shall provide accommodation services (hereinafter referred to as "Services") in the Hotel upon the request of the Customer.
- 1.2. By signing the Agreement, the Customer will confirm that he/she has been informed about the hotel accommodation terms, reservation terms and rates.
- 1.3. Upon the signing of this Agreement, the Hotel shall confirm the Customer's request.

### **2.ACCOMMODATION RESERVATIONS**

- 2.1. The Customer agrees to abide by the terms and conditions listed below upon entering and using the website. The Hotel reserves the right to change the terms and conditions without giving any prior notice.
- 2.2. Reservations for services can be made by filling in the reservation form on the [www.corneliaresort.com](http://www.corneliaresort.com) website.
- 2.3. Points to note when purchasing private room types with direct pool connection: We kindly would like to inform our guests who are staying in our Villa Junior Suites, Lake Family Rooms, Villas, Diamond Suites and Presidential Suites (indoor and outdoor pools) and Azure Villas, that pools in the front are private to it's guests. And it might be dangerous for the kids who can not swim. We kindly state that our hotel can not be held responsible in the case of using these pools. Guests accept in advance all of the responsibility of using direct pool access once entering the hotel which his/her reservation belongs.
- 2.4. Our Online Reservation Terms and Conditions are updated from time to time. The terms on the [www.corneliaresort.com](http://www.corneliaresort.com) website are the latest and valid version.
- 2.5. Customers can cancel reservations made online by using the Hotel's system or by sending an e-mail.
- 2.6. The Customer is required to inform the Hotel about requests to change the reservation no later than 7 (seven) days before the check-in date.
- 2.7. The Customer can make a maximum of 2 requests for changes without paying fees. Customers are required to pay additional fees according to the Hotel's change and reservation rates if they make more requests for changes.
- 2.8. With this Agreement, the Customer agrees, states and undertakes that if he/she requests to make any changes in his/her reservation made during a special promotion period, the reservation shall be made according to the rates applicable when the

mentioned reservation is changed.

2.9. Discounts for children are valid if the children stay in the same room as their parents. The age of the child stated by the Customer during the reservation shall be taken into account. If authorised staff determine from ID that the child's age is different than that stated during the reservation, the reservation shall be changed accordingly and the Customer shall cover the cost arising from the difference.

2.10. Online reservations can be made for a maximum of 21 overnights and are 100% guaranteed for credit card payments. No more than 2 reservations can be made with the same credit card on the same date. The credit card's 3-digit CVV (security code) is required for security. The CVV is the last 3 numbers on the back of the credit card at the end of the signature field.

2.11. The reservation confirmation can be received by the Customer by printing the last stage of the transaction and will also be sent to the e-mail address provided by the Customer. The invoice will be issued to the Customer when checking out from the Hotel.

2.12. The reservation is confirmed the moment the Customer approves the reservation with his/her credit card.

### **3.METHODS OF PAYMENT**

3.1. Prices are included of VAT. The 2% accommodation tax defined in Article 34 of Law No. 6802 is included in the accommodation rates according to "Accommodation Tax Implementation General Notice".

3.2. In the system, the hotel overnight rates and other extra services will be assessed on the basis of the prices and included VAT.

3.3. The contract price includes all services mentioned in the reservation. Unspecified services and extra products and services to be purchased at the hotel are extra. These extras are paid during the stay.

3.4. The reservation fee shall be paid in full when making the reservation. The reservation is not valid unless the service fees are paid to the Hotel in full.

3.5. The Customer shall enter their own credit card information in the system when making credit card payments on the online reservation system. The Hotel should be contacted if the payment is being made for someone other than the card holder.

3.6. The Hotel agrees that the system to which credit card information and other information is entered is protected by a special security system that prevents this information from being viewed or copied under any circumstance or in any way. The Hotel shall also not be held responsible for nor shall it cover the damages caused by third parties' discovery of information or documents due to the Customer's negligence and malware or similar software systems on the Customer's computer.

3.7. When the customer arrive the hotel, to the reception; will present the credit card used for the payment or a copy of the front of this credit card while check-in. If the correctness of the name-surname, contact, country and passport information specified at the reservation stage cannot be proved by the customer at the time of check-in, the hotel reserves the right to refuse accommodation or to charge additional fees. Please make sure that the information you provide is correct. The customer will be responsible for any damages and losses that may occur due to the customer's failure to fulfill these obligations.

