



# HUNGUEST HOTELS

H U N G A R Y

## GENERAL TERMS AND CONDITIONS OF CONTRACT

*valid from 01.02.2012*

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. 1191 Budapest, Vak Bottyán u. 75/A-C, Hungary

Correspondence Address: P.O.Box 8, Budapest, H-1701, Hungary

Telephone: +36-1-481-9100.

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

E-mail: [info@hunguesthotels.hu](mailto: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](http://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).

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. The contents for the individual member hotels are included in Annex No. I to these General Terms and Conditions of Contract.

b) mediated services:

The current list of mediated services rendered at the hotel and figuring in its basic package is available on the web-page of Hunguest Hotels at the direct Internet address of [http://www.hunguesthotels.hu/mediated\\_services/](http://www.hunguesthotels.hu/mediated_services/) The prevailing list of “mediated services” is published exclusively at the above Internet address.

c) 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.

d) 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.

e) 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:**

Payment for the ordered services can be made *by way of transfer*, or on the spot *in cash, by bank card*, by card issued under the HUNGUEST Hotels Frequent Guest Card Programme, by health fund card (if the hotel chain signed a contract with the health fund for its acceptance) and at Hungarian hotels *with holiday check* and *by the Széchenyi Holiday Card (SZÉP card)*.

In the case of payment with holiday check and by SZÉP card, the hotel may ask for advance payment for the ordered services to ensure the lawful use of the holiday check and the card as well as for the Guest's public document suitable for personal identification (ID card, driving licence or passport). The Guests must fulfil the request for identification. If, however, the identification fails due to reasons outside the hotel's control, the hotel may refuse to accept payment with holiday check or SZÉP card.

In the case of transfer – unless otherwise stipulated in the contract signed with the hotel or with the booking office – the Guest must credit the consideration of the ordered services to the bank account of the relevant hotel prior to the arrival.

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](http://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](http://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.**

*Budapest, 01.02.2012.*



# HUNGUEST HOTELS

H U N G A R Y

## ANNEX NO. I.

### "HUNGUEST HOTELS BASIC HOTEL PACKAGE" CONTENTS BY HOTEL

Valid from 1. APRIL 2012

Hotels	Content
<b>HUNGUEST Hotel AQUA-SOL</b> <b>Hajdúszoboszló</b>	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), 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), entrance to the Aqua- Palace Covered Experience Bath, afternoon coffee and cakes, use of bathrobes, guest room internet (WiFi), parking.
<b>HUNGUEST Hotel BÉKE</b> <b>Hajdúszoboszló</b>	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, children's pool, swimming pool, spa pools and sauna world with aromatic cabin, steam bath, infrared and finnish saunas), use of bathrobes, guest room internet (WiFi), parking.
<b>HUNGUEST Hotel BÉKE</b> <b>APARTMAN BUILDING</b> <b>Hajdúszoboszló</b>	Accommodation without board, unlimited use of the medicinal and wellness facilities of the hotel (adventure pool, children's pool, swimming pool, spa pools and sauna world with aromatic cabin, steam bath, infrared and finnish saunas), use of bathrobes, guest room internet (WiFi), parking.
<b>HUNGUEST Hotel ERKEL</b> <b>Gyula</b>	<b>Munkácsy wing ***:</b> Accommodation with a buffet breakfast and 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, limitless daily entrance (equalling with the number of roomnights) to the Castle Bath (spa and beach). <b>Dürer wing ****:</b> Accommodation with a buffet breakfast and 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 Harmonia Wellness Centre in the hotel, limitless daily entrance (equalling with the number of roomnights) to the Castle Bath (spa and beach), use of bathrobes.
<b>HUNGUEST Hotel FENYŐ</b> <b>Csíksereda (Romania)</b>	Accommodation with buffet breakfast, use of the wellness facilities (sauna, gym), use of wireless internet.
<b>HUNGUEST Hotel FLÓRA</b> <b>Eger</b>	Accommodation with buffet breakfast and one extra principal meal which could be either a buffet-dinner OR a soup buffet 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, free use of wellness island (pool with fun elements/fun bath, pool for children, jacuzzi, infrasauna, sauna, steam- and aromatic sauna, Kneipp pool, dipping pool), direct pedestrian access to the town beach with adventure pool bath.
<b>HUNGUEST Hotel FORRÁS</b> <b>Szeged</b>	Accommodation with buffet breakfast, limitless daily entrance (equalling with the number of roomnights) to the operating pools of Napfényfürdő Aquapolis Szeged (exclusive bath with slides, medical bath, outdoor swimming pools), entrance to the "Silent Wellness" part of Napfényfürdő Aquapolis Szeged every day once (equalling with the number of

