

CANCELLATION AND REFUND CONDITIONS

The cancellation and refund conditions are as follows:

1.a- Participants must inform the agency in writing and with documented evidence of the reasons for cancellation of the service, accommodation, tour, cruise, ferry journey, day activities, or any similar organization at least 10 days prior to its commencement. In such cases, a refund of 100% of the remaining amount, after deducting reservation-related payments, bank charges, fees, taxes, and non-refundable third-party payments, will be made within 15 days.

1.b- Participants must inform the agency in writing and with documented evidence of the reasons for cancellation of the service, accommodation, tour, cruise, ferry journey, day activities, or any similar organization at least 7 days prior to its commencement. In such cases, a refund of 70% of the remaining amount, after deducting reservation-related payments, bank charges, fees, taxes, and non-refundable third-party payments, will be made within 15 days.

1.c- If the service is cancelled with less than 7 days remaining until its commencement, no refund will be provided. Participants who have purchased cancellation refund insurance (in accordance with 1, 1.a, 1.b, and 1.c) will be exempt from these provisions. In such cases, the terms and conditions set by the insurance company will apply.

2- The service provider reserves the right to make additions or exclusions to the program and other services without prior notice. In such cases, the participant does not have the right to cancel or claim compensation.

3- In case of natural disasters, wars, and similar extraordinary force majeure events that prevent the service or organization from being carried out at any time, the participation fee will be fully refunded to the participants within the specified periods.

4- Packages related to this service and organization can be purchased through the official website fethiyeinfo.com and our customer service number. Participants confirm that they have read and accepted the terms and conditions at the time of booking and registration. fethiyeinfo.com reserves the right to make changes to the contract terms without prior notice. Any changes and updates to the contract will also apply to registered participants who have not yet received the service.

5- Participants acknowledge and declare that the information provided during registration for the service is correct and valid unless otherwise notified in writing.

6- Failure to participate in one or more activities included in the service or organization due to any reason or the participant's physical condition not being suitable does not entitle the participant to cancel or claim compensation, and it will not be considered as incomplete service.

7- In case the participant finds the service to be defective and decides to leave the service or organization for this reason, they must inform the guide or team leader in writing. Otherwise, the participant will not be considered to have left the service or organization, and it will be deemed that they have used the service. Additionally, if the participant complains about the service but continues to use it until the end, this will negate any rights to compensation or refund related to the complaint, and the participant will not be considered in good faith. The participant acknowledges that the program is an activity organization and accepts that it expects a certain level of comfort within the framework of an activity holiday.

8- Participants who register for the service through the website or our customer service number are considered to have given consent for promotional purposes via the contact information they provided. Unless individuals explicitly state otherwise, they are deemed to have given consent. The organization has the right to publish all photographs and videos taken during the camp on its website and social media channels. Participants can have their photographs removed by applying to the organization in writing and proving ownership.

9- Even if not signed by the participants, these contract terms, which are valid between the parties, have been learned through fethiyeinfo.com and announcements, and the participants commit to participating in the service and organization based on these contract terms.

10- This contract consists of 10 articles. In case of disputes, the Muğla Fethiye Courts shall have jurisdiction, and the TÜRSAB Regulations will be applied for dispute resolution. Any complaints related to the dispute must be made within 15 days after the end of the organization. The agency's records and minutes regarding the matter will be taken into consideration as evidence.

THE ABOVE PROVISIONS FORM THE CONTRACT TOGETHER WITH THE SERVICE AND ORGANIZATION DOCUMENT AND HAVE BEEN NEGOTIATED, UNDERSTOOD, AND ACCEPTED BY THE PARTIES FREELY AND VOLUNTARILY.