PRE-CONTRACTUAL INFORMATION FORM

Under Article 5 of the Distance Contracts Regulation | Date of Issue: 08.11.2026

> This document is an English translation of the Turkish original. In case of any discrepancy, the Turkish version shall prevail.

1. SELLER INFORMATION

Company Name: Olympos Lodge Turizm Tarım Sanayi Ticaret Anonim Şirketi
Tax Office and No: Kemer V.D. / 6420923892
Address: Ulupınar Mah. Çıralı Sk. No: 9 Kemer / Antalya
Telephone: +90 532 308 34 86
E-mail: info@olymposlodge.com.tr
Website: www.olymposlodge.com.tr

You can send your requests and complaints to the e-mail address and telephone number above.

2. MAIN CHARACTERISTICS OF THE SERVICE

- The service subject to the contract is the accommodation service provided at the **Olympos Lodge** property.
- Room type, board type, dates of stay and number of guests are selected and confirmed by the BUYER during booking.
- Charges for children, extra beds and age-based rates are subject to the rules shown during booking.
- Preferences regarding room number and location will be considered subject to the property's availability.

3. PRICE AND PAYMENT

- The total price of the service including taxes is shown to the BUYER before the booking is confirmed.
- Under the flexible (refundable) plan, the portion of the total accommodation price at the rate stated on the property's website and during the online booking process will be charged as a prepayment.
- Under the non-refundable plan, 100% of the total accommodation price will be charged at the time of booking.
- Payments will be taken through the secure 3D Secure infrastructure of banks and authorised payment institutions; card details are not viewed or stored by the SELLER.

- The accommodation invoice will be issued in Turkish Lira. Where prices are displayed in a currency other than Turkish Lira, each payment collected will be converted into Turkish Lira on the basis of the Ministry of Culture and Tourism Price Tariffs Communiqué at the Central Bank of the Republic of Türkiye (CBRT) foreign exchange buying rate on the day of the relevant payment. The property cannot be held responsible for differences arising from exchange rate fluctuations.

4. PLACE AND TIME OF PERFORMANCE

The accommodation service will be performed at the **Olympos Lodge** property at Ulupınar Mah. Çıralı Sk. No: 9 Kemer / Antalya on the dates stated in the booking.

5. CANCELLATION, AMENDMENT AND REFUND

Cancellation, no-show, amendment and refund terms are set out in the **Distance Sales Contract** and the **Cancellation and Refund Policy** according to the rate plan selected during booking. Under the flexible plan, the prepayment will be refunded for cancellations made within the free cancellation period stated on the property's website and during the online booking process; under the non-refundable plan, no refund will be made for cancellations initiated by the guest (force majeure excepted).

6. RIGHT OF WITHDRAWAL

> Pursuant to Article 15(g) of the Distance Contracts Regulation, **there is no right of withdrawal** for contracts relating to accommodation services that must be provided on a specific date or within a specific period.

7. COMPLAINTS AND DISPUTES

For disputes, the **Consumer Arbitration Committees** are competent within the monetary limits announced each year by the Ministry of Trade of the Republic of Türkiye, and the **Consumer Courts** are competent in cases exceeding these limits.

8. PERSONAL DATA AND COMMERCIAL MESSAGES

Personal data are processed under the **KVKK Information Notice** and the **Privacy Policy**. Commercial electronic messages for campaigns and promotions will be sent only with the BUYER's separate consent; the BUYER may withdraw this consent at any time free of charge.

9. CONFIRMATION

The BUYER accepts that they have read this pre-contractual information form and confirmed it electronically before completing the booking.