



# HUNGUEST HOTELS

H U N G A R Y

## GIFT CARDS GENERAL TERMS AND CONDITIONS

Valid from: 1 September 2022

HUNGUEST HOTELS' Gift Card Program applies to all members of the HUNGUEST HOTELS chain (in Hungary and abroad).

HUNGUEST HOTELS Gift Cards are issued by HUNGUEST HOTELS Zrt. (1056 Budapest, Váci utca 38.)

Gift Card is actually a Service Coupon. The purchased card can be used for paying at any chain member of HUNGUEST HOTELS for hotel services (service packages) that are not defined precisely and are to be provided at a future date. The Gift Card can be used solely for these services and there is no refund option.

Any private individual and legal entity can hold a Gift Card.

Gift Cards are issued in **fixed denominations of HUF**

- **20,000**
- **50,000**
- **100,000**
- **250,000**

The cards are pre-charged with these amounts.

The Gift Card shall indicate the following:

- description: GIFT CARD
- serial number of the card
- nominal value.

Fixed-denomination Gift Cards can be purchased at the reception desks of Hunguest Hotels chain members, or at our partners listed on our website against payment on site or by online payment through our website. ([www.hunguesthotels.hu/hu/webshop/](http://www.hunguesthotels.hu/hu/webshop/))

Guests can use the Gift Card also in several instalments, up to the balance on the card. (The slip issued by the POS terminal always indicates the balance (amount) remaining on the card and the date of expiry). Upon payment, the hotel withdraws the Gift Card from the guest if there is no balance on the card.

If bonus points are redeemed based on an invoice issued in euro, the currently applicable standard exchange rate is **400 HUF/EUR**. This exchange rate may be reviewed periodically and adjusted in the event of a significant and permanent change in the exchange rate. Please, check with our hotels for the current exchange rate.

More than one Gift Card can be used for paying hotel bills – up to the total amount billed. You can settle your bill using both your Gift Card and a HUNGUEST HOTELS Customer Card, provided that the General Terms and Conditions for both HUNGUEST HOTELS Personal Customer and VIP Customer Card are simultaneously met.

Gift Cards are **valid for 18 months** after purchase. The expiry date of the Gift Card is indicated on the slip given to the buyer upon purchasing the Gift Card as well as on the Gift Card wallet.

The serial numbered chip cards are safe. To prevent unauthorized use, each card has a 4-digit PIN code which is delivered to the guest together with the card.

You can check the current balance and expiration date of the Gift Card on our website by entering the card number and the corresponding PIN code, or at the receptions of our hotels.

When making a payment, this PIN code must be entered via the POS terminal. You can only pay with a Gift Card if you have the card on you and know the PIN code!

In case of missing the PIN code for any reason (loss, forgetting, etc.), the replacement of the PIN code can be requested at the reception of our hotels and at the email address [torzsvendegcentrum@hunguesthotels.hu](mailto:torzsvendegcentrum@hunguesthotels.hu). Replacing the PIN code is free of charge.

In case of fixed-denomination Gift Cards, the card is not signed on the back, i.e. anybody who is in possession of the card and knows the PIN code can use (redeem) it.

Upon purchasing a fixed-denomination Gift Card, the point of sale will issue a so-called non-VAT bill for "Miscellaneous financial services" to the guest (buyer) in accordance with the relevant laws and regulations.

If your Gift Card is lost or stolen, please, report it by e-mail (HUNGUEST HOTELS Regular Customer e-mail: [torzsvendegcentrum@hunguesthotels.hu](mailto:torzsvendegcentrum@hunguesthotels.hu)), providing the serial number of the Gift Card lost/stolen.

The HUNGUEST HOTELS Regular Customer Centre warrants the blocking of the card within 48 hours of receiving the written notice containing the card number.

The holder of the Gift Card may extend the validity period before its expiry date once, for another 12 months against payment of the relevant fee announced by HUNGUEST HOTELS from time to time. The fee payable for the extension of the validity period can be found at Gift Card points of sales or on the website [www.hunguesthotels.com](http://www.hunguesthotels.com). The extension fee shall be paid according to the same rules as are applicable to the payment of the price of the Gift Card.

Fees to be paid for extending the validity of the Gift Card per denomination:

- In the case of a HUF 5,000 gift card: HUF 500/card (sales ceased on August 1, 2022)
- In the case of a HUF 10,000 gift card: HUF 1,000/card (sales ceased on August 1, 2022)
- For a HUF 20,000 gift card: HUF 2,000/card
- In the case of a HUF 50,000 gift card: HUF 5,000/card
- For a HUF 100,000 gift card: HUF 10,000/card
- In the case of a HUF 250,000 gift card: HUF 25,000/card

The validity period may be extended at Gift Card points of sales, or by phone through the HUNGUEST HOTELS Regular Customer Centre after properly evidencing payment of the extension fee. The validity period may be extended only in the knowledge of the PIN code.

After the expiry of the validity period (or the extended validity period as the case may be), the Gift Card becomes invalid and may not be used any longer. In case the validity period of the Gift Card expires without use, HUNGUEST HOTELS shall not make any partial or full refund of the Gift Card's value or any other credit.

It is not permitted to use a SZÉP Card or a Gift Card to purchase a Gift Card, so neither the denominations may be exchanged, nor the validity period may be extended this way.

Leisure Cards and Premium Leisure Cards can be purchased also with a HUNGUEST HOTELS Gift Card.

HUNGUEST HOTELS reserves the right to review and modify these General Terms and Conditions at any time.

HUNGUEST HOTELS

