

SPECIFICATION OF SURVEY ATTENDANCE AND ADVANTAGES (ELA B2C ADVANTAGES)

1. SUBJECT

This Specification regulates the terms and conditions of participation in the survey conducted by Ela Hospitality Tourism and Hotel Management Inc. (formerly known as Aktay Hotel Enterprises Inc., hereinafter referred to as “Hotel”) and the advantages offered to participants upon fulfilling the specified criteria.

2. SCOPE

The “Participant,” who agrees to the terms of this Specification and fulfills the stated conditions, must be a natural person over the age of 18 and make a reservation through the Ela Excellence Resort Belek Call Center for a stay at the Ela Excellence Resort Belek facility during April, May, or June 2025.

Participants who complete the survey by answering all questions fully by March 31, 2025, will receive a digital code. This code must be used during reservations made via the Hotel’s Call Center to benefit from the outlined advantages.

The benefits granted are non-transferable, cannot be exchanged for monetary value, and cannot be transferred to third parties.

3. SURVEY STUDY

Participation in the survey, which will be available for reservations made via the Ela Excellence Resort Belek Call Center (444 1 352), is optional. However, to gain access to the benefits, the survey must be fully completed, and a digital code must be obtained by March 31, 2025.

The survey link will be deactivated after March 31, 2025. Participants who fail to complete the survey by this deadline will not be eligible for the advantages. The Hotel reserves the right to change or terminate the conditions of the survey and benefits program.

4. ADVANTAGES RECOGNIZED BY THE HOTEL

Participants who fulfill the conditions outlined in this Specification will receive the following benefits:

1. **LovEla Gold Membership:** All eligible Participants will be granted a LovEla Gold Membership.

2. **Discount on Accommodation:** Participants will receive a 5% discount on accommodation fees for reservations made via the Call Center for stays in April, May, or June 2025, provided the reservation is made by March 31, 2025.
3. **Additional Benefits for April, May, or June 2025 Stays:**
 - **Free Transfer Service.**
 - **Spa or A La Carte Dining Privileges:**
 - Participants can choose either a free spa service or a free dinner at one of the A La Carte Restaurants within the Hotel. Both privileges cannot be utilized simultaneously. The choice is subject to availability.
4. **Details of A La Carte Dining and Spa Privileges:**
 - **A La Carte Dining:**
 - Participants selecting this benefit are entitled to a free dinner at one of the A La Carte Restaurants during their stay. Reservations are subject to availability, and the Hotel may suggest alternatives if the requested date is unavailable.
 - **Spa Service:**
 - Participants opting for this benefit are entitled to a one-time, free 30-minute Swedish Massage or Classic Massage during their stay. Reservations are subject to availability, and the Hotel may propose alternatives if the requested date is unavailable.

All benefits must be utilized during stays in April, May, or June 2025.

5. GENERAL TERMS

6. The advantages specified in this Specification are provided exclusively to individuals over the age of 18. Legal entities, groups, or associations are excluded.

1. Digital codes are unique and non-transferable. They cannot be shared or reused for multiple reservations.
2. Benefits cannot be combined with other offers or transferred to other individuals.
3. The benefits are only valid for stays at Ela Excellence Resort Belek during April, May, and June 2025. Unused benefits will expire after June 30, 2025.
4. The Hotel reserves the right to:
 - Unilaterally amend the terms of the Specification or terminate the program at any time.

- Reject claims or disputes arising from changes made to this Specification.
5. In cases of non-compliance with the terms, the Hotel may terminate the Participant's rights without liability or notice.
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6. DIGITAL CODE AND NOTIFICATIONS

Participants completing the survey will receive a personalized digital code, which must be safeguarded to prevent unauthorized use. The Hotel is not liable for misuse of the digital code.

1. Notifications related to this Specification will be made through the Ela Resort App, website (<https://www.elahotels.com>), or email. Participants are responsible for keeping their contact information up to date and monitoring notifications.
 2. The Hotel is not responsible for damages arising from missed notifications.
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7. TERMINATION

The Hotel reserves the right to terminate the Participant's rights or cancel their reservations in the following cases:

- Violation of this Specification's terms or the Accommodation Agreement.
- Misrepresentation of information.
- Verbal or physical misconduct, illegal activities, or disruption of Hotel operations.

The Hotel may seek compensation for damages incurred due to Participant misconduct.

8. PERSONAL DATA

By participating in the survey, Participants consent to the use of their personal data within the scope of this Specification. Data may be shared with operational partners in compliance with GDPR and other applicable laws. Details are outlined in the Personal Data Protection Law (KVKK) Disclosure and Explicit Consent Texts, which Participants must approve during the reservation process.

9. DISPUTE RESOLUTION

This Specification is governed by the laws of the Republic of Turkey. The Serik Courts and Enforcement Offices shall have jurisdiction for dispute resolution. The Hotel reserves the right to file lawsuits in other competent courts as permitted by law.

This Specification is effective as of December 2, 2024.
