

SERVICE PACKS

"Do whatever comes your way as well as you can. Think as little as possible about yourself and as much as possible about other people. Put a good deal of thought into the happiness that you are able to give."

- Eleanor Roosevelt -

At Sun Escape we'd like to think that a client with a question or request is never an interruption of our work; but the purpose of that work. However we prefer to prevent fires instead of repeatedly putting them out. We understand that as a new overseas home owner there are a multitude of things fired at you, and everything can become more complicated than it really is.

To completely take the stress out of all those little things you might forget, or not even think about after purchasing, we've come up with comprehensive service packages that will set your mind at ease, and make every visit to your new property feel like coming home.

Our packages are 'Bronze', 'Silver', 'Gold' and 'Mix & Match', all of them fitting a certain need of servicing.

SERVICE PACKS :	BRONZE	SILVER	GOLD	Mix&Match
Welcome Pack	X 1	X 2	X 3	15
Key Holding	■	■	■	20
Monthly Property Check	■	■	■	100
House Keeping	□	X 1	X 2	**25 to 50
Bill Follow Up	□	■	■	100
Gas & Water bottle (Refills)	□	■	■	50
Property Letting *	□	□	■	150
Airport Transfer	□	□	X 1	40-80
	GBP 100	GBP 250	GBP 400	

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We also provide extra services below.

Lock Change	GBP 25		Additional Service	Please Call
Weekly Winter Check	GBP 150		Earthquake Insurance	Ask Price
Car Rental (daily)	GBP 30		Content Insurance	Ask Price
			Laundry	Ask price

***Price is determined by the size of your property and price of per house keeping.*

BRONZE:

A package for people who are independent and like to sort things out by themselves. The services in this package will take care of the basic things for your Turkish property, after you've returned home.

Price per year: £ 100 / € 125

Services: Key holding, monthly property checks, and one 'welcome package'

SILVER:

A package for people who just want to get on a plane and switch off their minds for their holiday that follows. All services in this package are aimed at you having a hassle-free holiday and not to have that interrupted by trips to the water and electricity office, tax office and other offices you would rather not spend any time during your holiday.

Price per year: £ 250 / € 315

Services: Key holding, monthly property checks, two welcome packs, bill follow up, one time house keeping and gas & water bottle.

GOLD :

This package is especially for people who want to maximize their rental potential of their properties. All services are aimed at a problem-free stay for both you and your guests. Besides that, this package will take care of any inconvenience you might experience with non-paying guests, the tax man, and pesky rental agreements and administration.

Price per year: £ 400 / € 500

Services: Key holding, monthly property checks, welcome packs for yourself and your guests, bill follow up, house keeping every time you or any guests stay over, gas & water bottle, broad advertising plus full administration of your property lets, and your first gas & water bottle.

Mix 'n Match:

The Mix and Match Pack is for anybody who cannot find themselves in any of the pre-cut service packages and needs a more fine-tuned management of their property. With the Mix 'n Match option, you can create your own package, according to your own wishes.

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Welcome Pack:

£15

(Available in Bronze, Silver and Gold Packs)

The welcome pack is a nice basket of assorted items which will come in handy, if you just got of a charter flight at an impossible hour in the night. Our welcome pack consist of those things in your fridge and on your kitchen counter that will save you a trip to the super market right after you put your suitcase down! The welcome pack is also a nice welcome to any guests that have rented your property.

In addition to the welcome pack, you can request us to do specific shopping for you, so everything is sorted and ready upon your arrival (charged separately).

Key Holding:

£20

(Available in Bronze, Silver and Gold Packs)

Always having a copy of your key in a secure place, ensures that at any time you can instruct us to check your property, or let you into your apartment after a late charter flight during which you realized you have forgotten your copy of the key on the kitchen counter at home!

Monthly Property Checks:

£100

(Available in Bronze, Silver and Gold Packs)

During our monthly property checks, we will inspect your property for any damages. At the end of every property check, you will receive a property check report and images of there are any problem. In case of damages, we will give possible solutions to your problem and ask you your next step.

House Keeping:

£25-50

(Available in Silver and Gold Packs)

Our house keeping is done by reliable and professional staff and includes the following:

- dusting & sweeping
- airing rooms
- wet cleaning floors and wet areas
- balcony & terrace clean
- emptying trash bins
- flushing toilets
- washing dishes

House keeping is extremely helpful if you are letting out your property, or really cannot be bothered with cleaning your house on the first day of your holiday in Turkey.

Bill Follow up:

£100

(Available in Silver and Gold Packs)

Turkish way of life is cheap....but unfortunately not free!

Keeping track of the bills of your overseas home may slip your mind once you are back home.

Unfortunately your utilities will be cut off, if bills for your property are not paid on time, resulting in high reconnection charges or tax fines upon your return to your home in Turkey.

