

## **PRELIMINARY INFORMATION FORM**

### **ARTICLE 1. INFORMATION ABOUT THE PROVIDER**

TASİGO HOTELS

Title: Poliday İns. Tur. San. Tic. A.S.

Registration Number: 47177

Central Registration System Number: 0732070672200028

Address: Dede Mh. Haktanır St. No: 4 Odunpazari / Eskisehir

Phone Number: +90 222 211 03 00

Fax Number: +90 222 211 03 03

E-mail Address: info@tasigo.com

Web Site: www.tasigoeskisehir.com

### **ARTICLE 2. ESSENTIAL FEATURES OF THE CONTRACTUAL SERVICE**

- a. This contractual service herein is "Accommodation Service".
- b. For children staying with an adult; 0-3 ages free of charge.
- c. All-you-can-eat buffet breakfast is included in the accommodation fee.
- d. Please note that local and imported drinks received within mealtimes and apart from mealtimes, all activities apart from Accommodation Service are subjected to a charge.
- e. Accommodation Service fee is charged at check-in for refundable reservations, and for non-refundable reservations, the entire payment is charged to the credit card on the day the reservation is made.
- f. For reservations made in foreign currency, your payments will be charged at the exchange rate valid on the date of arrival at the hotel. Our hotel is not responsible for exchange rate fluctuations.

### **ARTICLE 3- CONTRACT PRICE AND PAYMENT OPTIONS**

- a. There is no installment option for your payments to be made at our facility.

- b. Extra food and beverage, personal expenses, transportation, all out-of-scope goods and services to be purchased by the Customer and the people accommodating together, apart from the services included in the accommodation, are not included in the price.
- c. If there is a change in the payment for the product/service subject to the Agreement after the reservation is finalized; In case of a price increase, the difference is not claimed from the Customer and in case of a price reduction or if action discounts are applied by the HOTEL, the Customer will not be refunded for the difference. In these cases, the Customer does not claim any rights.
- d. The final bill for services rendered is issued at the guest's check-out. If the Customer does not receive the bill, he/she can contact the hotel and request that the bill be mailed to the address they specified. The Customer is responsible for the accuracy of the billing address.

#### **ARTICLE 4- TO INFORM**

- a. In accordance with the principles of food safety management, food and beverage are not accepted externally.
- b. You can use the safes in your room to store money and valuables. Our company is not responsible for lost items.
- c. Smoking is prohibited in our hotel rooms. The use of tobacco and tobacco products in the guest areas and hotel rooms is prohibited by law number 4207 in our hotel.
- d. The cost of damages that may occur in "guest areas on the property (hotel rooms / indoor and outdoor areas/restaurant/spa/gym/ indoor and outdoor pool and other places)" during the stay is charged to guests staying at the hotel.
- e. Our company applies health and safety standards accepted by national and international official institutions.
- f. Due to the Covid-19 outbreak, temperature measurements and HES code requests are conducted at the facility entrance. Our service standards meet the criteria of the Safe Tourism Certificate program. And the participation of all our guests staying at our hotel is valuable.

#### **ARTICLE 4 - PLACE OF SERVICE**

Accommodation services will be provided at Tasigo Eskisehir Hotel, Dede Neighborhood Haktanır Street  
No: 4 Odunpazari / Eskisehir

#### **ARTICLE 5 - RIGHT TO CANCEL**

The Accommodation Service covered by this Agreement is outside the scope of the waiver under Article 15-g of the Distance Contracting Regulations published in the Official Gazette on November 27, 2014, and the consumer has no right to withdraw from the Agreement.

#### **ARTICLE 6 - TERMINATION OF CONTRACT**

- a. For non-refundable reservations, the full price is provided, and for refundable reservations, the right to cancel within the last 48 hours is provided.
- b. For refundable reservations, date changes can also be made up to the last 48 hours.

#### **ARTICLE 7 - REQUEST AND COMPLAINT**

You can send your requests and complaints to [info@tasigo.com](mailto:info@tasigo.com)

#### **ARTICLE 8 - DISPUTE RESOLUTION**

In disputes relating to the Accommodation Service under this Agreement, applications may be made to the arbitration committee or consumer court to resolve consumer concerns up to the monetary limits determined by the Department of Customs and Commerce in December of each year.