CANCELLATION AND REFUND POLICY

Petrion Hotel | Date of Issue: 21.11.2026

> This document is an English translation of the Turkish original. In case of any discrepancy, the Turkish version shall prevail.

1. GENERAL PROVISIONS

This policy sets out the cancellation and refund terms for the accommodation services provided by **Nis Otel İşletmeleri Anonim Şirketi** ("**Petrion Hotel**").

All bookings made with Petrion Hotel are subject to the following terms according to the rate plan selected during booking.

2. BOOKING TYPES

2.1 Flexible (Refundable) Booking

- No prepayment will be taken at the time of booking; a valid credit card will be taken as a guarantee for the booking.
- Unless a different payment method or time is stated during booking, the accommodation price is paid on arrival at the property in cash or by a valid credit/debit card.

2.2 Non-Refundable Booking

- **100%** of the total accommodation price will be charged at the time of booking.
- Cancellation, amendment or refund initiated by the guest will not be possible for these bookings. Article 6 will apply in cases of force majeure.

2.3 Periodic Application of Terms

Petrion Hotel reserves the right to open, close or vary the rate plans (flexible and non-refundable), **prepayment rates**, cancellation periods, **no-show penalties** and refund conditions for specific date ranges, seasons, occupancy periods or booking channels. The terms shown to and accepted by the guest at the time of booking are binding for that booking and may not be changed unilaterally afterwards.

2.4 Currency, Exchange Rate and Invoicing

Prices are displayed and set in the currency determined by the property. Payment may be collected in the currencies supported by the property's payment infrastructure; the currency of payment is at the guest's choice within the options offered by the system.

The conversion of prices set in foreign currency into Turkish Lira is based on the Ministry of Culture and Tourism's "Communiqué on the Preparation and Approval of Price Tariffs to be Applied by Certified Establishments". Each payment collected

(including the prepayment and, if any, the remaining balance) is converted into Turkish Lira at the Central Bank of the Republic of Türkiye (CBRT) foreign exchange buying rate on the day of the relevant payment.

The accommodation invoice is legally issued in Turkish Lira. Where prices are displayed in a currency other than Turkish Lira, **Petrion Hotel** will not be responsible for differences arising from exchange rate fluctuations. Refunds will be made in the currency and by the payment method used for the original payment.

3. CANCELLATION TERMS

3.1 Flexible Bookings

Time of Cancellation	Refund Status
Within the free cancellation period stated on the property's website and during the online booking process	✔ Free cancellation; no fee will be charged
Cancellations after this period or no-show	✗ The cancellation or no-show fee stated during booking (up to the total amount) will be charged to the card taken as a guarantee

3.2 No-Show

If the guest does not check in at the property by **23:59** on the check-in date and has not notified the property in advance of a delay or postponement, this is treated as a **no-show**. In this case:

- **Flexible bookings:** The no-show fee stated during booking (up to the total booking amount) will be charged to the card taken as a guarantee.
- **Non-refundable bookings:** The total amount collected will not be refunded.

For a guest who has notified the property in advance of a late arrival, the property will continue to provide the service for the remaining nights; however, no refund will be made for the unused first night(s).

4. REFUND TERMS

- As no charge is made at the time of booking for flexible bookings, no refund is needed for free cancellations; if a payment has been made separately before arrival, the right to a refund applies to cancellations made **within the free cancellation period stated on the property's website and during the online booking process**.

- The refund will be processed to the original payment method **within 14 days at the latest** following confirmation of the cancellation.
- Depending on bank procedures, it may take an additional 7 to 14 business days for the refund to appear in the guest's account.
- Refunds will be made in the currency and by the payment method used for the original payment; if payment was collected in a different currency, **Petrion Hotel** will not be responsible for exchange rate differences.

5. AMENDMENT TERMS

- Requests to amend a booking (dates, room type, number of nights, etc.) will be assessed subject to availability.
- For approved amendments, the existing booking is cancelled and a new booking will be made under the new terms.
- If the new booking price is higher than the existing booking price, the difference will be charged to the guest; if it is lower, the existing booking price will remain valid and the difference will not be refunded.
- Partial cancellation will not be possible; changes to the number of nights or scope are handled under this article.
- Non-refundable bookings cannot be amended.

6. FORCE MAJEURE

If the service cannot be provided due to force majeure such as natural disaster, fire, pandemic or decisions of official authorities, an alternative date or booking credit will first be offered. If the parties cannot reach an agreement, the applicable refund terms will be assessed within the framework of the legislation in force.

7. SPECIAL CIRCUMSTANCES

- **Early departure:** If the guest ends the stay of their own accord before the planned departure date, no refund will be made for the unused nights.
- **Partial stay:** The guest may not cancel only part of the stay. Requests to change the length or scope of the stay will be handled as a "booking amendment" under Article 5.
- **Group bookings:** Group bookings may be subject to different cancellation terms.
- **Property rules and safety:** The property reserves the right to terminate the stay of persons whose behaviour threatens the safety and peace of other guests.

8. CANCELLATION REQUESTS

You can send your cancellation and refund requests to the e-mail address below:

E-mail: info@petrionhotel.com

9. ENTRY INTO FORCE

By completing the booking, the guest declares that they have read and accepted these cancellation and refund terms.