We will make sure all your bills are paid on time and utilities stay connected. All you have to do is leave us a small amount of which we will pay your utility bills. After paying your bills, we will send you an overview (usually around the end of the month) of the amount paid and the money still left in your account with us.

Bill follow up is ideal for all home owners, those who visit once a year or those who let out their properties multiple times per year.

Gas & Water Bottle:

£50

(Available in Silver and Gold Packs)

Gas bottles and the large water bottles are generally used throughout Turkey. Your first Gas & Water bottle can be a bit of a pickle to obtain if you do not speak Turkish and basically have no idea where to get one.

We can assist you to have those items upon your first stay in your home, your gas bottle is connected and a new water bottle has a dispenser or is set up in your electric water cooler (at purchase cost). Gas and Water is for refills only. If this is your first time getting one, we can help you purchasing gas and water bottles.

Airport Transfers:

£40 to 80

(Available in Gold Pack)

Our airport transfers are private transfers, unless you are traveling with more than 3 people; Meaning that you will be taken straight from the airport to your property, instead of driving around town dropping off several other travelers. Our airport transfer is from Bodrum, however for an extra 20 GBP we include Izmir airport as well. Airport transfers are return transfers

Airport transfers can be booked separately or you can get it along with our Gold.

Property Letting: **£150**
(Available in Gold Pack)

You've bought your property and are now ready to spread the word that it is up for rent...but where to start and how to go about that?

We will make this all very easy for you, by making sure the only thing you will notice of letting out your property is the rental income that flows into your Turkish bank account.

We will promote your home amongst our existing client base, and several online portals to maximize the exposure of your property. We will also handle all administration regarding the let (e.g. rental agreements, availability updates, correspondence, deposits, property manual, region guide).

For us to let your property you need to have covering content insurance, a Turkish bank account (YTL and £ Sterling) and a Turkish Tax number.

Weekly Winter Check: **£150**
(Available Separately)

For those who are curious about their property during the winter time, this option is ideal for them. We check your property every week and send you an email regarding your property.

Earthquake Insurance: **Ask Price**
(Available Separately)

Earthquake insurance is mandatory by law and has to be renewed every year. Price changes depending on the size of your property. Contact us for a quote.

Content Insurance: **Please ask price**
(Available Separately)

In case of anything goes wrong in your property like theft, flood etc. we will get in touch with insurance company and get your property sorted and claim your compensation. Since we deal with the insurance company all the time, we are able to receive compensation easier and faster.

TERMS AND CONDITIONS

General:

Services on the property will start once full funds (and bill follow up credits) are received.

We will notify you in a timely manner if the credits left are near finishing, so you will have plenty of time to replenish your account with us.

Unused services will not be transferred to the next service season. All services must be used within same service period.

If at any point in time, you are not satisfied with any of our services, or are not clear what is happening regarding your property, please contact us at the appropriate web address and/or telephone numbers which you will find in your subscribers information.

If you would like to cancel your service with us, we refund 50% of the remaining service time.

Monthly Property Checks: During our monthly property checks, we will inspect your property for any damages. Unless there is an emergency, our staff is advised not to touch anything until owner decides on an action.

Weekly Winter Checks: Weekly property check periods are between 1st of November till end of March 1st. At the end of every month we email you a detailed report of your property. Other we send you email if there is anything wrong with your property or not.

Key Holding: Your keys will not be delivered to anybody unless authorized by you. Keys are available for collection between 9 am and 6 pm. If you'd like the keys to be delivered to you, there is a £10 out call charge.

Welcome Pack: For us to prepare your welcome pack, pre-shopping, house keeping, we would like to learn your arrival in a timely manner. Please ask for confirmation email of your request.

Bill Follow up: An amount of £50 or higher is required for us to pay your bills on time. You will be notified if your bill float is below 50 TL and will be asked to add funds on it. Sun Escape is not responsible for bills that are not paid if your balance is zero. Your bill float will be refunded at the end of your service.

Gas & Water Bottle: Gas and Water bottle service are refills only. Client is responsible of the bottles itself. If you don't have bottles, we can help you to get one and installed in your house. Although we don't have any limit on bottles provided, we believe in acceptable usage. (Max limit 30 bottles)

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Content Insurance: In case of something happens to your property, we need power of attorney from you to act on your behalf . We can not guarantee the insurance company will comply to our request of compensation for the damage unless a power of attorney is provided.

Property Letting: Our property letting service includes promotion of your property amongst rental websites and portals, our client base and local residents. We will also handle administrations regarding the let (e.g. rental agreements, availability updates, correspondence, deposits, property manual, and region guide). This service is for promotion of your property only and does not guarantee any rental income. A separate commission per rental amount is calculated. For us to let your property you need to have covering content insurance, a Turkish bank account (YTL and £ Sterling) and a Turkish Tax number.

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