



V Otel Tourism Inc. – Customer Service Agreement

Parties :

Company : V Otel Turizm A.Ş. (hereinafter referred to as the “Company”)

Customer : The natural or legal person benefiting from travel services (hereinafter referred to as the “Customer”)

1. Subject of the Agreement

This Agreement aims to determine the rights, obligations, and responsibilities of the parties regarding accommodation, tours, transportation, guidance, transfer, and all other travel agency services provided by the Company to the Customer.

2. Obligations of the Parties

2.1. Obligations of the Company

- To provide the services offered to the Customer in accordance with applicable legislation and the regulations of the Association of Turkish Travel Agencies (TÜRSAB).
- To ensure timely and complete provision of the services stated in brochures, the website, or the offer content.
- To inform the Customer as soon as possible if any service modification is required.
- To ensure the protection of Customer information within the scope of the Personal Data Protection Law (KVKK).
- To provide the necessary coordination in case of issues arising from third-party service providers (hotels, transportation companies, guides, etc.).

2.2. Obligations of the Customer

- To provide accurate and complete information during reservation.
- To fulfill payment obligations within the specified dates.
- To comply with the rules set by the Company and the regulations of the facilities or transportation providers during the service.
- To ensure the accuracy of personal travel documents such as passport and visa.

3. Service Fee and Payment Terms

- The reservation becomes valid upon payment of the specified portion of the total service fee as a prepayment.
- The remaining balance must be paid prior to the service start date.
- For services priced in foreign currency, the exchange rate valid on the date of payment will apply.
- In case payments are not made on time, the Company reserves the right to cancel the reservation.

4. Amendment and Cancellation Terms

4.1. Customer-Initiated Cancellations and Amendments

- If the Customer wishes to cancel the reservation, the applicable TÜRSAB cancellation refund rules will apply.
- In case of early cancellation, cancellation fees or penalty charges may vary depending on the type of service.
- Amendment requests made by the Customer depend on the availability and approval of service providers.

4.2. Company-Initiated Changes

- In the event of mandatory situations (weather conditions, supplier issues, force majeure, etc.), the Company may make changes to the program.
- If the change negatively affects the Customer, the price difference will be refunded.

5. Service Scope and Responsibilities

- The Company is responsible only for the services specified in this Agreement.
- Hotel ratings are determined according to the standards of the tourism authorities of the respective destination country.
- The Company is not responsible for damages caused by third parties during tours.
- In cases such as lost items, delays, or baggage damage, the rules of the relevant service provider (airline, hotel, etc.) apply.

6. Protection of Personal Data

- The Company processes personal data obtained during service provision in accordance with KVKK and relevant legislation and shares such data with third parties only for the purpose of providing the service.
- The Customer declares that they have read and accepted the KVKK Information Notice.

7. Force Majeure

Extraordinary circumstances beyond the control of the parties (natural disasters, war, epidemics, strikes, adverse weather conditions, governmental decisions, etc.) are considered force majeure. In such cases, neither party shall be held liable; however, the Company will make reasonable efforts to provide the most suitable alternatives.

8. Complaints and Dispute Resolution

- The Customer may apply to the Company’s customer relations department for any issues encountered during the service.
- In the event of a dispute between the parties, the competent authority shall be the courts and enforcement offices of Istanbul, where the Company’s headquarters is located.

9. Enforcement

This Agreement enters into force once the Customer confirms the reservation. The parties declare that they have read, understood, and accepted all provisions of this Agreement.

V Otel Turizm A.Ş.

Customer

Signature / Approval