

## **General Terms Of Contract - GTC**

### **1, Provider details**

**Company name: STYRON KFT**

**County town: 2243, Kóka Zsámboki úti ipartelep**

**Company registration number: 13 09 060846**

**Record office: Budapest Környéki Törvényszék Cégbírósága**

**Tax number: 10318827213**

**Bank account number: 10104260-13683000-02005008**

**IBAN: HU41-10104260-13683000-02005008**

**SWIFT: BUDAHUHB**

**Email adress: [hotelczinege@hotelczinege.hu](mailto:hotelczinege@hotelczinege.hu)**

**Authorising authority and licence number: KOKAPH, 259/2018**

**The name of the hosting provider : Hotel Czinege és Étterem**

**County town: 2243 Kóka, Temető utca 3-5**

**Contact number: +36 30 777 9797**

### **2. Introduction**

The Service Provider is 2243 Kóka, Temető utca 3-5. under the title Hotel Czinege and Restaurant operates a hotel and a restaurant . These General Terms and Conditions a hotel (hereinafter: Hotel) accommodation service and accommodation contractual terms and conditions for the use of the services provided. The legal relationship between the service provider and the guest in these General Terms and Conditions, and the contents of the order and confirmation shall prevail.

### **3. License agreement**

3.1. The contract is concluded between the Service Provider and the Guest.

3.2. The contract can be concluded electronically, by telephone or in person.

3.3. The guest can send the request for quotation on the website electronically, by e-mail message or send it by phone.

3.4. When requesting a quote sent on the website, the name of the guest must be provided, phone number, email address, date of arrival and departure, adults and the number of children and the room type chosen.

3.5. Based on the request the Service Provider will make an offer depending on the available rooms. The Service Provider shall submit the offer electronically within one working day at the latest send it. After accepting the offer, the Service Provider electronically confirms the order with which the contract is concluded.

3.6. An electronic contract is a written contract it counts as, the contracts are recorded by the Service Provider and their subsequent access ensure. Amendments to the contract are only valid in writing.

3.7. If the guest is a third person on behalf of act, these persons are notified of the Guest's duty to take care of.

3.8. The booked and confirmed reservations amendment to the hotel consulting basis, depending on available places, free of charge, the pre-arrival 15 days are possible.

#### **4. The performance of the contract**

4.1. The Hotel is in the contract with the guest order and its confirmation, as well as the existing standards and commitments on the basis of met.

4.2. The hotel has 3 Standard rooms, 7 Superior rooms, 1 Deluxe room. The rooms are equipped with the following:

Standard: minimum floor area of a room, with a smaller size double bed, bath room sink and toilet.

Superior: medium-sized double room, toilet, bathroom with shower, some rooms can accommodate an extra bed.

Deluxe: larger, standard size double room, toilet, bathroom with shower, extra bed when it's possible.

4.3. The rooms have WI-FI, 2 bottles of mineral water, 1 bathrobe per guest and 1 pair slippers (on request), for an extra charge minibar, LED TV, in-room safe, towels, shampoo and shower gel, hairdryer, shoe shine and shoehorn.

4.4. Rooms are air conditioned and come with anti-allergenic bedding.

4.5. The rooms are non-smoking and pets are not allowed.

4.6. The Hotel's commitment to the guest for an emergency, or the guest upon request of help, so police action is initiated, call a doctor, emergency room to notify. At the hotel reception, which is available for the guests.

4.7. The hotel performance of the contract may be denied or the contract with immediate effect terminate and the guests leave, you may be prompted if the guest seriously violates hotel policies

the hotel and its parts are used or damaged improperly infectious patient behaves and demands conduct that interferes with the peace of other persons in the hotel he does not give up despite the call.

## **5. Hospitality**

5.1. The hotel provides guests with a buffet breakfast.

5.2. The hotel's restaurant offers à la carte consumption for a fee and based on the current menu.

5.3. In the Restaurant, individual meal needs can be provided on a pre-arranged basis, by the fact that the kitchen of the restaurant contains several allergens, so the restaurant does not guarantee complete allergen free.

5.4. Pets are not allowed in the restaurant, smoking is not allowed in the restaurant allowed and infectious patients are not allowed to visit the restaurant.

5.5. Food and beverages are not allowed in or out of the restaurant.

## **6. Wellness service**

6.1. The hotel's wellness services are available at the reception for a fee  
can be used by logging in in accordance with the posted policy.

6.2. The front desk declared, but not used services in the guest part of the billed cost.

6.3. The wellness services current price list, mobilisation of ways and conditions on the website or at the reception can be found.

## **7. Prices**

7.1. The hotel rates and services price list can be found on the hotel website and the hotel reception. The rates of the general turnover tax (vat)included. The hotel reserves the right, to the general turnover tax changes or new taxes imposed, the guest's prior notice to the tax burden to the guest passed on to. The hotel , the price increases of rights – except for the confirmation of bookings in case of maintenance of.

7.2. Tourist tax Kóka settlement is not implemented. If the tourism tax is introduced, the scene is charged and stay in the price in addition to be paid.

## **8. Terms of payment**

8.1. The hotel reserves the right to unique offer of the contract effective is the subject of property service against the value of not more than 30% of advance payment of work. If the hotel want a deposit, the reservation following, in cash or by bank transfer to be paid. In case of transfer In the notice box, please indicate the name of the guest and the booking ID number.

