FRAMEWORK AGREEMENT FOR INTERNATIONAL CONCIERGE, CONSULTANCY AND INTERMEDIARY SERVICES

1. PARTIES

This Agreement has been entered into electronically, upon the Customer's approval via the Company's website, between [YOUR COMPANY NAME / LEGAL NAME] (hereinafter referred to as the "COMPANY") and the foreign natural or legal person who purchases the service packages/consultancy services offered by the Company through the website [yourwebsite.com] (hereinafter referred to as the "CUSTOMER").

2. DEFINITIONS AND SCOPE OF SERVICES

At the Customer's request, the Company provides guidance, organization, consultancy and intermediary (concierge) services within the borders of the Republic of Türkiye in the following areas:

- Healthcare Tourism Intermediation: Arranging appointments and coordinating between the Customer and authorized healthcare providers.
- Travel and Accommodation: Reservation assistance and coordination of transfer arrangements.
- Relocation and Moving: Assistance with property rental/purchase processes and communication with logistics/moving companies.
- Business, Trade and Daily-Life Support: Guidance on company-establishment processes, shopping assistance, translation, and personal assistance services upon request.

3. THE COMPANY'S ROLE AND LIMITATION OF LIABILITY (LEGAL PROTECTION CLAUSES)

- 3.1. Intermediary Role: The Company does not directly provide medical interventions, accommodation, moving/transportation, legal consultancy or real estate sales services to the Customer. The Company acts in the capacity of an "Intermediary / Agency / Consultant." The Customer irrevocably acknowledges and declares that the underlying services will be provided by third-party providers in Türkiye (such as hospitals, doctors, hotels and moving companies).
- 3.2. Exemption from Medical Liability: In arranging appointments within the scope of healthcare tourism, the Company makes no medical diagnosis, treatment, surgery or medical-outcome commitment. In the event of any malpractice (negligence by a doctor/hospital), complications, permanent injury or dissatisfaction arising during treatment, the relevant healthcare provider and doctor delivering the service shall be the sole parties responsible. No claim for material or non-material damages may be brought against the Company on these grounds.
- 3.3. Fault of Third Parties: The Company shall not be held responsible for the service quality, delays, loss of property, accidents or breaches of contract of hotels, moving companies, translators or other third-party businesses booked or recommended by the Company on behalf of the Customer.
- 3.4. Force Majeure: If services are disrupted due to force majeure events beyond the Company's control, such as war, natural disasters, epidemics, changes in legislation, visa cancellations or decisions of public authorities, the Company shall have no obligation to pay compensation.

4. CUSTOMER OBLIGATIONS

- 4.1. Accuracy of Information: The Customer undertakes that all personal data, passport details, medical history and official documents provided to the Company in connection with relocation, moving, healthcare or business-support processes are accurate, up to date and complete. The Customer shall bear any civil or criminal liability arising from false declarations.
- 4.2. Compliance with Laws: The Customer must act in accordance with the laws, public order, and customs and traditions of the Republic of Türkiye. A Customer receiving business and trade support is personally responsible for complying with tax and commercial legislation in Türkiye.
- 4.3. Additional Payments: The service fee paid to the Company covers only consultancy/intermediation services. Amounts payable directly to third parties, such as hospital expenses, fees, taxes, hotel accommodation charges, tickets, and courier/transportation costs, shall be borne entirely by the Customer.

If the Customer fails to pay the agreed service fee on time or decides not to receive the service, the Customer acknowledges in advance that they shall not be entitled to request a refund of the service fee paid. The Customer agrees not to request a refund on the basis of reasons or excuses that do not arise from a valid and force-majeure circumstance.

By accepting the service agreement, the Customer acknowledges that they may not refuse to pay the agreed service fee.

5. CANCELLATION, REFUND AND RESERVATION TERMS

- 5.1. The cancellation and refund terms for consultancy packages purchased through the website may vary depending on the package selected by the Customer and the approved service schedule.
- 5.2. Refunds of deposits or advance payments made to third parties (such as hospitals and hotels) are subject to the cancellation policies of the relevant providers. The Company does not guarantee such refunds.

6. CONFIDENTIALITY AND PROTECTION OF PERSONAL DATA (KVKK AND GDPR)

By approving this Agreement, the Customer acknowledges that they give explicit consent to the sharing of their personal data and, in particular, special-category personal data relating to healthcare tourism (such as medical reports), with authorized hospitals, doctors, intermediary agencies and public authorities in Türkiye, to the extent necessary for the performance of the services. The Company undertakes to protect such data in accordance with the personal data protection legislation of the Republic of Türkiye (KVKK) and international GDPR standards.

7. GOVERNING LAW AND COMPETENT COURTS

The laws of the Republic of Türkiye shall govern the application and interpretation of this Agreement. The Courts and Enforcement Offices of Büyükçekmece shall have exclusive jurisdiction over the resolution of any disputes arising hereunder.

8. EFFECTIVE DATE

When the Customer clicks the “I have read and accept the Agreement” button on the website, the Customer shall be deemed to have accepted all provisions of this Agreement, and the Agreement shall enter into force.

Translator’s note: This is an English translation of the Turkish source document. It is not a legal review; provisions concerning liability, refunds, personal data, and jurisdiction should be reviewed by a qualified lawyer before use.