3.8. The invoice will be issued to the Customer when checking out from the hotel after

he/she has received the service. If the Customer does not collect his/her invoice when checking out, the invoice shall be sent to the address given by the Customer. If the Customer has not stated any address, the invoice shall be sent to the contact address. The Hotel shall not be held responsible if the Customer provides an incorrect address, does not identify a recipient or if the recipient is not found at the address.

#### **4. CANCELLATION PERIOD & FEES :**

- 4.1. In case of cancellations that were made 15 before check-in date, full amount of the payment is refunded unconditionally,
- 4.2. In case of cancellations that were made on arrival date or 14 before check-in date, %100 penalty is applied.
- 4.3. If the accommodation dates are within a period established during special periods such as New Year, semester, holiday and campaigns; The customer has no right to cancel or return.
- 4.4. Refundable amounts for payments made via the Internet shall be made to the credit card used for making the reservation.
- 4.5. Terms and conditions of your bank apply to refunds made to credit cards.

#### **5. ACCOMMODATION TYPES**

- 5.1. Cornelia Hotels Golf Spa's hotels operate with an "all inclusive" concept. All expenses in the hotel which are not included in the "all inclusive" concept are charged to the Customer's room and are required to be paid before checking-out.
- 5.2. The Customer's age and identification is checked during the check-in process. Expenses arising from incorrect information provided by the Customer shall be borne by the Customer.
- 5.3. The Customer agrees that he/she will be let in the room at 14:00 the earliest, regardless of the time of arrival at the hotel, and shall check-out from the room no later than 12:00 and pay for the additional services provided to him/her after he/she has checked-out.
- 5.4. The reservation charge shall be collected in full while checking in at the hotel.
- 5.5. No pets are allowed in the hotel.
- 5.6. No refunds shall be made after the Customer has checked in at the hotel for any reason other than non-fulfilment of the Hotel's responsibilities.

#### **6. RESPONSIBILITIES OF THE PARTIES**

- 6.1. The Customer shall immediately submit a written complaint to the Hotel Representative when provided with low-quality service, otherwise the service provided by the Hotel shall be deemed excellent and on time.
- 6.2. The Customer agrees and undertakes to compensate all losses incurred by the Hotel caused by the Customer's violation of any articles of the Agreement.
- 6.3. The Hotel reserves the right to cancel the entire reservation and services after 24 hours unless the Customer informs the Hotel in written form that he/she will still be making use of the service he/she failed to make use of at the start. No refunds will be made to the Customer for such cancellations.

#### **7. CONFIDENTIALITY AND SECURITY**

7.1. [www.corneliaresort.com](http://www.corneliaresort.com) is developed with the latest technology to provide you with 24 hours of uninterrupted credit card security services.

7.2. Our website's security is ensured by the internationally-acclaimed web security company Rapid Wild SSL.

7.3. All sensitive and personal information collected from [www.corneliaresort.com](http://www.corneliaresort.com) users is stored to the highest electronic and physical security standards and used within the scope of current laws of the Republic of Turkey and international laws on a system that can only be accessed with the consent of the user by an authorised staff member under compulsory circumstances.

7.4. [www.corneliaresort.com](http://www.corneliaresort.com) undertakes and guarantees not to misuse and share with third persons under any circumstance the personal and sensitive information it has collected from its users under any name, for any reason and before any addressee without the consent of the user.

7.5. Names, surnames, addresses, telephone numbers and similar information are collected for the uninterrupted and correct performance of our services.

7.6. This is valid for all websites starting with the URL [www.corneliaresort.com](http://www.corneliaresort.com). The presence of the Cornelia Hotels logo on a website does not mean that these security rules are valid for that website. Customers are required to check the URL and confirm that the website is a genuine Cornelia Hotels page. There could be persons who use our logo without permission and in bad faith. Please contact us in any such case. Our e-mail address: [booking@corneliaresort.com](mailto:booking@corneliaresort.com)

## **8. OTHER CLAUSES**

8.1. The Hotel Administration shall bear no responsibility if rooms and reserved spaces cannot provide service due to natural disasters, government decrees, war, conflicts, civil unrest, boycotts, strikes, epidemics, quarantine like force major by the Hotel.

8.2. Antalya Consumer Courts and Arbitration Board shall govern the resolution of any conflict arising from this Agreement.

8.3. The Customer approves and agrees to all the above-mentioned terms and conditions of this Agreement.

8.4. This Agreement is a translation from Turkish and the original Turkish Agreement shall be taken as a basis for the interpretation differences of the articles.