



FREQUENTLY ASKED QUESTIONS

Q: Do you offer security services?

A: All of the Cityloft buildings have closed circuit security camera system.

Q: What are the check-in & check-out times?

A: You may check-in at 2 AM and check-out before 12 AM. For different arrangements, you may confer with Cityloft Sales Representative at the contract stage. We would be happy to make arrangements depending on the availability.

Q: Is it close to public transport?

A: Yes, public transportation stop are at walking distance.

Q: Is it close to shopping centers, universities, hospitals, pharmacies, banks and general places?

A: All of our buildings are near shopping centers, Ataşehir hospitals district, Yeditepe University, Acibadem University, banks and general places.

Q: Do you have WiFi?

A: Yes, we offer free WiFi through out the buildings and every apartment. You may also start your own WiFi subscription if you like.

Q: Am I allowed to bring guests/visitors?

A: Yes. You may invite your guests to your apartment as long as it doesn't exceed apartment's capacity.

Q: Do you arrange airport and similar transfer needs?

A: Yes, we would be happy to arrange your airport transfers as well as your taxi and rental car needs. This service is not included in the price.

Q: Can I have refunds?

A: Reservation fees are not refundable but you may transfer your reservation on an another guest.

Q: Can I show your address as my place of residence?

A: Yes, you can by informing the management about this arrangement.

Q: Are contract dates extendable?

A: Yes, you can extend your contract by informing the management before the end of contract depending the availability.

Q: Can I cancel my contract before the end-date?

A: You may transfer your contract to another renter that you or our sales team finds. Your contract won't expire until the transfer has happened.

Q: Are pets allowed?

A: No, sadly we can not allow pets inside.

Q: How can I use the car park.

A: In case of availability, we can offer you a parking space. This service is not included in the price.

Q: Is there an apartment cleaning service?

A: We have apartment cleaning service available, free of charge.

Q: How can I acquire kitchen tools, pillows etc.?

A: For hygienic and security reasons, there are no kitchen tools, pillows etc. in the apartments. You can learn about our packet offerings and details from the reception. Or you may bring your own wares.

Q: Does the security deposit counts as rent?

A: No it doesn't. You can have your security deposit back in case of returning the apartment undamaged. If there is a damage, the rent arrangement would go on until the end of repairs.

Q: What is included in monthly dues.

A: Monthly dues include; internet, pest control, maintenance of the common areas and the buildings, electricity, closed circuit security camera system, technical maintenance and elevator maintenance.

Q: What happens when the monthly dues are not paid?

A: The services that are included in the monthly dues would be limited.

Q: Will there be a spare key at the management?

A: The management can only enter your apartment with its spare key in cases of natural disasters, health issues or grave electrical and mechanical malfunctions.

Q: Can I pay the rent in foreign currencies?

A: Yes, we accept Dolar and Euro as a form of payment.