

1. Cancellation, Refund and No-Show Conditions

For reservations made without prepayment, there is a right of free cancellation until the service start time (hotel entrance / check-in time).

The CONSUMER is obliged to comply with the check-in (hotel entrance) time stated in the reservation confirmation. If the check-in time will be different from the check-in time, the CONSUMER must notify the FACILITY and oBilet in writing before the check-in time (that he will use the product/service, the date and time he will check in). Otherwise, this situation will be considered a no-show. In case of no-show, the FACILITY has the right not to offer products and services, accepting that the reservation has been canceled by the CONSUMER. If the CONSUMER, whose reservation has been canceled as a no-show, requests the same product and/or service again, the FACILITY is not obliged to accept this request. In such cases, oBilet cannot be held responsible.

2. Terms of Payment

In reservations made without prepayment, all basic and/or additional service/product fees are paid to the FACILITY by the CONSUMER at the time of service start (check-in), and the invoice is issued by the FACILITY. Transactions made in this way are among the cases where the payment is made directly to the FACILITY. Payment method, place and time are determined and applied by the FACILITY. In cases where the FACILITY receives payment at the end of the service (check-out), a credit card or cash deposit may be requested for possible expenses. Payment-related data is received by the FACILITY without any involvement of oBilet and processed in accordance with the law. In these cases, the CONSUMER shall state that oBilet has no involvement in the payment, and that the payment amount, payment method, invoice provision, deposit taking, cancellation-refund processes, and the processing or protection of payment-related data, including personal data regulations, especially KVKK. He accepts, declares and undertakes that his sole addressee in all situations and disputes is the FACILITY, that oBilet cannot be held responsible in any way, and that he is responsible for all kinds of care, diligence and control.

For reservations without prepayment, the CONSUMER is responsible for any changes in tax rates or exchange rates between the reservation date and the actual payment date. oBilet does not have any authority nor is it responsible for these and similar changes.

For TRNC and other international hotel reservations, the FACILITY may request payment in local currency. If payment is made at the FACILITY by credit card or debit card, the relevant bank may charge an additional transaction fee; can calculate the exchange rate based on the amount determined by itself; can display them individually or separately on the statement. These fees are determined and applied by your Bank. Since these payments received by the bank cannot be reflected in the invoice issued by the FACILITY; There may be a difference between the amount on the statement and the amount on the invoice. In these cases, the only addressee is your bank.

Accommodation tax is not included in the prices for TRNC and other international hotel reservations. In some countries, there may be other tax obligations called tourist tax or other taxes. These taxes are collected by the FACILITY and in local currency. CONSUMER accepts and declares that he/she will pay accommodation tax and other taxes, if any, separately to the FACILITY.