

General Terms and Conditions

1. General provisions

1.1 The General Hotel Terms and Conditions (hereinafter: GTC) summarize the contractual content according to which City Resort Kft. (Registered office: 1097 Budapest, Gyáli út 18-20., hereinafter: Service Provider) operating GLAM CASTLE APARTMENTS (Budapest, District I, 1011 Budapest, Mária tér 1. fszt. 6., hereinafter: Apartment) enters into an accommodation contract with its guests (hereinafter: Guest).

1.2. Individual conditions do not form part of these GTC, but they do not preclude the conclusion of separate, special agreements with travel agents and organizers, sometimes with different conditions appropriate to the given business.

1.3. If there is a discrepancy or contradiction between the Hungarian language GTC and the English or any other language version, and, in case of any dispute, the Hungarian language version shall prevail.

2. Contracting Parties

2.1. The services provided by the Service Provider are used by the Guest. If the Guest submits the order for the services directly to the Service Provider, the Guest will be the Contracting Party. The Service Provider and the Guest together, if the conditions are met, become contracting parties (hereinafter: Parties).

2.2. If the order for the services is submitted to the Service Provider by a third party (hereinafter: Agent) on behalf of the Guest, the conditions of cooperation are regulated by the agreement between the Service Provider and the Agent. In this case, the Service Provider is not obliged to examine whether the third party legally represents the Guest.

3. Method and conditions of using the service

3.1. At the request of the Guest orally or in writing, including by e-mail, the Service Provider shall in all cases send a written offer, including a reply to the e-mail address regarding the request for quotation. If no specific order is received within 24 hours of sending the offer, the Service Provider's termination of the offer will be terminated.

3.2. The contract for the use of the accommodation service (hereinafter: the Contract) is concluded only with the written confirmation of the Guest's reservation, including the e-mail, sent by the

Service Provider in writing, including the reply email, and thus qualifies as a legally concluded Contract. The Parties shall recognize that correspondence by e-mail in the course of their relations with each other shall have the same legal effect as the conclusion of a written contract.

3.3. An oral reservation, agreement, modification or its verbal confirmation by the Service Provider does not qualify as a valid statement.

3.4. The contract for the use of the accommodation service is for a specified period.

3.5. If the Guest leaves the room permanently before the expiry of the specified period, the Service Provider is entitled to the full consideration for the service stipulated in the Contract. The final departure

of the room is if the Guest acts in accordance with clause 4.7 of the GTC regarding the placement of the keys. The Service Provider is entitled to resell the room vacated before the expiration date.

3.6. The prior written consent of the Service Provider is required for the extension of the use of the accommodation service initiated by the Guest. In this case, the Service Provider may stipulate the reimbursement of the fee for the service already performed.

3.7. The condition for using the accommodation service is that the guests must prove their identity in accordance with the legal regulations, before occupying the room. No one may live or stay in the Apartment for a long period of time without written notice.

3.8. Amendments and / or supplements to the Agreement require a written agreement signed by the Parties, or by e-mail.

4. Start and end of accommodation (check-in and check-out)

4.1 The guest has the right to occupy the rented rooms from 2:00 p.m. to 11:30 p.m. on the agreed day.

4.2 The service provider's service obligation is terminated if the Guest does not show up by 11:30 p.m. on the agreed day.

4.3. If the amount of the accommodation fee has been deducted from the Guest's debit card used for the booking, the room(s) will be booked no later than 10:00 a.m. the next day.

4.4. The Guest shall leave the room by 10:00 a.m. on the day of departure.

4.5. Depending on the occupancy of the Apartment, early arrivals and late departures are available for a fee. If you wish to use this service, please notify us in writing the day before your arrival, including by e-mail.

4.6. Upon arrival, the keys can be picked up with the help of Master Lock, which device is fixed on the main entrance. The Service Provider will send the necessary code to the Guest by e-mail before the day of arrival. After removing the keys, when the Guest closes the device, the device changes the code to a random series of numbers, so that the code sent in the e-mail can no longer be used.

