

Terms & Conditions

Terms & Conditions

By accessing and using Urban Quarters services, you agree to the following terms and conditions.

1. Booking & Payment

- Bookings must be completed with accurate guest information.
- Payment is required in full at the time of booking to secure reservations.
- Cancellation Policy consists of 3 stages:
 - Full refund if canceled 30 days before the check-in date.
 - 50% refund if canceled 14 days or more before check-in.
 - Non-refundable if canceled less than 14 days before check-in.

2. House Rules

- **Pet Policy:** We do not allow pets in our properties due to the intensive services and hygiene procedures required.
- **Parties & Noise Policy:** Parties are not allowed, and quiet hours are between midnight and 8 AM.
- **Check-in & Check-out:**
 - Check-in begins at 2 PM.
 - Check-out is by 12:00 PM. Guests must vacate the property by this time to avoid additional charges.
 - We reserve the right to allow early check-in or late check-out at our discretion and may charge for this service.
- **Smoking Policy:** Our properties are smoke-free. Smoking may result in additional charges for deep cleaning and scent removal, which guests agree to pay in full.

3. Liability & Disclaimers

- **Safe Deposit Boxes:** Nearly all rentals include a safe deposit box. We are not responsible for lost items, and guests are encouraged to store valuables inside the safe box.
- **Guest Well-being:** We are not responsible for guests' well-being outside our accommodation service responsibilities. Guests must ensure they have all necessary travel insurance, including health insurance.

- **Legal Requirement:** As per Turkish law No. 1774, all guests must submit a government-issued document (passport for foreigners, passport or Turkish ID for Turkish citizens) before check-in.
- **Legal Compliance:** Guests must not engage in illegal activities, including but not limited to cybercrime, identity theft, or credit card fraud, from booking to the end of their stay. Guests accept full liability for any unlawful activities.
- **Damage Responsibility:** Guests are responsible for any damage caused directly by them and agree to cover all replacement or repair costs in full.
- **Content & Intellectual Property:** All content (property images, design elements, text, etc.) on our digital and physical properties belongs to us and cannot be used without a written agreement.
- **Commercial Use:** Guests may not use the property for commercial activities, including but not limited to photo shoots, video shoots, or broadcasting. Such commercial use must be pre-approved and priced separately in compliance with management.
- **Operational Hours:** Our official working hours are from 10 AM to 6 PM. We strive to respond to guest requests 24/7, but in cases we do not, this is outside our scope and we are not responsible.

4. Modifications & Termination

We reserve the right to update these terms at any time. Continued use of our services constitutes acceptance of changes.

5. Governing Law

These Terms shall be governed by and construed in accordance with the laws of the Turkish Republic.

Privacy Policy

PRIVACY POLICY

Urban Quarters Tuizm AŞ ("Urban Quarters," "we," "our," or "us") respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, and safeguard your personal information when you visit our website (UrbanQuarters.co), use our services, or interact with us in any manner.

1. Information We Collect

We collect and process various types of personal data, including but not limited to:

1.1 Information You Provide to Us

- **Account Information:** When you register or book a stay, we collect your name, email, phone number, and other details.
- **Payment Details:** To process bookings, we collect billing information and payment method details (handled by secure third-party providers).
- **Communication Records:** Emails, messages, and feedback shared with our team.

1.2 Automatically Collected Information

- **Device & Usage Data:** IP addresses, browser types, and interaction patterns.
- **Cookies & Tracking Technologies:** See our [Cookie Policy] for more details.

1.3 Third-Party Information

- **Social Media Data:** If you interact with us via social platforms.
- **Third-Party Services:** Data from partners, payment providers, and analytics platforms.

2. How We Use Your Information

We use your data to:

- Provide, personalize, and improve our services.
- Process payments and confirm reservations.
- Enhance security and prevent fraud.

- Send marketing and promotional content (with your consent).
- Comply with legal obligations.

3. Data Sharing & Third Parties

We may share your data with:

- **Service Providers:** Payment processors, IT support, and analytics services.
- **Legal Authorities:** If required by law.
- **Marketing & Advertising Partners:** To tailor promotional campaigns.

4. Data Retention & Security

We retain data as long as necessary for our business operations and legal compliance. Security measures include encryption, access controls, and secure processing.

5. Your Rights & Choices

- Access, update, or delete personal data.
- Opt-out of marketing communications.
- Restrict or object to data processing.

Cookie Policy

Cookie Policy

This Cookie Policy explains what cookies are and how we use them, the types of cookies we use i.e, the information we collect using cookies and how that information is used, and how to manage the cookie settings.

What are cookies?

