PRE-CONTRACTUAL INFORMATION FORM

Under Article 5 of the Distance Contracts Regulation | 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. SELLER INFORMATION

Company Name: Nis Otel İşletmeleri Anonim Şirketi
Tax Office and No: Beyoğlu V.D. / 6310693799
Address: Kocatepe Mah. Feridiye Cad. No: 117 Beyoğlu / İstanbul
Telephone: +90 212 523 91 14
E-mail: info@petrionhotel.com
Website: www.petrionhotel.com

You can send your requests and complaints to the e-mail address and telephone number above.

2. MAIN CHARACTERISTICS OF THE SERVICE

- The service subject to the contract is the accommodation service provided at the **Petrion Hotel** property.
- Room type, board type, dates of stay and number of guests are selected and confirmed by the BUYER during booking.
- Charges for children, extra beds and age-based rates are subject to the rules shown during booking.
- Preferences regarding room number and location will be considered subject to the property's availability.

3. PRICE AND PAYMENT

- The total price of the service including taxes is shown to the BUYER before the booking is confirmed.
- Under the flexible (refundable) plan, no prepayment will be taken; a valid credit card will be taken as a guarantee, and for cancellations after the free cancellation period and in the event of a no-show, the amount stated during booking (up to the total amount) will be charged to this card.
- 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.

- Under the non-refundable plan, 100% of the total accommodation price will be charged at the time of booking.
- Payments will be taken 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.
- The accommodation invoice will be issued in Turkish Lira. Where prices are displayed in a currency other than Turkish Lira, each payment collected will be converted into Turkish Lira on the basis of the Ministry of Culture and Tourism Price Tariffs Communiqué at the Central Bank of the Republic of Türkiye (CBRT) foreign exchange buying rate on the day of the relevant payment. The property cannot be held responsible for differences arising from exchange rate fluctuations.

4. PLACE AND TIME OF PERFORMANCE

The accommodation service will be performed at the **Petrion Hotel** property at Kocatepe Mah. Feridiye Cad. No: 117 Beyoğlu / İstanbul on the dates stated in the booking.

5. CANCELLATION, AMENDMENT AND REFUND

Cancellation, no-show, amendment and refund terms are set out in the **Distance Sales Contract** and the **Cancellation and Refund Policy** according to the rate plan selected during booking. Under the flexible plan, no fee will be charged for cancellations made within the free cancellation period stated on the property's website and during the online booking process, and the amount stated during booking will be charged to the card for later cancellations and no-shows; under the non-refundable plan, no refund will be made for cancellations initiated by the guest (force majeure excepted).

6. RIGHT OF WITHDRAWAL

> Pursuant to Article 15(g) of the Distance Contracts Regulation, **there is no right of withdrawal** for contracts relating to accommodation services that must be provided on a specific date or within a specific period.

7. COMPLAINTS AND DISPUTES

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

8. PERSONAL DATA AND COMMERCIAL MESSAGES

Personal data are processed under the **KVKK Information Notice** and the **Privacy Policy**. Commercial electronic messages for campaigns and promotions will be sent only with the BUYER's separate consent; the BUYER may withdraw this consent at any time free of charge.

9. CONFIRMATION

The BUYER accepts that they have read this pre-contractual information form and confirmed it electronically before completing the booking.
