



## Terms & Conditions

By booking at URLA SURF HOUSE you agree to the following terms and conditions:

### 1. Booking

1.1. A potential tenant may register for the rental of a room via email or phone. URLA SURF HOUSE staff will record all registration information on a registration form. The guests' rental offer is expressed through the completion of the registration form. Following the completion of registration, URLA SURF HOUSE makes a binding offer to become party to a lease agreement with an applicant. The lease is binding on all parties listed on the registration form.

1.2. The agreement between the parties is confirmed when URLA SURF HOUSE accepts the applicant's rental offer. Acceptance by URLA SURF HOUSE of the rental offer may be made orally. URLA SURF HOUSE will send a confirmation of the agreement. By this the booking is completed.

### 2. Payment Details

#### 2.1 Deposit

A deposit payment is required, within 7 days after the booking request, to complete the booking. The deposit payment (50% of the total amount) can be made via the Paypal invoice sent by mail.

#### 2.2 Balance

The balance has to be paid at the day of arrival on the reception. The amount should be paid in cash in Euro or Turkish Lira.

### 3. Cancellations

Please advise us as soon as possible if you have to cancel. Cancellations should be made by mail. The contract requires the guest to pay for the accommodation in the event of a cancellation unless:

- More than 30 days notice is given prior to the start date of the booking; the deposit payment will be refunded (deducting administration charge: 10 €).
- Less than 30 days notice is given prior to the start date of the booking, only the loss of the deposit will occur.
- Less than 14 days notice is given prior to the start date of the booking; we reserve the right to keep the deposit payment (50% of the booking costs)

- Less than 7 days notice is given prior to the start date of the booking; we reserve the right to charge 80% of the booking costs.
- Less than 24 hours notice is given prior to the start date of the booking; we reserve the right to charge the full booking costs.

#### 4. Guests' Responsibilities

URLA SURF HOUSE is a privately owned bed and breakfast. All guests are expected to take reasonable care of the rooms and leave them in the same condition as found on arrival. Guests are responsible for any breakages, damage or extra cleaning, as well as the costs associated with these, and these must be reported on departure. If problems arise during your holiday, please notify our reception staff immediately so these can be resolved.

#### 5. General

##### 5.1 Arrival and Departure

Check in time from 2pm. If you will arrive earlier please contact us. Check out is 11am the day of your departure.

##### 5.2 Smoking

Smoking in the rooms is strictly forbidden. You are welcome to smoke outside.

URLA SURF HOUSE

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May 2015

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