Cookies are small text files that are used to store small pieces of information. They are stored on your device when the website is loaded on your browser. These cookies help us make the website function properly, make it more secure, provide better user experience, and understand how the website performs and to analyze what works and where it needs improvement.

How do we use cookies?

As most of the online services, our website uses first-party and third-party cookies for several purposes. First-party cookies are mostly necessary for the website to function the right way, and they do not collect any of your personally identifiable data.

The third-party cookies used on our website are mainly for understanding how the website performs, how you interact with our website, keeping our services secure, providing advertisements that are relevant to you, and all in all providing you with a better and improved user experience and help speed up your future interactions with our website.

Types of Cookies we use

By	Cookie	Description	Type
Google	_ga_*	Google Analytics sets this cookie to store and count page views.	Analytics

	_ga	Google Analytics sets this cookie to calculate visitor, session and campaign data and track site usage for the site's analytics report. The cookie stores information anonymously and assigns a randomly generated number to recognise unique visitors.	Analytics
	_gcl_au	Google Tag Manager sets the cookie to experiment advertisement efficiency of websites using their services.	Marketing
Facebook	_fbp	Facebook sets this cookie to display advertisements when either on Facebook or on a digital platform powered by Facebook advertising after visiting the website.	Marketing
Elfsight	elfsight_viewed_recently	This cookie is set to recognise visitors' choice of language.	Other
	__cf_bm	This cookie, set by Cloudflare, is used to support Cloudflare Bot Management.	Other
	WhatsappChat.startTime.d457a763-fd7b-4d9b-9ea1-9fb491fb6b50	Elfsight sets this cookie to allow communication between guests and the the site owner via WhatsApp chat	Other
CookieYes	cookieyes-consent	CookieYes sets this cookie to remember users' consent preferences so that their preferences are respected on their subsequent visits to this site. It does not collect or store any personal information of the site visitors.	Other

Manage Cookie Preferences

You can change your cookie preferences any time by clicking the Consent Preferences button placed bottom left corner on our website. This will let you revisit the cookie consent banner and change your preferences or withdraw your consent right away.

In addition to this, different browsers provide different methods to block and delete cookies used by websites. You can change the settings of your browser to block/delete the cookies. Listed below are the links to the support documents on how to manage and delete cookies from the major web browsers.

- [Chrome](#)
- [Safari](#)
- [Firefox](#)
- [Edge](#)

If you are using any other web browser, please visit your browser's official support documents.

Term of Sale

Terms of Sale

These Terms of Sale govern the purchase of accommodation and related services from Urban Quarters Tuizm AŞ ("Urban Quarters," "we," "our," or "us"). By completing a booking, you acknowledge that you have read, understood, and agreed to these terms.

1. Pricing & Payment

- All prices displayed on our website or communicated via booking platforms are in Euro and include applicable taxes unless stated otherwise.
- Payment for the full stay is required at the time of booking unless otherwise agreed.
- Accepted payment methods include major credit/debit cards, bank transfers, and approved online payment systems.
- Additional charges may apply for optional services, including but not limited to early check-in, late check-out, additional cleaning, and extra amenities.

2. Cancellation & Refunds

- **30 days or more before check-in:** Full refund.
- **14 to 29 days before check-in:** 50% refund.
- **Less than 14 days before check-in:** Non-refundable.
- Refunds will be processed within 5 business days through the original payment method. Bank processing times may vary.

3. Security Deposits & Additional Charges

- Some bookings may require a security deposit, which will be fully refunded upon check-out, provided no damages or extra charges apply.
- Guests agree to pay for any damages caused to the property, furniture, or amenities during their stay.
- Smoking inside the property may result in additional cleaning fees.

4. Check-in & Check-out Policy

- Standard check-in time: **From 2:00 PM**
- Standard check-out time: **By 12:00 PM**
- Late check-outs may incur additional charges unless pre-approved by management.

5. Guest Responsibilities & Compliance

- All guests must provide a valid government-issued ID (passport for foreigners, passport or Turkish ID for Turkish citizens) before check-in, as per Turkish Law No. 1774.
- Guests agree not to engage in illegal activities during their stay.
- Urban Quarters reserves the right to refuse service to guests violating these terms with or without refund.

6. Service Limitations

- While we strive to provide uninterrupted services, we are not responsible for temporary disruptions in utilities, internet, electricity or else due to third-party service failures.
- Requests made outside of our official working hours (10 AM – 6 PM) or national holidays will be handled at our discretion.

7. Governing Law

These Terms of Sale are governed by the laws of the Turkish Republic. Any disputes shall be resolved in accordance with Turkish law.