

GENERAL TERMS AND CONDITIONS (GTC)

1. Details of the Service Provider:

Name: Gergő Imre Tálos
Registered office: 9021 Győr, Bajcsy-Zs. u. 5. 1. em. 2.
Tax number: 58696503-1-28
NTAK registration number: MA25118500
Registering authority: Hungarian Tourism Agency Ltd.
Telephone number: +36 20 328 1500
Email address: foglalas@lovenesthungary.hu

Details of the Hosting:

Name: 1A Group Szolgáltató Kft.
Registered office: 9700 Szombathely, Szent László király u. 6/A
Email: iroda@1ahosting.hu

With regard to the Service Provider, there is no code of conduct available under the Act on the Prohibition of Unfair Commercial Practices towards Consumers. The Service Provider is not a member of any professional chamber.

2. Website address of the Service Provider:

www.lovenesthungary.hu

3. Key definitions:

- **Distance contract:** a consumer contract concluded within the framework of a distance selling system organised for the provision of the product or service covered by the contract, without the simultaneous physical presence of the parties, whereby the contracting parties use only means of communication enabling communication between parties at a distance for the purpose of concluding the contract.
- **Contract for the provision of services:** any contract other than a contract of sale, under which the Service Provider provides or undertakes to provide a service to the Guest, and the Guest pays or undertakes to pay the consideration for the service.
- **Service Provider:** the person with the right of disposal over the guest house, who lets the guest house to the Guest for a specified period.
- **Guest:** a person using the Service Provider's services.
- **Consumer:** a natural person acting for purposes outside their independent occupation and economic activity.

4. Availability of the General Terms and Conditions:

The Service Provider publishes its current General Terms and Conditions on its website or sends them to Guests by email.

5. Contents of the General Terms and Conditions:

These General Terms and Conditions set out the rights and obligations of the Guest using the services provided by the Service Provider, as well as the terms of the agreement between the contracting parties. These General Terms and Conditions apply to bookings made and services used via the www.lovenesthungary.hu website. These terms and conditions constitute general terms and conditions pursuant to Section 5(1) of Act CVIII of 2001 on certain issues relating to electronic commerce services and information society services, and contain information and regulations in accordance with the provisions of Government Decree 45/2014. (II. 26.) on the detailed rules governing contracts between consumers and businesses. Certain provisions of these General Terms and Conditions apply exclusively to Guests acting as Consumers.

These General Terms and Conditions apply to all bookings and use of services initiated by the Guest via an order placed on the Service Provider's website. When making a booking, if the Guest wishes to use the Service Provider's services, they are obliged to accept the provisions of these General Terms and Conditions, which they may do during the booking process by ticking the box on the website form or by confirming via email. If the Service Provider duly publishes or sends the document entitled 'General Terms and Conditions' to the Guest prior to payment of the accommodation fee, but the Guest does not provide feedback to the Service Provider regarding acceptance of the General Terms and Conditions, but submits the booking and/or pays the accommodation fee (or part thereof) to the Service Provider, the Guest shall be deemed to have accepted the provisions of the General Terms and Conditions. Upon acceptance of the provisions of the General Terms and Conditions, a contract in accordance with these General Terms and Conditions is formed between the Service Provider and the Guest.

6. Scope of the General Terms and Conditions:

These General Terms and Conditions shall enter into force on 25 November, 2025, which corresponds to the date of publication of the General Terms and Conditions on the website. The provisions of the General Terms and Conditions shall apply to all Guests and bookings from the date of entry into force.

Before submitting a booking, the Guest declares that they are familiar with the provisions of the General Terms and Conditions in force at the time, have read and understood the contents thereof, have taken note of them and expressly accept them. By submitting the booking, the Guest acknowledges that the General Terms and Conditions in force at the time form an integral part of the contract between the parties.

The Service Provider reserves the right to amend the provisions of these General Terms and Conditions. In the event of any amendment, the General Terms and Conditions in force at the time the booking is submitted shall apply.

