

Terms and conditions

The terms and conditions are available on our website. It is the renters responsibility to acquaint himself with the terms and conditions. By making a booking at Şafak Apart Hotel, the renter automatically accepts the terms and conditions.

Taxes

All prices for accommodation, and transfers are including VAT and other taxes.

House rules

In order to make the stay in Şafak Apart Hotel as pleasant as possible for all our guests, we kindly request everyone to stick to the house rules. You will find the list, available in English and Dutch, in your apartment or room.

Force majeure

This is the case whenever your booking is partly or completely obstructed by circumstances beyond the control of Şafak Apart Hotel, such as earthquakes, fire, floods, strikes, conflicts and so on.

Liability

Şafak Apart Hotel does not hold any responsibility or liability for personal or material damage of any kind, during or as a result of your stay in our hotel. In case of misuse of or damage to the room, apartment, shower or other spaces of the hotel, additional fees can be calculated to the renter. In case of lost keys, we are also forced to add the costs to your bill.

Bookings

Şafak Apart Hotel only accepts bookings from persons of 18 years or older. The renter should be at least 18 years of age. Şafak Apart Hotel holds the right to deny a booking at any time, without reason. The confirmation of your booking takes place via email. Please check all the information in the emails regarding check-in and check-out dates and times, prices, numbers, names and ages of guests, etc. If there are any inaccuracies, please inform us immediately. If there are any changes in your booking, please also inform us immediately.

Deposit and payments

To confirm your booking, we require a deposit of 25% of the total room fee, unless agreed otherwise between Şafak Apart Hotel and the renter. We will inform you about payment methods by email during your booking procedure.

The balance of 75% can be paid upon arrival, either in cash or by debit/credit card. We will agree with you on the payment method and currency during your booking procedure.

If any payments are not made in time or according to agreement, Şafak Apart Hotel holds the right to unilaterally cancel the booking.

Cancellations

The deposit of 25% is non-refundable at any time.

In case of an early termination of your stay, there will be no refund.