4.7. Upon departure, the keys (main entrance key, apartment key, token) must be placed in the mailbox next to the main entrance of the apartment.

5. Extension of stay

5.1. The prior written consent of the Service Provider is required for the extension of the stay by the Guest.

5.2. If the Guest does not vacate their room by 10:00 on the day indicated as the day of departure at check-in and the Service Provider has not agreed in advance in writing to extend the stay, the Service Provider is entitled to terminate access and charge the following fees:

- flat-rate of the occupied room: the sum of two days' room rate + VAT
- administration flat-rate: HUF 15,000 + VAT
- cleaning late flat-rate: HUF 30,000 + VAT
- reputation damage flat-rate: HUF 50,000 + VAT

6. Fees

Glam Castle Apartments – Budapest

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6.1. The current list prices of the Apartment will be posted on the information board in the corridor of the Apartment.

6.2. The Service Provider may change the advertised prices without prior notice (for example: due to package prices or other discounts). If the Guest has booked accommodation and it has been confirmed in writing by the Service Provider, the Service Provider may not change this accommodation price. The current prices of the Service Provider can be found on the hotel's website (info.glamcastleapartments@gmail.com).

6.3. When publishing the prices, the Service Provider shall indicate the tax content of the prices (value added tax [hereinafter: VAT], tourism tax [hereinafter: IFA]) valid at the time of providing the quote, regulated by law. The published prices include the VAT specified by law, but do not include the tourism tax, which shall be paid on the spot. The Service Provider transfers the additional charges due to the amendment of the valid tax law (VAT, IFA) to the Guest with prior notice.

7. Offers, discounts

7.1. The current offers and discounts will be published on the website of the Apartment. The advertised discounts always apply to individual bookings.

7.2. The advertised discounts cannot be combined with any other discounts.

7.3. The Service Provider establishes the conditions set out in an individual contract in the case of the booking of its products subject to special conditions, in the case of group bookings or events.

8. Children discounts

8.1. The Apartment does not have a bed for children, so if the Guest arrives with a child of the age who needs a cot, the Guest is obliged to provide one. In this case, we provide the following accommodation discounts for children - in case of accommodation in a room with parents:

- 0-2,99 years old 100%
- From 3 to 11.99 years 50%

8.2. There are no extra beds available in the Apartment.

9. Cancellation policy

9.1. Unless otherwise specified in the Apartment's offer, the cancellation and modification conditions are as follows:

- If cancelled up to 21 days before date of arrival, no fee will be charged
- If cancelled up to 20 days before date of arrival, 30 percent of all nights will be charged
- If cancelled up to 14 days before date of arrival, 50 percent of all nights will be charged
- If cancelled up to 7 days before date of arrival, 100 percent of all nights will be charged
- When booking package and special offers, 100% of the accommodation fee must be paid by the Guest, there is no way to cancel, only the date can be changed - only to the time when the Service Provider has free capacity - up to the 7th day before arrival.

Cancellation can only be validly notified to the Service Provider in writing or by e-mail. If the Contracting Party is a business organization (including companies, social organizations, churches, local governments, local government institutions, state organizations and their institutions, etc.), the

Contracting Party / Customer is obliged to pay the penalty due in case of withdrawal even if the accommodation fee otherwise the Guest would wear it directly.

9.2. If the Contracting Party has provided the use of the accommodation service with an advance payment, or the Service Provider has blocked the accommodation fee on the bank card, and the

Guest does not arrive by 11:30 p.m. on the day of arrival and no written or e-mail cancellation is received, the Service Provider It validates the full amount of the accommodation fee paid on the basis of the contract and the amount blocked on the bank card as a penalty. In this case, the accommodation is reserved for the Contracting Party until 10:00 a.m. on the day following the day of arrival, after which the Service Provider's service obligation is terminated. If there is no cancellation and the Guest does not show up for the purpose of occupying the accommodation, or the amount of the blocked or paid advance does not cover the costs, penalties or accommodation fees of the Service Provider, the remaining fee will be invoiced by the Service Provider as a penalty.

