



HUNGUEST HOTELS

H U N G A R Y

GENERAL TERMS AND CONDITIONS OF CONTRACT

The scope of these General Terms and Conditions of Contract shall extend to all services provided by the members of the HUNGUEST Hotels Chain. These General Terms and Conditions of Contract are being published by HUNGUEST Hotels Zrt, acting in the name of the members of the HUNGUEST Hotels Chain, whereas the hotel and related services are provided by the member hotels that enjoy all of the related rights and are burdened with all of the related obligations.

1) **Service Provider Details:**

Address: HUNGUEST Hotels Zrt. Bartók Béla út 152, Budapest, H-1113, Hungary

Correspondence Address: P.O.Box 88, Budapest 112, H-1502, Hungary

Telephone: +36-1-481-9100.

Facsimile: +36-1-481-9101, +36-1-481-9102

E-mail: info@hunguesthotels.hu

Internet: <http://www.hunguesthotels.com>

2) **Usage and terms of service:**

a) *Placing an Order for the Service:*

In every case orders are to be sent **in writing** (by facsimile, e-mail, etc.) to the responsible hotel. The contact details of the individual hotels are available in the publications of HUNGUEST Hotels Zrt, in the brochures of the hotels themselves, and on the home page at www.hunguesthotels.com.

An order **should indicate** the Guest's name and address, the exact arrival and departure times, the room type, and an accurate designation of the services required (catering, programme, transportation).

If a specific hotel has several types of rooms and/or several buildings, then the hotel building and the room category and type, subject to the Guest order, should be communicated to the hotel in no uncertain terms.

The hotel shall confirm every order in writing (by facsimile or by e-mail).

In every case and in every hotel the hotel rooms shall be ordered with services identical to the content of the "HUNGUEST Hotels Basic Hotel Package".

The prices, offers and packages published by the members of the HUNGUEST Hotels Chain shall in every case include the services that constitute the "HUNGUEST Hotels Basic Hotel Package".

"HUNGUEST" Hotels Basic Hotel Package used by the members of the HUNGUEST Hotels Chain and valid until 31 March 2010: The contents for the individual member hotels are included in Annex No. I to these General Terms and Conditions of Contract.

b) *Validity of Offers:*

With the exception of room prices, the offers made by HUNGUEST Hotels Zrt are available to our guests with a restricted amount of room capacity only.

a) *Cancellation of Service:*

The Guest shall agree to inform the concerned hotel ***in writing and prior to the commencement of the service***, of any cancellations or modifications to the services ordered or of any other changes.

In the case of individual orders, unless otherwise provided for in an individual agreement concluded with the Guest, cancellations shall be accepted without penalty up to **three days prior to arrival**.

If the Guest does not show up and fails to cancel the order by the appropriate deadline, the amount of the penalty shall be equivalent to the price of the room for one day.

Cancellation terms for group orders shall be specified within individual transaction agreements.

d) *Arrival to and Departure from the Hotel:*

Hotel rooms may be occupied as of 2 p.m. on the day of arrival and must be vacated by 10 a.m. (by 12 a.m. in certain hotels) on the day of departure.

3) Payment terms:

Consideration for services ordered may be paid *by bank transfer or with cash or credit card* on the premises, or with cards issued within the HUNGUEST Hotels Frequent Guest Card Programme, or with *holiday vouchers* for hotels located in Hungary. Unless otherwise provided for in the contract concluded with the hotel or with the booking office, when paying by bank transfer the Guest shall pay the consideration for the services ordered, prior to arrival, to the bank account of the hotel concerned.

4) Our Prices:

Prices quoted by HUNGUEST Hotels Zrt are always ***inclusive of*** the lawful *VAT* prevailing at the date of printing and are ***exclusive of*** *tourism tax*, which is payable at the service location, except for price quotations where HUNGUEST Hotels Zrt specifically indicates that "The prices quoted are inclusive of tourism tax". Prices are also ***exclusive of*** charges for *travel to and from* the hotel and for *tour guide* services.

Pursuant to Article 6 of Regulation No. 4/2009 (of January 30) issued jointly by the Minister of National Development and Economy and the Minister of Social Affairs and Labour, prices should be displayed at the location where the services are provided, in a way that complies with the statutory regulations. Guests can also obtain adequate information about service charges prior to the commencement of the service, at the hotel reception.

