

**Office hours:** Office Çesmeli

Mo to Sunday: by arrangement only

Check in time: 02:00 – 05:00 pm

Check out time: 10:00 am

## Information for guests

We are glad that you've decided to spend your holidays in one of our holiday homes. To make your stay as pleasant as possible we would like to give you some useful information in advance.

### General information

MersinScout.com is an agent for holiday homes in Mersin. All apartments will let out on behalf of the respective home owner.

**Our service should not confuse with the service of a hotel. We act only as brokers!**

During the stay the guest is responsible to keep the apartment clean and tidy as found and leave it in a similar condition.

You are allowed to use all consumables (washing powder, dish detergent, etc.). If necessary, please replenish these goods.

On behalf of the respective home owner we have taken over all matters around booking and billing. For further information please contact our office.

We offer different apartment of diverse home owners. That's why there are differences in size, location and facilities. Inform yourself exactly about these characteristics prior to booking. A change of apartment after booking is unfortunately not possible.

**The number of occupants must not exceed the maximum number of persons determined by the home owner (see description). This also applies to visitors who want to stay overnight.**

### Handover the keys

On your day of arrival you can pick up the keys at our office, Çesmeli, Liparis 3 Tatil Sitesi I Blok Z/34, Atatürk Mahallesi Plaj Caddesi, between 2.00 and 5.00 p.m.

Check - in is between 2 pm and 5 pm. In exceptional cases check - in time must be shifted backwards. We apologise for any inconvenience.

On departure day you have to leave the apartment until 10 am. Handover of the keys will take place either in your apartment or at our office. Please make sure that you leave the apartment in a clean and tidy condition.

The following basic level of cleanliness is required on departure:

Cookers and ovens clean and fat-free.

Crockery and cutlery washed/dried and put away.

Toilets cleaned.

Carpets vacuumed.

Beds stripped.

Barbeque clean and fat-free.

Trash bins emptied.

Before we can refund the deposit, we need to know the actual costs of water and electricity. If this information is not available at the day of departure we will transfer the deposit to your bank account.



### Deficiencies

If you ascertain deficiencies (no water, no electricity etc.) in your apartment please contact the center management.

In other cases (faulty TV, DVD or air condition) you can contact our office. We cannot guaranty that the problems could be remedied during your stay. There is no claim for replacement devices. You are responsible to the home owner for the actual costs of any breakage or damage in or to the apartment, along with any additional costs that may result, which are caused by you or your party. These costs may be deducted from your deposit, but are not limited to that amount.

**Notice! All services not related with booking or accountings, are chargeable.**

### Access to the Apartment

Home owner and representative of the home owner are entitled to access the property at any reasonable time during your stay.



### Car rental/ Tours

Our office assists you to find a hire car. If requested we organise interesting trips to many point of intrests.

### Real estate agency

You want to purchase property in Mersin? No problem. Our office will support you right from the beginning.

### eCless Emlak Turizm Ins. Ltd. Sti



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[www.mersinscout.com](http://www.mersinscout.com)

**We hope you have an enjoyable and memorable holiday!**