9.3. If the Contracting Party has not provided the use of the accommodation services with an advance payment, credit card guarantees or in any other way included in the Contract on the day of the order, the Service Provider has no service obligation as set out in clause 3.1 of this GTC.

10. Method of payment, guarantee

10.1 The accommodation fee and the tourism tax are paid in advance by credit card or Szép kártya (MKB, K&H, OTP) in HUF or EUR. With the bank card marked as accepted by the Service Provider, by entering or transferring bank card data and paying via the website. The costs related to the use of any payment method shall be borne by the Guest.

In case of cash Euro payment, we accept a banknote of up to 50 Euros, however, payment by coin is not accepted by the Service Provider. In case of cash payment in Euro, the Service Provider shall pay the possible return amount only in Hungarian forints.

When booking the Apartment by the Guest, the Apartment is entitled to request a credit card guarantee up to the accommodation cost of the planned stay, or a prepayment in the payment methods accepted by the Apartment.

Preliminary communication of the data required for payment by credit card, detailed description of the payment process and conditions:

- With the credit card payment, the Guest will be redirected to the Bank website after ordering the selected goods, where he can pay with his bank card through the encrypted transaction currently used by the Bank, which is considered the most secure. When selecting the payment method, the Guest is responsible for clicking on “payment by credit card” and then entering the card number, expiration date and cvc code on the payment server of the Bank. The Bank accepts VISA Classic, VISA Electron and Eurocard / MasterCard cards.
- Bank cards issued exclusively for electronic use can only be accepted if their use is authorized by the bank issuing the card. It is the guest’s responsibility to inquire with their bank as to whether their card can be used to make purchases over the internet.
- After a successful purchase, the Bank will issue an authorization number for the transaction, which is worth writing down or printing out the entire page. In case of an unsuccessful transaction, ORP Bank will state the reason for the error in an error message.

- By accepting the General Terms and Conditions, the Guest acknowledges and accepts that the Service Provider will issue an invoice electronically for the fees to be paid and the amount paid by the guests to the Service Provider under any title and send it by e-mail.
- When issuing the invoice, the Service Provider shall use the data provided during the online booking, and, in the case of booking by e-mail or fax or telephone, the Service Provider shall base the invoices on the amounts paid.
- The data provided here (name, address, tax number if necessary) will be included in the "Buyer" section of the invoice. Within 1 day after the booking has been made, the Guest may request a change in the data provided in writing, after which the change is no longer possible.
- The Service Provider issues the final invoice based on the data provided at the time of booking.
- Although the Guest has the option of paying in a currency other than the currency of the booking, the invoice will be issued in the original currency of the booking (and not in the currency of payment).
- Only one invoice can be issued per booking, bookings cannot be divided into several parts for billing purposes. If you want invoices issued separately in the name of two or more guests (or companies), a separate reservation must be made for each of them. However, subsequent changes to bookings (such as the purchase of additional services) will be billed separately.
- The Service Provider will send an electronic invoice for each booking or after leaving the Apartment to the e-mail address provided at the time of booking. The electronic invoice will be sent from the Service Provider's e-mail address to the e-mail address provided when booking.
- If you need a paper invoice for any reason, please email it at info.glamcastleapartments@gmail.com no later than 1 week from the date of departure.
- If you notice any errors in your account, please email info.glamcastleapartments@gmail.com to remedy the issue, or to the person / company designated as the customer on the invoice.
- Our aim is to process and respond to your comment within 15 days of notification.

10.2. The original electronic invoice issued by the Service Provider is a PDF file attached to the e-mail sent to the person / company indicated in the booking. According to relevant Hungarian legislation (currently Act CCXXII of 2015 on the general rules of electronic administration and trust services, Act C of 2000 on accounting, and Act 23 / 2014 (VI. 30.) Decree of the Ministry of National Economy), companies are entitled to issue their invoices in electronic form.

The electronic invoice is a file in a special format, which contains the image of the traditional invoice issued by the Service Provider in the form of a PDF document (which meets the requirements of the Hungarian invoice format prescribed by Act CXXVII of 2007 on VAT) and (within the PDF file) signature and time stamp in accordance with the provisions of the Hungarian legislation referred to above.

