

# General Terms and Conditions of Mediation

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Türkei Villa Urlaub (Ahmet Metin) acts solely as an intermediary for individual services and is not a tour operator. The rental properties offered are brokered without any touristic services. In the event of a booking, the respective rental agreement is concluded exclusively between you as the tenant and the respective service provider (owner) or their representative (property management), represented by Türkei Villa Urlaub (Ahmet Metin) as an intermediary. By placing a booking order, you confirm that you have read and accepted the following terms and conditions in full.

## Bookings

Your booking order can be placed in writing (via email), verbally, by telephone or online. By placing a booking order based on our website or our written offer, you are making a binding offer to us to conclude the booking. The order is made by the booking party/tenant also on behalf of all listed participants, for whose contractual obligations the booking party is jointly responsible. You are bound by your booking order until it is accepted by us. The booking becomes binding only upon our confirmation via email, which is made in the name and on behalf of the respective service provider/landlord by Türkei Villa Urlaub (Ahmet Metin).

## Services

Our contractual obligation is the proper mediation of the booked service. The provision of the booked service is the responsibility of the respective service provider/landlord. All information about the mediated services is based on the data provided by the landlords. The scope and price of the contractual services are determined by the detailed service description of the property on the website. To the extent that these terms and conditions contain provisions regarding the stay, and the rights and obligations of the tenant and service provider/landlord, these agreements are made by Türkei Villa Urlaub (Ahmet Metin) in the name and on behalf of the landlord and are part of the mediated rental agreement.

## Payment

Unless otherwise agreed, a deposit is due immediately upon booking. Payment can be made via bank transfer or PayPal.

After receipt of payment or payment confirmation, the tenant will receive a booking confirmation via email, and the booking becomes binding.

## Rebooking

If the tenant wishes to change the booking to a different date, a rebooking fee of €50 will be charged. Approval of the rebooking is at the discretion of the villa owner.

Cancellation/Withdrawal

Cancellations must be made via email. The following fees apply:

Up to the 60th day before arrival: 70%

From the 59th day before arrival or in case of no-show: 100%

The tenant is entitled to prove that the cancellation caused little or no cost to the landlord. We recommend purchasing travel insurance.

### **Occupancy**

The rental property may only be occupied by the number of people specified in the booking confirmation. In case of over-occupancy or unregistered guests, the landlord or intermediary is entitled to charge an appropriate fee and demand the departure of excess persons. Use of the property and its facilities by outsiders is not permitted. Violation entitles the landlord to immediate termination and to claim additional costs for utilities and cleaning. Setting up tents, caravans, etc., is strictly prohibited.

### **Pets/Smoking**

Pets are not allowed. Smoking is strictly prohibited inside all villas. Any violation will result in cleaning costs being charged to the tenant.

### **Arrival/Departure**

Check-in is possible from 4:00 PM on the day of arrival; check-out is required by 10:00 AM on the day of departure. The property must be left clean, with all used dishes washed.

### **Insects**

Please note: the villas are located in natural areas where insects like ants, flies, spiders, or scorpions may occur. If infestation is extreme, please contact our local partner office. No liability is assumed for stings or poisonings caused by such animals.

### **Liability**

Türkei Villa Urlaub (Ahmet Metin) assumes no liability for the accuracy or completeness of the information provided (e.g., location, distances, furnishings, etc.). Descriptions are based on the owner's statements. We are not liable for any damages or changes before, during, or after the mediation.

By using [www.tuerkeivillaurlaub.de](http://www.tuerkeivillaurlaub.de), you agree to our Terms and Privacy Policy.

## **Safety**

Children must be supervised at all times. This applies to vulnerable individuals as well. Balconies, terraces, pools, stairs, kitchens, and barbecues are particularly risky. No liability is assumed for accidents or damages.

## **Safes**

Some properties offer safes, as noted on our website. Their use is free unless otherwise stated. In case of theft, neither we nor the landlord assume liability.

## **Damages**

Tenants must treat the property and its inventory with care and report any damages immediately to the landlord or their representative. Tenants are liable for any damages caused. Inventory should be checked upon arrival and reported within 24 hours.

Complaints made after departure will not be accepted. Repairs will be carried out as quickly as possible. Delays may occur on weekends or holidays. No liability for power/water outages due to local or seasonal reasons.

Washing machines are not suitable for sandy beach towels. Resulting damages will be charged to the tenant.

Tenants must minimize potential damage in case of disruptions and report issues immediately. Failing to do so forfeits any claim for reduction.

## **Construction Noise**

Construction can begin at any time near the rental property without notice. Inform the property manager immediately.

Noise from rural surroundings (e.g., roosters, horses, local farms) does not constitute grounds for complaint or compensation.

## **Force Majeure**

In cases of war, terrorism, uprisings, natural disasters, epidemics, official orders, etc., Türkiye Villa Urlaub (Ahmet Metin) is not liable for cancellations or changes.

Delays, detours, or disruptions during arrival/departure do not entitle the tenant to terminate the contract.

## **Termination by the Landlord**

The landlord may terminate the contract if the tenant disturbs the peace or violates the agreement, especially through damage, noise, or over-occupancy. In such cases, the full rental amount remains due.

### **Legal Jurisdiction**

Disputes are subject to the jurisdiction of the courts in the country where the property is located, per EU Regulation (EC) No. 44/2001. Tenants may only sue Türkiye Villa Urlaub (Ahmet Metin) at its registered location.

### **Online Dispute Resolution**

According to Regulation (EU) No. 524/2013, consumers can use the EU's OS platform to resolve disputes. Türkiye Villa Urlaub (Ahmet Metin) does not participate in such procedures.

### **Severability Clause**

If any provision is found invalid, this shall not affect the validity of the remaining contract.