

Terms and Conditions

- A. The hotel reserves the right to cancel the reservation due to adverse weather conditions, road closures, strikes, acts of terrorism, fog, risk of war, unforeseen technical issues, or any force majeure events that may prevent the commencement or continuation of the reservation. In such cases, the consumer shall not be entitled to any compensation.
- B. If the consumer requests a cancellation up to 15 days prior to the start of the service, the full amount paid shall be refunded.
- C. If the consumer cancels the agreement 15 days prior to the service start date, they agree and undertake to pay 50% of the total reservation amount; if the cancellation is made less than 15 days prior, the full amount shall be payable to the hotel. Any date changes requested by the consumer shall be treated as a cancellation.
- D. In the event of cancellation or transfer of discounted services, the consumer agrees and undertakes to pay 50% of the service fee if the cancellation is made up to 15 days prior to the start date, and the full amount if less than 15 days remain.
- E. For cancellations made no later than 15 days prior to the start of the service, the hotel shall refund the full amount paid by the consumer up to that point.
- F. Serious illness preventing the consumer or their first-degree relatives from performing their usual activities for at least 10 days, or death, documented with an official report from a fully equipped state hospital and submitted in writing prior to the start of the service, shall constitute an exception to the cancellation/transfer terms.
- G. The consumer may not transfer the service to another person before or during the service period. In such cases, the hotel shall not issue any refund.
- H. The hotel reserves the right to partially or fully cancel the announced or booked service up to 25 days prior to its commencement, provided that the consumer is duly informed.
- I. The consumer consents to receiving information regarding services, advertisements, announcements, campaigns, and activities of The Arkin İskele Hotel, as well as its brands, suppliers, and partner organizations. The consumer may withdraw this consent at any time through any communication channel, and the hotel undertakes to cease such communications accordingly.