8.2. The amount of the accommodation service fee in excess of the deposit as well as the deposit for bookings without, the total amount of the accommodation fee upon arrival at the property. The services used must be paid for at the latest on departure at the reception in cash or by credit card.

## **9. Cancellation Policy**

9.1 The guest shall make a reservation with a declaration addressed to the hotel (by post or electronically) at any time, it may withdraw from the contract. The withdrawal shall take effect upon receipt by the addressee. . If the guest does not uses the service, ie does not appear in the hotel on its part qualifies as a withdrawal. The hotel reserves the right to make a reservation from the guest request credit card details as security for the accommodation fee.

9.2. It is easy for the guest to cancel within 14 days of arrival by contact with us, the guest is not obliged to pay the forfeit.

9.3. Immediately to resign

9.3.1. to leave 14 - 8 days before arrival, consider the guest is obliged to pay forfeit. The amount of forfeit money in the confirmation 25% of the total fee

9.3.2. will take place 7 - 3 days prior to arrival, the guest is obliged to pay forfeit money. The amount of forfeit money in the confirmation 50% of the total fee included

9.3.3. will take place 2 - 0 days prior to arrival, the guest will pay forfeit is obliged to pay. The amount of the forfeit money is the total fee included in the confirmation 100 %

The forfeit money is deducted primarily from the down payment. The remaining amount, or in the absence of an advance payment, the total amount of the grief will be written by the hotel due within 5 days of the request.

## **10. Terms of use of the Hotel**

10.1. The guest service provided by the hotel for a fee, is individual contract, these General Terms and Conditions and the Hotel Policies entitled to use it.

10.2. The guest can book the hotel room at 14.00 on the day of arrival and must leave the hotel at the reception on the day of departure and at 11.00. The hotel offers the possibility of early extra charge on arrival and late check-out. The hotel will keep the rooms open until 18:00. This in the absence of a deposit, you are free to dispose of the room. If guest paid in advance, consider the room at the hotel on the booking arrival we keep the room on the next day at 10:00 clock!

10.3. When the guest arrive to the hotel must log in with proof of identity in the reception. At check-in time the guest must fill the form, which by filling in the form declares that has read and accepts the Hotel Terms and Conditions and House rules. The General Terms and Conditions and the Policy can be found at the reception.

10.4. Upon check-in, the guest will receive a key card that opens the room door and will be issued must be handed in at the reception upon departure. If the guest loses the card, damages, you have to pay 3000, - HUF / card amount at the latest upon departure compensation.

10.5. Pets are not allowed in the hotel. The entire area of the hotel, including patients who do not smoke in the restaurant ,Infectious patients are not allowed in the hotel.

10.6. The hotel car park can be used by the guests by parking in the Traffic rules apply. For valuables left in the car park, the hotel takes no responsibility. The parking lot is not guarded!

## **11. Liability**

11.1. If the hotel does not know the accommodation service for reasons attributable to it to fulfill, you agree to accommodate the guest at your own expensetake care. The Hotel is obliged to provide the guest for the duration of the original booking until the obstacle is removed, in the same or higher category as the hotel accommodation, to arrange the return trip of the guest there and to do so provide all the additional costs. In case the hotel is present or if the guest does not use the offered accommodation accepted, the guest may not claim damages against the hotel up.

11.2. In case of incorrect performance of the hotel, the guest will complain about the stay of the hotel under, you can live in writing. Complaints are collected at the hotel reception. In writing the complaint in the minutes is investigated by the hotel, about which the guest notify you in writing.

11.3. The hotel is responsible for all costs incurred by it or its employees for damage to a guest. The hotel is for valuables, securities and you can only be liable for cash if the first retention is express it took over. The hotel is not responsible for any items in the hotel and in the hotel rooms!

1.4. The hotel has designate areas where the guest can not enter. If the guest violates such prohibition, the hotel will not be liable for any damages.

11.5. The hotel believes that it excludes its liability, due to the fault of the guest for accidents and injuries. For the harms caused by the guest, the guest to be valid, to repay the harm at the time of the logout.

11.6. The hotel for the valuables in the parked car shall not be liable for damages.

11.7. Due to any damage, the guest shall be liable for the damage immediately notify the reception where a written report will be taken. The Hotel will investigate the damage report, if necessary initiates police action.

11.8. The hotel is liable for fifty times the daily room rate maximize.

## **12. Settlement of Disputes**

12.1. The hotel informs the guest that the complaint handling of the Hotel Czinege and Restaurant's telephone number, e-mail address or postal address.

12.2. The guest's place of residence or stay in the event of a consumer dispute competent conciliation board. According to the location of the Hotel a Conciliation Board is competent. Contact details of conciliation board they are available on the website [www.bekeltet.hu](http://www.bekeltet.hu).

12.3. It is operated by the European Commission to resolve consumer disputes they can turn to the online dispute resolution platform listed on the next page available at: <http://ec.europa.eu/odr>.

12.4. In case of violation of consumer protection rules, the guest is territorially may initiate proceedings before the competent district office, which office exercise first-instance consumer protection authority. The District Offices contact information is available at <http://jarasinfo.gov.hu/>. Useful information on the website <http://fogyasztovedelem.kormany.hu/> about.

2.5. If there is no out-of-court settlement of the dispute between the Parties result, the Parties shall have the ordinary powers and responsibilities they go to court.

## **13. Final regulation**

13.1. The hotel is not responsible for any typographical errors that may occur on the website.

13.2. The Service Provider reserves the right to change the GTC. The GTC shall enter into force on the day of its publication.