These General Terms and Conditions apply to the services provided by the Service Provider, as set out below: the booking and use of the guest house for the period agreed by the parties. The person entitled to use the services provided by the Service Provider is the person who has booked the guest house with the Service Provider in advance, whose booking has been confirmed by the Service Provider, and who has accepted the provisions of these General Terms and Conditions.

These General Terms and Conditions govern the rights and obligations arising between the contracting parties in relation to the services specified above during the use of such services.

7. Conclusion of the contract:

The legal relationship between the Guest and the Service Provider is established upon acceptance of these General Terms and Conditions, which define the rights and obligations of both parties.

The contract is concluded electronically when the Guest books the guesthouse, submits their booking, and the Service Provider confirms it (expressly accepts the Guest's offer) to the email address provided by the Guest, in compliance with data protection regulations. The Service Provider reserves the right to withdraw from the contract even after sending the confirmation if, for reasons beyond its control (e.g. its operations are temporarily or permanently suspended/ceased, technical fault, force majeure, illness, etc.), the contract cannot be fulfilled. In the event of withdrawal, the Service Provider is obliged to settle accounts with the Guest if any financial transactions have taken place.

The guesthouse is presented on the website www.lovenesthungary.hu.

By clicking the "Book" button, the Guest enters their arrival and departure dates in the calendar on the screen that appears, clicks the "Next" button and selects an available room. They then enter their details (name, address, telephone number, email address) on the form that appears, select their payment method and may also write a message to the Service Provider in the field provided.

If the booking is made on behalf of a legal entity, the required details must be provided after selecting the "I require a company invoice" option.

The General Terms and Conditions are then accepted by ticking the relevant box.

Then – provided the Guest is satisfied with everything – the booking is submitted by clicking the "Confirm booking" button.

By submitting the booking, the Guest expressly acknowledges that their offer is to be considered binding, and their declaration – subject to confirmation by the Service Provider in accordance with these General Terms and Conditions – entails a payment obligation.

Upon receipt of the booking by the Service Provider, the Service Provider shall confirm the booking via an electronic message, which shall contain the details required for payment of the accommodation fee.

(If the email confirming receipt of the booking is not received by the Guest within 48 hours, the Guest is released from the binding nature of the offer and is not obliged to use the service.)

Upon receipt of the booking, the Service Provider shall, if necessary, contact the Guest via email to discuss further details.

The Guest accepts that a contract concluded in this manner shall not be deemed to have been concluded in writing, and that it shall be governed by the laws of Hungary. The provisions of these General Terms and Conditions shall apply to the contract.

The contract is concluded in Hungarian; the Service Provider stores bookings in electronic form, and the contract is not filed in any other manner.

The Guest is obliged to provide their own, accurate details during the booking process. In the event of false details or details attributable to another person being provided during the booking, the resulting electronic contract shall be null and void. The Service Provider excludes any liability should the Guest use its services in the name of another person or using another person's details.

The Service Provider shall bear no liability whatsoever for any problems attributable to data provided by the Guest that is incorrect, incomplete or inaccurate, given that the Service Provider always provides the Guest with the opportunity to verify the data during the booking process.

The Guest agrees to receive the invoice for the accommodation fee exclusively by electronic means at the email address provided by them. The Guest must ensure that the invoice can be delivered electronically and that technical settings (e.g. firewalls) do not prevent this. In the event of a change of email address, the Guest is obliged to notify the Service Provider by email.

8. Customer Service:

The Service Provider will respond to Guests' enquiries regarding bookings or the guesthouse via the contact details provided in these General Terms and Conditions, Monday to Sunday, between 9 AM and 6 PM.

9. Option to correct data entry errors:

During the booking process, the Guest has the option to correct or delete the data provided.

If, after submitting the booking, the Guest wishes to amend the details provided, they may notify the Service Provider of this using the contact details provided in these General Terms and Conditions.

By finalising the booking, the Guest acknowledges that the Service Provider cannot be held liable for any losses arising from incorrect data entry by the Guest or from inaccurately provided information.

An incorrect email address provided during the booking process, or a full mailbox, may result in the confirmation not being received, which may prevent the contract with from being concluded. In such cases, the Service Provider will attempt to contact the Guest by other means.