HUNGUEST Hotels Zrt reserves the right to make changes to its prices.

Prevailing prices are communicated by the hotel in the confirmation of the order. Information on the prevailing prices of any specific hotel is available on the HUNGUEST Hotels Zrt home page (www.hunguesthotels.com).

The Service Provider and the Guest agree that they shall consider the day of the last service actually used by the guest as the performance date for the service provided (pursuant to Article 55 Paragraph (1) of the VAT Act).

5) **Individual Services:**

a) Discounts for Minors:

Discounts shall apply exclusively for children travelling together with their parents and shall not apply for groups of students.

b) Full Board Service:

Extends from the evening meal on the day of arrival to breakfast or lunch - varying by hotel - on the day of departure, depending on the preliminary arrangements made with the hotel and depending on the offer published by the hotel.

c) Programmes:

The hotel shall provide information on its programme offers and their prevailing prices at the time when the reservation for the accommodation is made and throughout the Guest's stay at the hotel. Certain programmes offered by HUNGUEST Hotels Zrt are subject to a specified minimum number of participants. Guests should make arrangements for programmes with the concerned hotel when making the reservation. Programmes are presented in the publications of the individual hotels and on the home page at www.hunguesthotels.com.

d) Therapeutic Services:

Therapeutic services used in the hotels of HUNGUEST Hotels Zrt shall be subject to charges as set forth in the effective statutory regulations.

6) **Complaints:**

For any complaints arising while the hotel services are being provided the Guest may make a complaint at the hotel reception *in writing*.

The hotel shall be obliged to investigate such complaints *within three days* and to provide a full response.

7) **Indemnity:**

The hotel shall be liable for damages caused as set forth in the relevant statutory regulations.

If a Guest fails to make a complaint while at the premises, he/she shall not be entitled to subsequent indemnification.

The Guest hereby declares to have acquainted him-/herself with the contents of these General Terms and Conditions of Contract and to have taken note of the same.



HUNGUEST HOTELS

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GENERAL TERMS AND CONDITIONS OF CONTRACT ANNEX NO. I.

"HUNGUEST HOTELS BASIC HOTEL PACKAGE" CONTENTS BY HOTEL UNTIL 1 APRIL 2010

Hotels	Content
HUNGUEST Hotel AQUA-SOL Hajdúszoboszló	Accommodation with a buffet breakfast extended by a Vital- and a Bio Corner, one extra principal meal which could be either a buffet-dinner OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, unlimited use of the wellness facilities (9 m swimming pool, Jacuzzi, sauna, steam cabin), depending on opening hours use of the operating pools of the medicinal spa operated by Hungarospa in Hajdúszoboszló (indoor and outdoor spas and in the beach season a swimming pool, wave pool, bubble-bath pool, children's pool, and a Mediterranean beach), afternoon coffee and cakes, use of bathrobes, guest room internet (WiFi), parking.
HUNGUEST Hotel BÉKE Hajdúszoboszló	Accommodation with a buffet breakfast extended by a Vital- and a Bio Corner, one extra principal meal which could be either a buffet-dinner OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, unlimited use of the medicinal and wellness facilities of the hotel (adventure pool, sauna world, swimming pool, spa pools), use of bathrobes, guest room internet (WiFi), parking.
HUNGUEST Hotel ERKEL Gyula	Accommodation with buffet breakfast.
HUNGUEST Hotel FENYŐ Miercurea Ciuc (Transylvania)	Accommodation with buffet breakfast, use of the wellness facilities (sauna, gym), use of wireless internet.
HUNGUEST Hotel FLÓRA Eger	Accommodation with buffet breakfast, use of the wellness island (adventure pool, children's pool, Jacuzzi, infra-cabin, Finnish sauna, aromatic sauna and steam chamber, dive pool, Kneipp gravel-bed tread-pool), direct pedestrian access to the town beach (adventure pool at extra charge), guest room internet (WiFi).
HUNGUEST Hotel FORRÁS Szeged	Accommodation with buffet breakfast, day-pass to use the operating pools of the next-door Aquapolis Szeged Sun Spa (adventure pool with slides, spa, summer

