

ACCOMMODATION SERVICES AGREEMENT

Guests staying at the hotel must comply with the provisions of the Hotel Rules and Regulations. In the event of a significant violation of these Rules and Regulations, the hotel reception or management may terminate the Accommodation Services Agreement even before the agreed-upon period ends.

We assume that our guests are aware of and fully understand the Hotel Rules at the beginning of their stay. Please note that we do not accept any responsibility for any accidents arising from failure to comply with the Hotel Policies and Rules.

1. Guests are required to follow proper behavior standards in the hotel's public areas and terrace, and comply with the dress code within the hotel. It is not appropriate to move around the hotel without clothing, in swimwear, bikinis, shorts, mini skirts, low-cut clothing, barefoot, or in themed costumes. In case of non-compliance with these regulations, the hotel reserves the right not to attend to the guest.
2. Bringing alcoholic beverages to the facility, consuming alcohol anywhere on the premises (including rooms), and smoking in indoor areas are strictly prohibited. In case of violation of this provision, guests will be required to pay a penalty fee of **€300 EURO** for thorough and repeated cleaning of the room without any further assessment, to be paid immediately.
3. Guests staying as a couple are required to present a marriage certificate upon check-in.
4. The hotel reserves the right to terminate a paid accommodation service in cases of misconduct, non-compliance with rules, or disturbing other guests. Therefore, no refund will be issued for a terminated stay.
5. It is forbidden to damage hotel equipment. Upon check-in, please inspect your room and report any damages immediately to the reception to avoid misunderstandings.
6. The guest is responsible for any damage caused to the hotel property in accordance with the applicable laws of the Republic of Turkey.
7. Guests who check in at the reception are provided with a room key and are kindly requested to lock their rooms. Guests must return their keys to the reception upon departure. Guests who lose or fail to return the key card are liable to pay a **€15 EURO** penalty.
8. For security reasons, children under the age of 10 are not allowed to be left in hotel rooms or other common areas without adult supervision. The hotel is not responsible for any negative outcomes arising from this.
9. Guests must not move any equipment or furniture in their room or in common areas without management's permission and must not interfere with electrical networks or other installations of power equipment.
10. Guests are not allowed to transfer or sublet their room to another person during their stay.
11. Breakfast is served between 8:30 AM and 10:30 AM. Guests checking out early will be provided with a packed cold breakfast. Breakfast service outside of the standard hours is available upon request with an additional service fee.
12. The hotel is not responsible for the loss or damage of money, bonds, valuables, or other items and objects of monetary, scientific, or artistic value. Valuables can be safely stored in the safe at the reception.
13. Hotel and apartment guests are allowed to invite visitors only during limited hours (11:00 AM – 8:00 PM). Inviting outsiders to guest rooms to use the facility or its amenities is prohibited.
14. The hotel reserves the right to enter a room in a controlled manner if the guest cannot be reached for at least 24 hours. Subsequently, a hotel staff member may enter the room in the presence of another person.
15. On Fridays, no services are provided throughout the facility between 12:30 PM and 1:30 PM.
16. The hotel's nighttime quiet hours are from 10:00 PM to 7:00 AM. During this time, individuals using hotel services are required to act in a manner that does not disturb other guests.

17. Children must not be allowed to run or play in corridors, stairways, parking areas, or other spaces where they may disturb other guests or neighbors.
18. Personal belongings left in the hotel room after check-out will be sent to the address provided by the guest. If the guest does not provide permission, the hotel will keep these items for a period of three months.
19. For emergencies, service support, or safety reasons, necessary repairs to furniture, television and communication systems, plumbing, water and electricity systems, alarms, and door keys may be performed without prior notice and in the guest's absence. If you have any complaints regarding the hotel after the completion of these repairs, please report them immediately to management.
20. Overnight stay begins at 2:00 PM on the day of arrival and lasts until 11:00 AM on the day of departure. Early check-in and late check-out may be provided depending on availability.
21. A guest checking in before 8:00 AM must pay for the full previous night's stay.
22. The hotel will provide services in accordance with its category and standards. Please report any complaints regarding service quality to the reception or hotel management as soon as possible. Complaints will be addressed immediately. These Accommodation Rules and Regulations are posted in the rooms and at the reception desk.
23. The hotel is not responsible for damage to or loss of the guest's car or other vehicles.
24. The hotel may, at its discretion, modify these Rules.
25. If a guest uses hotel services based on these Rules on or after the date of any revision, it will be assumed that the guest accepts the revised Rules.
26. Pets are not allowed in the hotel.
27. Even if the room fee has been properly paid, no guest is allowed to permit a third party to use their room.
28. The Venado Julia Capsule Coffee Machine in the rooms must be used only with drinking water. It is prohibited to put milk, fruit juice, tap water, or any other liquid into the machine's water tank. In case of misuse or damage resulting from this, a **€200 EURO** charge for the machine will be collected from the guest without any justification. If there are any breaks, malfunctions, or missing parts in the machine upon check-in, the guest is obliged to report it to the reception or hotel management within 45 minutes. Failure to report within the specified time will make the guest responsible for any damage or malfunction detected.
29. Guests are responsible for the cleanliness and order of their rooms. If products that leave stains or odors are used, or if the room becomes unusable due to strong odors or dirt, the room must be aired for at least 2 days and subjected to special cleaning. In this case, the 2-day room fee calculated through the current reservation system will be charged to the guest without exception. Additionally, if the room cannot accommodate new guests and the current reservation must be moved to another room, the price difference for the upgraded room will also be charged to the guest responsible.
30. Guests are prohibited from bringing or keeping flammable, explosive, or hazardous chemical substances in hotel rooms or common areas. Violation of this rule will result in immediate removal from the hotel, and all resulting damages and legal responsibilities will be borne by the guest.
31. The use of electrical devices not provided by the hotel (iron, stove, heater, electric grill, etc.) in rooms or common areas is prohibited. Any damage or responsibility resulting from violation of this rule will be borne by the guest.
32. In case of early departure after the start of the stay, fees for unused days will not be refunded.
33. The hotel reserves the right to request a deposit from guests at check-out for potential damages, loss, or similar situations, to be refunded after inspection.
34. Guests are strictly prohibited from possessing or using drugs or other illegal substances within the hotel premises. Violation of this prohibition will result in immediate removal from the hotel and the initiation of all legal procedures.
35. If guests insult, threaten, physically assault, or behave inappropriately toward other guests or hotel staff, the hotel has the right to immediately terminate the agreement and remove the guest from the hotel.

36. Towels, sheets, duvets, blankets, or similar items provided by the hotel must not be taken outside the hotel. In such cases, the guest will be charged the current market value of the items.
37. The internet connection provided by the hotel may be used only for legal purposes. The guest is fully responsible for any legal or criminal liability arising from downloading, sharing, or other illegal use of content via the internet.
38. Room capacity is limited to the number of persons stated in the reservation. In case of detection of additional persons, the hotel reserves the right to charge extra fees or terminate the agreement.
39. Emergency exits must not be blocked, and fire alarms or extinguishing systems must not be tampered with. Guests who violate this rule accept full legal and criminal responsibility.
40. During a guest's stay, if excessive dirt, hair, liquids, or odors create cleaning difficulties in the room, additional cleaning fees may apply. In particular, if furniture, bathroom, or toilet equipment is damaged, or if serious hygienic cleaning is required, the hotel reserves the right to charge additional fees to the guest.