

USER SALES AGREEMENT

1) SUBJECT:

The subject of this agreement covers the method of providing travel services to the Customer and the rights and obligations of the parties.

2) PRICE AND PAYMENT METHOD:

The total price of the provided services includes all taxes. This fee will be paid according to the payment method determined by the service provider (accommodation, flight, transfer, or tour company) as follows:

1. By credit card at the time of reservation or
2. By EFT/transfer to the specified bank accounts
3. The relevant accommodation or transportation service can be paid on-site.

The payment will be clearly indicated as "to be paid now" and "to be paid on-site" in the shopping cart, depending on the payment method, either immediately with the contract or during the performance of the service on-site.

3) PRICE WARNING

The prices on our website may change at any time, and updates can be made. In case of incorrect pricing or misinformation, the reservation may be canceled by the hotel.

4) SERVICE DESCRIPTION:

Detailed information about travel and tourism services can be found on the service's presentation page.

5) TRANSFER:

The right of transfer in accommodation services is provided according to the rules determined by the service provider; in this case, the customer must notify the situation at least 14 days in advance.

6) CANCELLATION and CHANGES:

Except for cases where the consumer cancels the reservation due to their or their first-degree relatives' 10-day regular activities disrupted by a legitimate illness and deaths, in cancellations made up to 60 days before the start of the trip, excluding additional services such as transportation and visa, the entire fee paid by the CONSUMER up to that moment will be refunded.

The CONSUMER accepts that they cannot receive a refund for non-refundable accommodations. In non-refundable accommodation purchases, if the consumer cancels the contract 59-31 days before the start of the trip, 25% of the trip price will be charged, if the consumer cancels the contract 30-15 days before the start of the trip, 50% of the trip price will be charged, and if the consumer cancels the contract up to 14 days in advance, the full trip price will be charged by MIA CASA HOTEL, and the CONSUMER agrees and undertakes to pay.

7) TERMINATION OF THE AGREEMENT BY THE HOTEL:

If MIA CASA HOTEL terminates the contract arbitrarily without just cause, the consumer has the right to compensation in proportion to the damage suffered. In addition, MIA CASA HOTEL returns all payments made by the consumer and all documents that put the consumer in debt to the consumer within 10 days.

The termination of the contract does not give rise to the consumer's right to compensation if it arises from force majeure despite MIA CASA HOTEL taking all necessary care.

8) NOTICE PERIOD:

The consumer must notify the relevant service provider and MIA CASA HOTEL of the situation in case the contract is not performed at all or not properly within 7 days from the date the service should be performed or has been performed.

9) LIABILITY:

MIA CASA HOTEL is responsible for the fulfillment of the obligations arising from the contract. However, if the non-fulfillment or improper fulfillment of the contract is due to the fault of the consumer or third parties or force majeure, the hotel cannot be held responsible.

10) FORCE MAJEURE:

MIA CASA HOTEL may cancel or postpone the accommodation due to reasons such as adverse weather conditions, roadblocks, strikes, terrorism, fog, storm, war, war risk, natural disasters, changes and adverse developments in international relations, civil movements, unforeseeable technical issues, bankruptcy, force majeure, which occur beyond its control. In this case, MIA CASA HOTEL is not liable in any way, and the consumer cannot claim any rights or receivables.

11) BAGGAGE:

11.1 Items with properties such as odor, leakage, flammability, or explosiveness, or items that cause discomfort to the environment, as well as cutting, piercing, and

firearms of all kinds, and all kinds of animals, cannot be taken to vehicles and facilities for accommodation without the express and written permission of the hotel.

11.2 In case of baggage loss or damage due to gross negligence of MIA CASA HOTEL personnel, regardless of the material and moral value, and other qualifications and features of the items in the lost or damaged baggage, 50% of the portion of the total travel cost allocated to transportation will be paid to the owner of the lost property. MIA CASA HOTEL is responsible for all kinds of loss, damage, and theft of the declared and delivered items, up to the total cost of the trip.

12) OTHER PROVISIONS:

12.1 If the consumer leaves the hotel due to the alleged defectiveness of the service, they must inform the authorized representative of MIA CASA HOTEL in writing, along with the reasons for leaving the hotel. Otherwise, the consumer will be considered to have left the hotel and to have received and used the service.

12.2 It is the duty of the consumer to report the issues they are complaining about in writing to the authorized person during the performance of the service. If the consumer continues to use the service until the end despite being dissatisfied, it eliminates compensation rights such as replacement service and refund related to the issues they are complaining about.

12.3 Consumers who participate in the trip covered by the contract but do not have their signature on the contract, and consumers who have registered on behalf of themselves, as well as the consumers they have authorized, are deemed to have read, accepted, and committed to this contract.