10. Service fee (accommodation fee):

The prices shown on the website are valid consumer prices, denominated in Hungarian Forint. The accommodation fee does not include value added tax, as the Service Provider operates as a VAT-registered entity that has opted for a personal exemption.

The Service Provider reserves the right to change prices.

Once the Service Provider has sent a confirmation, the final amount payable for the accommodation fee will not change. However, it may happen that, due to a technical error or a typographical error, an incorrect price that differs significantly from the market price appears on the website in the offer or in other information. In such cases, the Service Provider will contact the Guest to clarify the matter. The Service Provider does not consider such bookings to be valid and accepts no liability for any resulting damages. The Service Provider makes every effort to ensure that the accommodation fee is accurately displayed on its website and other platforms. Should an incorrect price be displayed despite all due care, the Service Provider shall not be obliged to provide the accommodation service at the incorrect price.

11. Payment and cancellation terms:

The Guest shall pay the accommodation fee in advance by bank transfer, based on the information sent by the Service Provider via email, prior to checking in at the guesthouse.

Following a successful transaction, the Guest is required to send proof of payment to the Service Provider at the email address foglalas@lovenesthungary.hu.

The Service Provider does not send a confirmation letter regarding the amount received; it will only contact the Guest if the transaction has failed or if the Guest fails to send the electronic receipt.

The Service Provider will only hand over the guesthouse once the full amount of the accommodation fee has been credited to its bank account.

Payment by bank transfer advance payment: the Guest shall transfer the accommodation fee to the Service Provider's bank account. The Guest shall be entitled to occupy the accommodation only after the amount has been credited to the Service Provider's bank account.

If the performance of the contract is prevented for reasons for which the Service Provider is not responsible (e.g. force majeure, accident, illness, technical fault, fault of a third party, burst pipe, etc.), the accommodation fee shall not be refunded to the Guest. The service shall be provided at a later date.

Any other costs that may arise – in the case of payment by bank transfer – are due prior to the provision of the service, no later than 12 o'clock (AM) on the day preceding the booked date.

The Service Provider shall consider the bank transfer to have been accepted once the amount has been credited to its bank account. If the amount corresponding to the accommodation fee has not been received in the Service Provider's bank account within 48 hours of the booking confirmation email being sent, the Service Provider will contact the Guest. If the Service Provider is unable to contact the Guest, the booking will be cancelled.

In compliance with its legal obligations, the Service Provider draws the Guest's attention to the fact that making a contractual declaration (submitting a booking) entails a payment obligation to be fulfilled in favour of the Service Provider.

The Guest is entitled to cancel the booking by means of a unilateral legal declaration addressed to the Service Provider, without being required to provide a reason:

- If the cancellation is made more than 30 calendar days prior to the booked date, the Service Provider shall refund the full amount of the accommodation fee to the Guest's bank account.
- If the cancellation is made more than 15 but less than 30 calendar days prior to the booked date, the Guest shall be obliged to pay an amount equivalent to 50% of the accommodation fee (called a deposit).
- If the booking is cancelled within 15 calendar days of the reserved date, the Service Provider will not refund the accommodation fee.

Cancellations may only be made in writing, by email addressed to the Service Provider at foglalas@lovenesthungary.hu.

If the duration of the booking is extended by mutual agreement between the parties, the Guest is obliged to pay the fee for the new period in advance to the Service Provider.

The Guest undertakes that only they and the person arriving with them are entitled to stay at the guesthouse. Entry of any other person into the guesthouse and its grounds is permitted only with the Service Provider's prior written consent.

Should the Service Provider deem that the behaviour of a particular person (whether the Guest or a person accompanying them to the guesthouse) is inappropriate, they may ask that person to leave. In such a case, the Service Provider is not obliged to refund the accommodation fee.

If the Service Provider, through its own fault or for reasons beyond its control, is delayed in providing either the whole or part of the service, and the service cannot be provided at the pre-agreed time due to its fault, it is obliged to make up for the delay and provide the service at a new time. If the new time is not suitable for the Guest, the Service Provider shall refund the full amount of the accommodation fee to the Guest. Furthermore, the Guest shall not be entitled to any other compensation.