The signature is made on behalf of the Service Provider and is provided with a "qualified certificate" issued by a qualified trust service provider. The electronic invoice contains all the necessary information in possession of which the validity of the certificate attached to the signature and timestamp of the invoice can be verified. If the invoice is used as an accounting document, the recipient of the invoice is obliged to store the electronic invoice in electronic form (similar to printed invoices). To view and verify the origin and authenticity of an electronic invoice, you must have Adobe Reader version 8 or later installed on your computer.

10.3. If the payment is made by credit card or the method of payment is bank transfer - unless an individual agreement concluded with the Service Provider provides otherwise - the Guest is obliged to

transfer 100% of the value of the ordered services to the Service Provider's bank account on the day of the order.

10.4. Individual room reservations can be guaranteed by entering credit card details or making an advance payment. Other payment methods on the spot: OTP Széchenyi Pihenőkártya, vouchers issued by the Apartment and / or its contracted partner.

11. Refusal to perform the contract, termination of the service obligation

11.1. The Service Provider is entitled to refuse to provide additional services or does not belong to additional services if:

- the Guest does not use the provided room or any Apartment facility properly;
- the Guest behaves in a manner that is objectionable, rude, under the influence of alcohol or drugs, threatening, abusive or showcases other unacceptable behaviour regarding the safety and order of the accommodation, its employees;
- the Guest suffers from an infectious disease;
- the Contracting Party fails to fulfil its obligation to pay the accommodation fee or advance payment specified in the Contract by the specified date;
- the Guest will not vacate their room until 10.00 a.m. on the day indicated as the day of departure at check-in and the Service Provider has not agreed in advance in writing to extend the stay.

11.2. If the Agreement between the Parties is not performed due to “force majeure” reasons, the Agreement shall be terminated.

12. Placement guarantee

12.1. If the Service Provider's Apartment is unable to provide the services included in the Contract due to its own fault (e.g. overcharging, temporary operating problems, etc.), the Service Provider - only at the written request of the Guest - will act to accommodate the Guest in another accommodation.

12.2. If the Service Provider provides the services included in the Contract in another accommodation or the Guest does not submit a written request in accordance with clause 12.1 of these GTC, the Contracting Party may not make a subsequent claim for damages.

13. Rights of the Guest

13.1. By concluding an accommodation service contract, the Guest acquires the right to the normal use of the rented rooms, as well as the normal use of the facilities of the accommodation facility provided to the Guests as usual and without special conditions, as well as the usual service during the opening hours.

13.2 The Guest may file a complaint regarding the performance of the services provided by the Service Provider during the stay at the accommodation. The Service Provider undertakes to handle complaints submitted to it (or registered in the record) certified to it in writing during this period.

14. Obligations of the Guest

14.1. Payment of the agreed fee: due by the deadline specified in the confirmation.

14.2. Prior to the installation of electrical appliances brought into the accommodation by the Guests, which are not part of the usual travel needs (for example: iron, kettle, coffee maker, etc.), the written consent of the Service Provider must be sought.

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14.3. Service Provider does not have a closed parking lot for the Guest. The Guests can park their cars on the street for a fee. The Service Provider shall not be liable for any damage resulting from the non-payment of the parking fee by the Guest.

14.4. Please dispose of your rubbish in the rubbish bins in the rooms. It is forbidden to remove or move any furniture objects from the room or the building, such as furniture, television, lamps, etc.

14.5. The hotel guest may use the tools and equipment in the Apartment only at their own risk, in compliance with the mandatory instructions in the posted instructions for use / handling.

14.6. Pursuant to the implementation of Act XLII of 1999 on the Protection of Non-Smokers, the Apartment is a non-smoking establishment. According to this, smoking is not allowed in the public areas of the Apartment. Signs notifying about the obligation to comply with the referenced legislation have been placed by the Service Provider in the areas prescribed by law. The employees of the Apartment have the right to warn the Guests and any other person in the Apartment area to comply with the law or to stop the illegal behaviour.