	bath), and a pass to use the Silent Wellness section of the Sun Spa between 7 a.m. and 9 a.m., use of bathrobes, guest room internet (WiFi).
HUNGUEST Hotel FREYA Zalakaros	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, passes to the Granite Spa in the same number as the number of nights spent in the hotel. The spa pass allows unlimited pedestrian access to the water pools of the Granite Spa and also allows access, depending on opening hours, to the Beach and Wave Pools. Animation for children, use of bathrobes for adults.
HUNGUEST GRANDHOTEL GALYA Galyatető	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, use of the wellness facilities (indoor pool, bubble-bath, saunas, steam cabin), use of the gym and bathrobes, wired internet in the guest room, parking.
HUNGUEST Hotel GRIFF Budapest	Accommodation with buffet breakfast.
HUNGUEST Hotel HEILIGENBLUT Heiligenblut (Austria)	Winter: buffet breakfast, dinner as an international thematic buffet, leisure and animated programmes, swimming pool, sauna, steam cabin, infra-cabin with various aromas and background music, kindergarten from Monday to Friday (reservation required), computer with internet access and WLAN in the Glockner Bar. Summer Buffet breakfast, dinner (half board) as a national and international thematic buffet, standard table beverages during dinner, Carinthia National Park Card, use of the Grossglockner Hochalpenstraße from 2 nights, leisure and animated programmes, use of the wellness section, kindergarten from Monday to Friday (reservation required).
HUNGUEST Hotel HELIOS Hévíz	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a buffet lunch OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, use of the hotel's thermal spa (32-34°C) and wellness section (Jacuzzi, sauna, infra-cabin, steam-cabin, adventure pool (34-36°C)), in summer use of the outdoor pool (24-26°C) and the children's pool, use of the gym, colourful sports programmes daily (water gymnastics, morning gymnastics, Fit Ball, spine, hip and shoulder gymnastics, cardio-training).
HUNGUEST Hotel HÓFORRÁS Hajdúszoboszló	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a buffet lunch OR a cold pack, use of the spa, Jacuzzi, sauna and bath robes.
TULIP INN BUDAPEST MILLENNIUM Budapest	Accommodation with a buffet breakfast, guest room wired internet use.
HUNGUEST Hotel NAGYERDŐ Debrecen	Accommodation with a buffet breakfast, use of the hotel's thermal pool and sauna.
HUNGUEST Hotel PALOTA Lillafüred	Accommodation with buffet breakfast, use of the swimming pool, sauna, tread-pool and dive pool,

	steam bath, bubble-bath, gym, bathrobes, guest room internet (WiFi), parking.
HUNGUEST Hotel PANORAMA Hévíz	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a buffet lunch OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet, use of the safe.
HUNGUEST Hotel PELION Tapolca	Accommodation with a buffet breakfast extended with a Bio Corner, one extra principal meal which could be either a buffet-dinner OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, use of the wellness island (adventure pool, thermal pool, sauna, infra-cabin, steam cabin, gym, garden swimming pool from May to September), morning gymnastics, water gymnastics, use of bathrobes, wired internet in the guest room, parking.
HUNGUEST Hotel PLATÁNUS Budapest	Accommodation with buffet breakfast.
HUNGUEST Hotel RÉPCE Bükfürdő	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a buffet lunch OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet, use of the hotel's wellness island, parking.
HUNGUEST Hotel RÉPCE GOLD Bükfürdő	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a coffee and cakes buffet (coffee, tea, soft drinks, salty and sweet confectionery) OR a cold pack OR a sandwich buffet at the choice of the Guest, use of the hotel's wellness island (swimming pool, bubble-bath, Jacuzzi, Finnish sauna, infra-cabin, steam-cabin, icy shower), use of bathrobes, wired internet in the guest room, parking.
HUNGUEST Hotel SUN RESORT Herceg Novi (Montenegró)	Accommodation in air-conditioned rooms, buffet breakfast and buffet dinner, use of bathrobes, use of the wellness facilities free of charge (Jacuzzi, sauna), use of the garden pools, children's pool, multi-functional sports ground, proprietary seafront beach, internet use, parking.
HUNGUEST Hotel SZIESZTA Sopron	Accommodation with a buffet breakfast, pass to the Lóvér swimming pool in town, in summer to Lake Fertő and to Tómalom Bath.