The Service Provider is obliged to notify the Guest by email or telephone prior to the commencement of the service (unless unable to do so) if, for any reason, the guesthouse cannot be made available to the Guest at the specified time.

12. Settlement date, method of settlement, liability:

The settlement date is the handover of the booked guesthouse on the first day of the booking. The guesthouse will only be handed over to the Guest once the full amount of the accommodation fee has been credited to the Service Provider's bank account.

Following payment of the full accommodation fee to the Service Provider and the recording of the transaction details, the Guest(s)' details will be recorded in the NTAK system. Thereafter, access to the accommodation is granted using the access code provided by the Service Provider. The Guest will be informed of the access code by email, prior to check-in, no later than 24 hours in advance.

Check-in at the guest house is possible from 15 PM on the day of booking.

The Guest is obliged to comply with the provisions of the guest house rules. The Rules are available on the Service Provider's website: www.lovenesthungary.hu

The equipment, furniture and fittings in the booked guest house may only be used for their intended purpose. Guests are required to restore the house and its furnishings to their original, tidy condition on the final day of their stay.

The Service Provider accepts no liability for items or equipment brought into and/or left behind in the guest house by Guests. Furthermore, the Service Provider accepts no liability for luggage, valuables or equipment stored in the guest house.

The Service Provider warrants that the guesthouse is fit for use in accordance with these General Terms and Conditions. The Guest is obliged to verify this at the time of handover and, should they notice any irregularities or deficiencies, must report these to the Service Provider immediately, but no later than 2 hours after the handover of the guesthouse.

The Guest takes over the guest house in a clean, fit-for-purpose condition and undertakes to use it for its intended purpose with the care that may be expected of them. The Guest is obliged to ensure the preservation of the condition of the house and its furnishings. If the furnishings are damaged, malfunction, destroyed, lost or rendered unusable due to the fault of the Guest (or another guest), the Guest is obliged to report this to the Service Provider immediately and to reimburse the Service Provider for the replacement value of the furnishings.

The Guest shall be fully liable for any damage caused in the guesthouse. The Guest shall also be obliged to compensate for any damage not caused to the Service Provider.

The Guest may not transfer their rights arising from these General Terms and Conditions without the Service Provider's prior written consent, nor may they allow a third party to use the guesthouse. If the Guest allows another person to use the guesthouse without the Service Provider's permission, they shall also be liable for any damage that would not otherwise have occurred.

The Guest uses the service at their own risk.

The Service Provider shall not be held liable for any damage resulting from the improper or unauthorised use of the guesthouse, nor for any accidents that may occur.

By accepting these General Terms and Conditions, the Guest declares that they have read the House Rules available on the Service Provider's website and undertake to comply with them.

Only persons aged 18 or over may stay at the guest house.

The Guest acknowledges that they are obliged to notify the Service Provider immediately of any information or facts relating to the service used, in order to prevent further damage. The Service Provider accepts no liability for problems or damage to health arising from facts unknown to it or from a failure to provide adequate information.

13. Check-out, termination of the contract:

On the day of departure, the Guest must vacate the guesthouse by 10 AM at the latest.

Extension is only possible with the written confirmation of the Service Provider.

Upon expiry of the booking period, the Guest is obliged to return the guesthouse and its furnishings and equipment to the Service Provider in a faultless condition suitable for further use.

If the Guest departs before the last day of the booked period, the Service Provider is entitled to re-let the accommodation; the Guest is not entitled to claim a refund of the accommodation fee or any part thereof.

The Service Provider is entitled to unilaterally terminate the contract concluded in accordance with these General Terms and Conditions and to give notice of termination verbally in the following cases:

- the Guest fails to comply with the guesthouse's house rules,
- the Guest uses the guesthouse or its furnishings and equipment in a manner not intended for their use,
- following a warning, if the Guest behaves in an unacceptable manner or disturbs the neighbours.

14. Data protection:

The Service Provider processes personal data exclusively in accordance with the provisions of applicable legislation, strictly adhering to data processing and data protection regulations, whilst observing the principles of lawfulness, fairness and transparency, purpose limitation, data minimisation, accuracy and limited storage.