The Guests or any person staying in the Apartment is obliged to comply with the law and to comply with any notice. If, due to the unlawful conduct of any Guest or other person in the area of the Apartment, the operator of the Apartment is fined by the competent authority in accordance with the referred legislation, the operator reserves the right to transfer the amount of the fine to the person certifying the given infringing conduct, to pay its payment and to impose an additional fine of HUF 20,000. In addition to the provisions of this section, in case of smoking in the room, the Service Provider is entitled to charge an additional cleaning fee of HUF 10,000 to the Guest.

14.7. In case of fire, please call + 36 / 30 / 356 - 4338 immediately. In case of fire or other alarm, the Guests are obliged to leave the rooms or the common areas of the Apartment as soon as possible according to the information posted there.

14.8. Guests sharing the rooms and the common tools and furnishings of the Apartment are jointly and severally liable for any damage caused during improper use.

14.9. Fireworks and other activities performed by the Guest require the written consent of the Apartment, as well as the obtaining of official permits for the hotel guests.

14.10. The Guest shall ensure that the child under the age of 14 under their responsibility stays in the Service Provider's Apartment only under the supervision of an adult.

14.11. The Guest must immediately report the damage to the Apartment in writing and provide all necessary information (in particular, but not limited to: Guest's personal data [place and time of birth, mother's name, address, ID number], exact location of the damage, detailed facts), description, exact date, etc.) must be made available to the Apartment, which is necessary to clarify the circumstances of the damage, possibly to draw up a police report / police procedure.

14.12. The Guest expressly acknowledges that the Apartment operates a closed-circuit camera system in the common areas of the Apartment (except locker rooms, restrooms, but including the car park and external areas directly belonging to the Apartment) for security reasons, the recordings will be deleted in accordance with the regulations.

14.13. The Guest (including visitors to the Guest staying in the Apartment and persons traveling with the Guest) is obliged to use the Apartment building and its immediate surroundings as intended and without unnecessarily disturbing other guests or visitors.

14.14. Upon departure, the Guest is obliged to act in accordance with clause 4.6 of these GTC. In the event of failure to do so, or in the event of loss or destruction of the keys, the Service Provider is entitled to charge a compensation fee for the given key, which the Guest is obliged to pay upon departure. The keys can be used by the Guest until 10:00 am on the day of departure to enter their room. The keys will expire after this date, unless the Guest has agreed in writing with the Service Provider to extend the stay.

14.15. In case of translation or interpretation required by these GTC or from any foreign language charged to the Service Provider in connection with the operation of the Apartment, the Guest in whose interest the need for translation or interpretation arises is obliged to advance its costs, and in some cases they will be required to pay an administration fee in the amount of HUF 40.000.

15. Additional costs incurred in the event of a breach of contract by a guest

15.1. All costs arising from any reason arising in the interest of the Guest shall be charged to the Guest by the Service Provider in accordance with the following rates (but not exclusively). The Guest shall pay the fee for the reminders or reminders to the Service Provider within the payment deadline of 5 days indicated in the invoice. Fee / piece of payment reminder or reminder sent by the Service Provider in its own competence in case of late or non-payment or any other breach of contract:

- Payment reminder - first warning letter HUF 10,000 + VAT
- Payment request - second warning letter HUF 10,000 + VAT
- Payment request - each additional warning letter HUF 15,000 + VAT

15.2. The Guest acknowledges that all costs incurred on the Service Provider's side in connection with any legal or non-litigious proceedings initiated due to a breach of contract, breach of obligations or any other provision set forth in these GTC shall be borne by the Service Provider.

