DISTANCE SALES CONTRACT

Consumer Contract for the Online Booking Service | 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. PARTIES

SELLER (SERVICE PROVIDER)
Company Name: Nis Otel İşletmeleri Anonim Şirketi
Tax Office and No: Beyoğlu V.D. / 6310693799
Address: Kocatepe Mah. Feridiye Cad. No: 117 Beyoğlu / İstanbul
E-mail: info@petrionhotel.com

BUYER (GUEST)
The person who enters their details during the online booking.

2. SUBJECT OF THE CONTRACT

The subject of this contract is to set out the rights and obligations of the parties regarding the BUYER's purchase, over the internet (through the online booking system), of accommodation services at the SELLER's **Petrion Hotel** property.

3. NATURE OF THE SERVICE

Feature	Detail
Type of Service	Accommodation
Board Type	Determined according to the room and board type selected during booking
Check-in Time	14:00
Check-out Time	12:00

Booking details (dates, room type, number of guests, price, etc.) are selected and confirmed by the BUYER during the booking process.

4. BOOKING AND PAYMENT TERMS

Two different rate plans are offered at **Petrion Hotel**:

4.1 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.

4.2 Non-Refundable Booking

- **100%** of the total accommodation price will be charged at the time of booking.
- No cancellation, amendment or refund initiated by the guest will be made for these bookings. Article 8 will apply in cases of force majeure.

Valid credit card details are required for booking. Under the flexible plan, card details are taken only as a guarantee for the booking and no charge is made to the card at the time of booking; for cancellations after the free cancellation period and in the event of a no-show, the amount stated during booking may be charged to this card. Under the non-refundable plan, payments will be collected securely with 3D Secure verification through the banking infrastructure contracted by the SELLER. Visa and Mastercard are accepted, and no additional fee or commission will be charged for payments made with these cards. Bookings for which a valid payment or card guarantee cannot be obtained will not be confirmed. Payment transactions are carried out through the secure 3D Secure infrastructure of banks and authorised payment institutions. Card details are stored in the secure environment of the booking and payment infrastructure; the SELLER does not record card details in its own systems and uses them only for the charges set out in this contract. Processes relating to the handling of card details are carried out within the scope of the security policies and legal obligations of the relevant bank or payment institution.

4.3 Periodic Application of Terms

The SELLER 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 BUYER at the time of booking are binding for that booking and may not be changed unilaterally afterwards.

4.4 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, the SELLER 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.

5. CANCELLATION AND REFUND TERMS

5.1 Flexible Bookings

- For cancellations made **within the free cancellation period stated on the property's website and during the online booking process**, no fee will be charged.
- For cancellations made after this period, the cancellation fee stated during booking (up to the total booking amount) will be charged to the card taken as a guarantee.

5.2 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).

5.3 Non-Refundable Bookings

- No refund will be made in the event of cancellation, amendment or unused services initiated by the guest. Force majeure is an exception to this rule (see Article 8).

6. RIGHT OF WITHDRAWAL

> Under Consumer Protection Law No. 6502 and the Distance Contracts Regulation, **accommodation services are excluded from the right of withdrawal as they relate to a specific date.**

7. OBLIGATIONS OF THE BUYER

- The BUYER accepts that the information provided during booking is accurate.
- Presentation of identification is mandatory at check-in.
- The BUYER agrees to comply with the property rules.

8. OBLIGATIONS OF THE SELLER

- The SELLER is obliged to provide the service specified in the booking confirmation in full.
- If the service cannot be provided due to force majeure (natural disaster, fire, pandemic, decisions of official authorities, technical failure, etc.), the BUYER will first be offered an alternative date or booking credit. If the parties cannot reach an agreement, the applicable refund terms will be assessed within the framework of the legislation in force.

9. PROTECTION OF PERSONAL DATA (KVKK)

The BUYER's personal data are processed under Personal Data Protection Law No. 6698 for the purpose of carrying out booking transactions and fulfilling legal obligations, and are not shared with third parties.

10. DISPUTE RESOLUTION

For disputes arising from this contract, the **Consumer Arbitration Committees** are competent within the monetary limits announced by the Ministry of Trade of the Republic of Türkiye, and the **Consumer Courts** are competent in cases exceeding these limits.

11. ENTRY INTO FORCE

The BUYER declares that they have read and accepted this contract during the online booking. The contract enters into force upon completion of the payment.

This contract enters into force by being approved electronically.