The Service Provider shall take all necessary technical and organisational measures to ensure that Guests' personal data is processed securely, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council.

The Privacy Policy regarding the processing of personal data is also available on the Service Provider's website, at its registered office and at the guesthouse.

15. Right of withdrawal:

In the case of a contract concluded outside business premises and between parties not in the same place, the Guest (where acting as a Consumer) has the right to withdraw from a contract for the provision of services without giving any reason within fourteen days from the date of conclusion of the contract.

The Guest may exercise this right by making an unambiguous statement to that effect, or by using the model withdrawal/cancellation form set out in Annex 2 to Government Decree 45/2014 (II. 26.) (and below):

Model declaration for withdrawal/cancellation

To: Gergő Imre Tálos
Address: 9021 Győr, Bajcsy-Zs. u. 5. 1. em. 2.

I/We, the undersigned, hereby declare that I/we am/are exercising my/our right of withdrawal/termination in respect of the contract for the sale of the following product(s) or the provision of the following service:

Date of contract conclusion / date of receipt:

Name(s) of the consumer(s):

Address of the consumer(s):

Please refund the service fee to the following bank account number (please complete this if you would like the service fee to be refunded by bank transfer):

Signature of the consumer(s): (only in the case of a declaration made on paper)

Date

The Guest may send the declaration to the Service Provider by email (foglalas@lovenesthungary.hu) or by post addressed to its registered office (9021 Győr, Bajcsy-Zs. u. 5. 1. em. 2.). The above deadline shall be deemed to have been met if the Guest notifies the Service Provider of their intention to terminate the contract no later than the 14th day following the conclusion of the contract for the service. The burden of proof in this regard rests with the Guest. If the Guest terminates the contract in this manner, the Service Provider shall refund the full amount paid by the Guest as consideration without delay, but no later than within 14 calendar days of becoming aware of the termination, including any costs incurred in connection with the performance. The Service Provider shall refund the amount due to the Guest using the same payment method used by the Guest. With the Guest's express consent, the Service Provider may use a different payment method for the refund, but the Guest shall not be charged any additional fees as a result.

If, in the cases specified in Section 13 or Section 19 of Government Decree 45/2014. (II. 26.) in cases under Section 13 or Section 19, the Guest terminates a contract concluded off-premises or between absent parties after performance has commenced, they shall be obliged to pay the Service Provider a fee proportionate to the service performed up to the date of notification of the termination to the Service Provider. The proportionate amount payable by the Guest shall be determined on the basis of the total amount of the consideration specified in the contract, plus tax. If the Guest proves that the total amount determined in this way is excessively high, the proportionate amount shall be calculated on the basis of the market value of the services performed up to the date of termination of the contract.

Pursuant to Directive 2011/83/EU of the European Parliament and of the Council, and Government Decree No. 45/2014. (II.26.) on detailed rules for contracts between consumers and businesses, the Consumer has no right of withdrawal in the case of a contract for the provision of accommodation if a specific performance date or deadline has been stipulated in the contract (i.e. in the case of accommodation booked for a specific date). The Guest acknowledges this by accepting these General Terms and Conditions.

16. Complaints handling in relation to the Service Provider's activities:

If the Guest (acting as a Consumer) is dissatisfied with the Service Provider's service and wishes to lodge a complaint with the Service Provider, they may do so either verbally or in writing: by post (Gergő Imre Tálos, 9021 Győr, Bajcsy-Zs. u. 5. 1. em. 2.), or by email (foglalas@lovenesthungary.hu).

The Service Provider shall investigate all complaints. The Service Provider is obliged to investigate verbal complaints immediately and to remedy them as necessary. If the Guest does not agree with the handling of the complaint, or if an immediate investigation of the complaint is not possible, the Service Provider is obliged to draw up a report on the complaint and its position regarding it without delay, and to hand over a copy of this report to the Guest on the spot in the case of a verbal complaint made in person.