- Preparation and submission of a payment order HUF 50,000 + VAT
- Preparation and submission of written materials for litigation (claim, counterclaim or preparatory document) HUF 50,000 + VAT
- Representation in litigation and out-of-court negotiations, occasionally HUF 30,000 + VAT
- Preparation of litigation and out-of-court settlements, occasionally HUF 30,000 + VAT
- In case of an appeal, the preparation of the written materials of the second-instance litigation is HUF 50,000 + VAT
- Representation in enforcement proceedings occasionally HUF 50,000 + VAT

15.3. The Guest acknowledges that all costs incurred by the Service Provider in connection with litigation or non-litigation proceedings not initiated in Hungary due to a possible breach of contract, breach of obligations or any other provision set forth in these GTC shall be borne by the Guest, which costs are paid to the Service Provider when they arise (these costs include amounts in addition to the administration fee fixed in clause 14.15) and do not include the reimbursement of costs (e.g. travel costs).

- Preparation and submission of a payment order HUF 150,000 + VAT
- Preparation and submission of written materials for litigation (claim, counterclaim or preparatory document) HUF 150,000 + VAT
- Representation in litigation and out-of-court negotiations, occasionally HUF 130,000 + VAT
- Preparation of litigation and out-of-court settlements, occasionally HUF 130,000 + VAT
- In case of an appeal, the preparation of the written materials of the second instance litigation is HUF 150,000 + VAT

- Representation in enforcement proceedings occasionally HUF 150,000 + VAT

16. Policy on pets

16.1. Pets are not allowed in the Apartment.

17. Rights of the Service Provider

17.1. If the Guest does not fulfil the obligation to pay the fee for the services subject to penalty or ordered but not used in the Contract, the Service Provider is entitled to a lien on the personal property of the Guest, which they brought with them to the Apartment, in order to secure their claims.

17.2. If the Guest does not fulfil the obligation to pay the fee for the services subject to penalty (payable) used or ordered, but not used, in order to secure its claims, the Service Provider is entitled to a legal lien pursuant to Section 6: 370 of Act V of 2013 on the Civil Code (hereinafter: Civil Code) on the personal property of the Guest that he took with him to the Apartment. The rule of the lessor's lien pursuant to Section 6: 337 of the Civil Code shall apply accordingly to this lien. The Service Provider may, as long as its lien exists, prevent the removal of the assets encumbered by the lien. If the Guest objects to the existence, extent or the fact that the Service Provider has prevented the removal of other assets in addition to the assets providing full coverage for its claim, the Service Provider is obliged to enforce its lien in court within eight days. Failure to do so will result in termination of your lien. If the object used as a pledge is a motor vehicle owned by the Guest, its retention as collateral applies only to the collateral and, in no way restricts the personal freedom of movement of the Guest or those traveling with them. Persons can leave the hotel without any other restrictions.

17.3. The Parties stipulate that if the Service Provider needs any administration with regard to the enforcement of the lien, the Guest is obliged to pay an amount of HUF 70,000 to the Service Provider as an administration fee.

17.4. The Parties further state that in addition to the administration fee set forth in Clause 17.3 of the GTC, the security service fee used to enforce the above lien is HUF 5,500 / hour / person + VAT for each hour started, the payment of which to the Service Provider is based on the invoice. Within 8 days after the date of completion of the measures for the enforcement of the lien specified in clause 17.2 of these GTC, the Service Provider shall issue an invoice for the security service fee used for the enforcement of the lien, which the Guest shall pay to the Service Provider by transfer, so that the amount will be credited to the service provider's bank account 15 days after the date of completion of the measures for the enforcement of the lien specified in clause 17.2 of these GTC. The total number of staff in the security service is at least 3, which can be expanded if justified.

18. Obligations of the Service Provider

18.1. Accommodation and other services ordered on the basis of the contract must be performed in accordance with the applicable regulations and service standards.

18.2. Investigate the Guest's written complaint and take the necessary steps to deal with the problem, recording them in writing.

18.3. In the area inside the Apartment and on the terraces, it is forbidden to make noise during the period after 10:00 p.m. for the peace of our guests, including disturbing television and listening to music in the interiors of the rooms, and loud music in public areas, which the hotel staff is responsible for.

19. Illness and death of the Guest

19.1 If during the period of using the accommodation service the Guest becomes ill and is unable to act in their own interest, the Service Provider offers medical assistance.