	roomnights) for a 3-hour-long period, (“Silent Wellness” can only be entered by adults – above 16 – to serve the pleasant relaxation of our Guests. Services: adventure pools, effervescent bath, sauna, infra cabin, steam cabin, salt cabin, tepidarium, aroma cabin, outdoor sauna), WIFI internet access in rooms, bathrobe. (On the day of departure only “Silent Wellness” can be used, until 11. a.m.)
<b>Hotels</b>	<b>Content</b>
<b>HUNGUEST Hotel FREYA Zalakaros</b>	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), use of bathrobes for adults.
<b>HUNGUEST GRANDHOTEL GALYA Galyatető</b>	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.
<b>HUNGUEST Hotel GRIFF Budapest</b>	Accommodation with buffet breakfast.
<b>HUNGUEST Hotel HEILIGENBLUT Heiligenblut (Austria)</b>	<b>Winter:</b> buffet breakfast, dinner, 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. <b>Summer</b> Buffet breakfast, 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).
<b>HUNGUEST Hotel HELIOS Hévíz</b>	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR buffet-lunch OR soup buffet 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 bath (jacuzzi, sauna, infra red sauna, steam bath, fun bath, thermal bath and in summer also the open-air swimming-pool and children pool in the garden), fitness room, daily various sport programs with a coach (morning gymnastics, senior-, strengthening, spinal gymnastics, stretching, breathing exercises, chi-kung, Pilates, Thera Ball, Thera Band, aqua gymnastics, aqua fitness, aqua jogging, aqua stretching), use of the safe, wireless Internet.
<b>HUNGUEST Hotel HÓFORRÁS Hajdúszoboszló</b>	Accommodation with a buffet breakfast, one extra principal meal, use of the spa, jacuzzi and sauna.
<b>TULIP INN BUDAPEST MILLENNIUM Budapest</b>	Accommodation with a buffet breakfast, guest room wired internet use.
<b>HUNGUEST Hotel MIRAGE Hévíz</b>	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a buffet lunch OR a soup buffet 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 bathrobes, use of the safe, wireless (WIFI) internet access.
<b>HUNGUEST Hotel NAGYERDŐ Debrecen</b>	Accommodation with a buffet breakfast and from 01.05.2012. 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 indoor thermal pool and sauna, WIFI internet in the room, parking space (closed, but unguarded).
<b>HUNGUEST Hotel PALOTA Lillafüred</b>	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, unlimited use of the swimming-pool, adventure pool with water stunts, sauna, infrasauna, whirlpool, steam bath, dipping bath, salt chamber and fitness room, an outdoor Finnish sauna with a diving pool, bathrobe use, free use of WIFI internet in the room.

<b>HUNGUEST Hotel PANORAMA Hévíz</b>	Accommodation with a buffet breakfast, one extra principal meal which could be either a buffet-dinner OR a buffet lunch OR a soup buffet 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 safe, wireless internet access.
<b>HUNGUEST Hotel PELION Tapolca</b>	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.
<b>Hotels</b>	<b>Content</b>
<b>HUNGUEST Hotel PLATÁNUS Budapest</b>	Accommodation with extended continental breakfast in buffet style.
<b>HUNGUEST Hotel RÉPCE Bükfürdő</b>	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, parking.
<b>HUNGUEST Hotel RÉPCE GOLD Bükfürdő</b>	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.
<b>HUNGUEST Hotel SUN RESORT Herceg Novi (Montenegro)</b>	Accommodation in air-conditioned rooms, buffet breakfast and buffet dinner, use of bathrobes, free use of the wellness facilities (Jacuzzi, sauna, solarium), use of the garden pools (with parasol and sunbed), children's pool, multi-functional sports ground (tennis, football, basketball), proprietary seafront beach, internet use, parking.