Unless otherwise provided for in a directly applicable legal act of the European Union, the Service Provider is obliged to respond in writing to a written complaint within thirty days of its receipt, addressing the substance of the matter, and to take steps to communicate its response. A shorter deadline may be set by regulation, and a longer deadline by statute. The Service Provider is obliged to give reasons for rejecting the complaint.

The record of the complaint must contain the following:

- the Guest's name and address,
- the place, time and manner of the complaint's submission,
- a detailed description of the Guest's complaint, a list of the documents and other evidence presented by the Guest,
- the Service Provider's statement setting out its position regarding the Guest's complaint, provided that the complaint can be investigated immediately,
- the signatures of the person recording the report and the Guest,
- the place and time of the report's recording.

The Service Provider is obliged to retain the record of the complaint and a copy of the response for three years, and to present them to the supervisory authorities upon request.

If the complaint is rejected, the Service Provider is obliged to inform the Guest in writing as to which Authority or Conciliation Board may be approached regarding their complaint, depending on its nature. The information must also include the registered office, telephone and internet contact details, and postal address of the competent Authority or the Conciliation Board corresponding to the Guest's place of residence or stay. The information must also state whether the Service Provider makes use of the Conciliation Board procedure to resolve consumer disputes.

17. Conciliation Board, Consumer Protection:

The Service Provider hereby informs Guests (where they are acting as Consumers) that if a Guest does not agree with the Service Provider's response to their complaint, they may contact the following authorities:

To initiate Conciliation Board proceedings, the Guest may contact the Conciliation Board with jurisdiction over their place of residence or the Conciliation Board with jurisdiction over the Service Provider's registered office.

The Conciliation Board for the Service Provider's registered office:

Győr-Moson-Sopron County Conciliation Board

Address: 9021 Győr, Szent István út 10/a.

Telephone number: 06-96-520-217

Email: bekelteto.testulet@gymsmkik.hu

Website: www.bekeltetesgyor.hu

Area of jurisdiction: Győr-Moson-Sopron County, Vas County, Zala County

Contact details for the relevant regional Conciliation Boards:

Baranya County Conciliation Board

Address: 7625 Pécs, Majorossy I. u. 36.

Telephone number: +36-72/507-154

Mobile: +36-20/283-3422

Email: info@baranyabekeltetes.hu

Website: www.baranyabekeltetes.hu

Area of jurisdiction: Baranya County, Somogy County, Tolna County

Borsod-Abaúj-Zemplén County Conciliation Board

Address: 3525 Miskolc, Szentpáli u. 1.

Postal address: 3501 Miskolc, PO Box 376

Telephone number: +36 46/501-090

Email: bekeltetes@bokik.hu

Website: www.bekeltetes.borsodmegye.hu

Area of jurisdiction: Borsod-Abaúj-Zemplén County, Heves County, Nógrád County

Budapest Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99, 1st floor, room 111

Postal address: 1253 Budapest, PO Box 10

Telephone number: +36 1/ 4882-131

Fax: 06-1-488-2186

Email: bekelteto.testulet@bkik.hu

Website: www.bekeltet.bkik.hu

Area of jurisdiction: Budapest

Csongrád-Csanád County Conciliation Board

Address: 6721 Szeged, Párizsi krt. 8-12.

Telephone number: +36-62/554-250/118

Email: bekelteto.testulet@csmkik.hu

Website: www.bekeltetes-csongrad.hu

Area of jurisdiction: Békés County, Bács-Kiskun County, Csongrád-Csanád County

Fejér County Conciliation Board

Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.

Telephone number: +3622/510-310

Email: bekeltetes@fmkik.hu

Website: www.bekeltetesfejer.hu

Area of jurisdiction: Fejér County, Komárom-Esztergom County, Veszprém County

Győr-Moson-Sopron County Conciliation Board

Address: 9021 Győr, Szent István út 10/a.

Telephone number: 06-96-520-217

Email: bekelteto.testulet@gysmkik.hu

Website: www.bekeltetesgyor.hu

Area of jurisdiction: Győr-Moson-Sopron County, Vas County, Zala County

Hajdú-Bihar County Conciliation Board

Address: 4025 Debrecen, Vörösmarty u. 13-15.

