AVICENNA
HOMES

General Terms and Conditions

AVICENNA HOMES - KALKAN | ENGLISH

Draft for legal review • 7 October 2026

1. About us

These General Terms and Conditions apply to accommodation reservations made directly with AVICENNA HOMES-KALKAN through our website or by email.

AVICENNA HOMES-KALKAN
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In these terms, “we”, “us” and “our” refer to Avicenna Homes. “You” and “your” refer to the person making the reservation.

2. Reservations

All reservations are subject to availability. You must provide accurate contact details, stay dates and guest information, including all adults, children and infants.

Submitting a booking request or receiving an acknowledgement does not by itself confirm your reservation. A reservation becomes binding once we have received the required payment and issued written booking confirmation.

Please check your confirmation and contact us promptly if any details are incorrect.

3. Accommodation and occupancy

Accommodation	Maximum occupancy
Afsana	8 guests, or 9 guests with the mandatory paid extra bed
Setara	8 guests
Nana	2 adults and 1 child

Children and infants must be included in the guest information and count towards the applicable occupancy limit. A baby cot does not increase the permitted occupancy.

The extra bed is available only in Afsana, for the ninth guest. No more than one extra bed is available.

Additional overnight guests beyond the confirmed occupancy are not permitted without our prior written agreement and must remain within the accommodation’s maximum capacity.

4. Minimum stay

For Afsana and Setara, the standard minimum stay is 7 nights from 1 May to 1 October and 5 nights from 2 October to 30 April. For Nana, the standard minimum stay is 3 nights.

The minimum stay applicable to your selected dates will be stated before booking. Any agreed exception must be confirmed by us in writing.

5. Prices and currency

Accommodation prices are charged per accommodation, per night, for the confirmed dates and occupancy.

Before you commit to a booking, we will disclose the total payable price, including applicable taxes, mandatory charges and any selected, confirmed extras.

The accommodation price and payment currency will be stated in your booking summary and confirmation. Extras quoted in euros will be identified separately. If currency conversion is necessary, the applicable rate and payable amount will be disclosed before you agree to the charge.

Changes to advertised prices do not affect an already confirmed booking unless you request a change and accept a revised price.

6. Additional services

Additional services are subject to availability and, where applicable, host confirmation.

Service	Price and conditions
Extra bed	€30 per night; Afsana only; mandatory for the ninth guest
Baby cot	€60 per 7 nights, prorated for the length of stay
High chair	Free of charge, on request
Early check-in	On request, subject to availability and an additional charge
Late check-out	On request, subject to availability and an additional charge

Baby cot charges are calculated at €60 ÷ 7 per night, approximately €8.57, with the total rounded to two decimal places.

Early check-in and late check-out are confirmed only after we have approved the request and you have accepted the quoted charge. Confirmed paid extras will be itemised in your booking details.

7. Deposit and payment

A deposit of 30% of the total confirmed booking price is required to secure your reservation.

The deposit must be received within 48 hours of the payment request. If payment is not received within this period, the provisional reservation may be cancelled and the accommodation released.

The remaining balance must be received no later than 7 days before arrival. For bookings made within 7 days of arrival, full payment is required to secure the reservation, by the deadline stated in the payment request.

If the balance is not received by its due date, we may cancel the booking after notifying you. Subject to applicable law, the deposit will not be refunded in that situation. Amounts already paid will be credited against any applicable cancellation charge; the deposit is not an additional penalty on top of that charge.

Available payment methods and payment instructions will be provided during booking or in your payment request.

8. Check-in and check-out

Accommodation	Check-in	Check-out
Afsana	From 4:00 PM	By 10:00 AM
Setara	From 4:00 PM	By 10:00 AM
Nana	From 3:00 PM	By 10:00 AM

All times are local to Kalkan, Turkey. Please inform us of your expected arrival time. Arrival instructions will be provided before your stay.

Arriving before the standard check-in time does not guarantee access to the accommodation. Early check-in and late check-out require prior confirmation.

9. Cancellation by the guest

Cancellation requests must be sent by email to info@avicennahomes.com, identifying the booking and the lead guest. The cancellation charge is determined by when we receive your notice before the scheduled arrival date:

Notice received before arrival	Cancellation charge
More than 56 days	No cancellation charge; full refund of payments made for the booking
Between 42 and 56 days, inclusive	50% of the total accommodation price
Fewer than 42 days	100% of the total accommodation price

The “total accommodation price” means the confirmed price for the accommodation for the entire booked stay, after any agreed accommodation discount.

Payments already received will be applied towards the cancellation charge. Any payment exceeding the applicable charge will be refunded. If payments received are less than the applicable charge, the outstanding amount remains payable, subject to applicable law.

Charges for extras that will not be supplied will be refunded unless a separate, lawful cancellation condition was clearly disclosed and accepted before booking.

Refunds will be made using the original payment method where possible, unless another method is agreed. These cancellation conditions do not limit any mandatory rights you have under applicable law.

10. Booking changes, non-arrival and early departure

Requests to change dates, accommodation or guest numbers must be submitted by email. Changes are subject to availability, any applicable price difference and our written confirmation.

If a requested change cannot be accommodated, your original booking remains in place unless you cancel it under Section 9.

Non-arrival is treated as a cancellation on the arrival date. A voluntary late arrival or early departure does not reduce the agreed accommodation price, subject to any mandatory legal rights.

11. Cancellation by Avicenna Homes

If we cannot provide your confirmed accommodation, we will inform you as soon as possible.

We may offer alternative accommodation or dates, which you are free to accept or decline. If you decline, or no suitable alternative is available, we will refund payments received for accommodation and services that we cannot provide.

This provision does not restrict any further remedies available to you under applicable law.

12. Guest responsibilities

Guests must use the accommodation and its facilities with reasonable care, respect neighbours and follow reasonable safety instructions and house rules disclosed before booking.

You must notify us promptly of damage, defects or safety concerns so that we can address them.

Guests may be responsible for evidenced loss or damage caused by their intentional or negligent conduct, in accordance with applicable law. Normal wear and tear is excluded.

Any property-specific rules concerning smoking, pets, visitors or events will be stated in the accommodation information or otherwise disclosed before booking.

13. Problems during your stay

If something is wrong with your accommodation, please contact us promptly using the details in Section 1 and give us a reasonable opportunity to resolve it.

Reporting a problem does not affect your statutory rights. We remain responsible for providing the accommodation and confirmed services in accordance with the booking and applicable law.

Nothing in these terms excludes or limits liability that cannot lawfully be excluded or limited.

14. Right of withdrawal

Reservations for accommodation on specific dates are generally excluded from the statutory 14-day right of withdrawal under Turkish distance-contract rules.

The contractual cancellation policy in Section 9 therefore applies, without prejudice to any mandatory rights available under applicable law.

15. Personal information

We process personal information for booking administration, payment handling, guest communication and compliance with applicable legal obligations.

Further information about how we use and protect personal information, and how you can exercise your rights, is provided in our Privacy Policy.

Acceptance of these booking terms does not constitute consent to receive marketing communications.

16. Applicable law and disputes

These terms are governed by Turkish law, without depriving consumers of mandatory protections that apply to them under applicable law.

Please contact us first if you have a complaint so that we can seek a resolution. You retain the right to refer a dispute to any competent court or consumer dispute-resolution body available under applicable law.

17. Changes to these terms

The version of these terms provided when your booking is confirmed applies to that reservation. Later updates apply to future bookings unless otherwise agreed or required by law.

If a provision is found to be invalid or unenforceable, the remaining provisions continue to apply to the extent permitted by law.