Telephone: 06-52-500-710; 06-52-500-745

Fax: 06-52-500-720

Email: bekelteto@hbkik.hu

Website: www.hmbekeltetes.hu

Area of jurisdiction: Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County

Pest County Conciliation Board

Address and postal address: 1055 Budapest, Balassi Bálint utca 25. IV/2.

Telephone: 06-1-792-7881

Email address: pmbekelteto@pmkik.hu

Website: www.pestmegyeibekelteto.hu

Area of jurisdiction: Pest County

The Conciliation Board is an independent body operating alongside the county chambers of commerce and industry and the Budapest Chamber of Commerce and Industry. They were established with the aim of attempting to resolve disputes between the Guest and the Service Provider out of court, primarily by reaching a settlement between the two parties, thereby helping to enforce consumer rights simply, quickly and effectively.

A prerequisite for referring a matter to the Conciliation Board is that the Guest must first attempt to resolve the dispute directly with the Service Provider. The Conciliation Board's proceedings are free of charge; the Guest may only be required to pay if the Board rules against the Guest.

Proceedings before the Conciliation Board are initiated at the Guest's request. The request must be submitted in writing to the Chair of the Conciliation Board: the requirement for the application to be in writing may be met by letter, telegram, telex or fax, or by any other means which enables the addressee to store the data addressed to them for a period appropriate to the purpose of the data, and to reproduce the stored data in an unaltered form and content.

The request must include:

- the Guest's name, place of residence or current address,
- the name, registered office or relevant place of business of the Service Provider,
- the name of the Body to which the request is made instead of the competent Conciliation Body,
- a brief description of the Guest's position, the facts supporting it and the evidence thereof,
- a statement by the Guest confirming that they have attempted to resolve the dispute directly with the Service Provider,
- a statement by the Guest to the effect that no proceedings have been initiated before any other Conciliation Board in the matter, no mediation proceedings have been commenced, and no statement of claim has been filed or application for a payment order submitted,
- the motion for the Board's decision,
- the Guest's signature.

The application must be accompanied by the document, or a copy (or extract) thereof, to which the Guest refers as evidence; in particular, this includes the Service Provider's written statement rejecting the complaint or, in the absence thereof, any other written evidence available to the Guest regarding the attempt to reach the required agreement.

If the Guest is acting through an authorised representative, the power of attorney must be attached to the request.

Should the Guest perceive a breach of their consumer rights, they are entitled to lodge a complaint with the consumer protection authority. Following the assessment of the complaint, the Authority shall decide on the conduct of the consumer protection proceedings. Pursuant to Sections 45/A(1)-(3) of the Consumer Protection Act and Government Decree 387/2016. (XII. 2.) : <https://www.kormanyhivatal.hu/hu/elerhetosegek>

The Guest is entitled to enforce their claim arising from a consumer dispute before a court in civil proceedings in accordance with the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

18. Online dispute resolution:

The European Commission has set up a website where Guests (acting as Consumers) can register and have the opportunity to resolve their disputes relating to online services through this platform by completing a claim form, thereby avoiding court proceedings. If a Guest wishes to make a complaint regarding a service purchased online and does not necessarily wish to go to court, they may use the online dispute resolution tool. On the portal, it is possible to select the dispute resolution body to which they wish to entrust the handling of their complaint.

The online dispute resolution platform can be accessed at:

ODR link: <https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU>

19. Miscellaneous and final provisions:

If any provision of these General Terms and Conditions is restricted or rendered invalid by a mandatory statutory provision or a court decision, this shall not affect the validity of the remaining provisions of the General Terms and Conditions.

In respect of matters not covered by these General Terms and Conditions, the Hungarian Civil Code (Act V of 2013) and other relevant statutory provisions shall apply.

20. Key applicable legislation:

The following legislation applies in particular to the contract concluded between the parties:

- Act CLV of 1997 on Consumer Protection;
- Act V of 2013 on the Civil Code;
- Government Decree 45/2014 (II.26) on the detailed rules governing contracts between consumers and businesses.

These General Terms and Conditions shall enter into force on 25 November, 2025 and shall apply to bookings and contracts concluded thereafter.