20. Security of data management

20.1. To subscribe to the newsletter on the Service Provider's website, it is mandatory to provide your name and e-mail address. By subscribing to the Newsletter, the User agrees to the management of their data. The Service Provider handles the data until the data subject requests its deletion.

20.2. The option to unsubscribe is provided by a direct link in each newsletter, or on the website.

20.3. The User is responsible for the authenticity of the personal data provided.

20.4. The Service Provider protects the data in particular against unauthorized access, alteration, transfer, disclosure, deletion or destruction, as well as accidental destruction and damage.

20.5. The Service Provider together with the server operators ensures the security of the data.

20.6. The personal data provided by the Guest can only be accessed by the employees of the data controller. Personal data will not be transferred by the data controller to third parties other than those indicated.

20.7. The Service Provider does not disclose personal data to third parties, only with the prior and express consent of the data subject.

20.8. The User acknowledges that the Service Provider is obliged to release personal data to the requesting authority on the basis of legal authorization, if its legal conditions exist. The User may not object to the provision of data based on law, official or court decision.

21. The Service Provider's liability for damages

21.1. The Service Provider is liable for damages in the things designated by the Guest in the Apartment, or usually placed in a designated place or in their room. Under the responsibility of the Apartment, the amount of compensation is a maximum of fifty times the amount of the daily room rate, unless the amount of damage is less than this.

21.2. The liability of the Service Provider does not extend to those damage events that occurred due to an unavoidable cause outside the scope of the Service Provider's employees and Guests, or they were caused by the Guest himself.

21.3. The Service Provider may designate places in the Apartment area that the Guest cannot enter. The Service Provider shall not be liable for any damage or injury suffered by the Guest in such places.

21.4. The Apartment is liable for securities, cash and other valuables if the Apartment has taken over the thing for safekeeping by signing a written handover protocol with a specific identifiable circular, or if it has refused to take over for safekeeping in writing. The liability of the Apartment for things placed in this way is unlimited.

21.5. Furthermore, the Service Provider is not liable for damages resulting from improper use.

21.6. The Guest shall immediately report the damage to them in writing in accordance with the provisions of clause 14.11 of these GTC in the Apartment and provide all necessary data to the Service Provider, which is necessary to clarify the circumstances of the damage or to record the police report.

22. Confidentiality

22.1. In fulfilling its obligation under the Contract, the Service Provider is obliged to act in accordance with the rules of the Act on the Protection of Personal Data and the Disclosure of Data of Public Interest.

23. Force majeure

23.1. A cause or circumstance (e.g., war, fire, flood, power outage, strike) over which a party has no control (force majeure) releases any party from performing its obligations under the Contract for as long as that cause or circumstance exists.

24. Place of performance and law applicable to the legal relationship of the parties, acting court

24.1. The place of performance is the place where the accommodation Apartment is located.

24.2. The Parties agree on the exclusive jurisdiction of the District Court or the General Court at the registered office of the Service Provider in case of any legal dispute.

24.3. The legal relationship between the Service Provider and the Guest is governed by the provisions of Hungarian law.

25. Data of visitors to our website

25.1. The Service Provider does not record the user's IP address or other personal data when visiting the website operated by it. When visiting the website, the search is free and anonymous. The Service Provider uses the anonymous internet visit only for statistical purposes, to optimize its appearance on the internet, to increase the security of the system, the recorded data do not contain any personal data.

25.2. The Service Provider treats all data and facts concerning the Users confidentially, and uses them exclusively for the preparation of its own research and statistics.

25.3. The Service Provider does not take responsibility for its previous pages that have already been deleted, but have been archived with the help of Internet search engines. These should be removed by the search engine operator

26. Newsletter

26.1. The Service Provider delivers online Newsletters and electronic direct marketing messages (hereinafter: Newsletter) containing news, information and offers to the persons subscribing to the newsletters of the website operated by it several times a month.

27. Privacy Statement

27.1. In the course of its activities, the Service Provider considers the protection of personal data to be of paramount importance. In all cases, he shall handle the personal data provided to him in accordance with the legislation in force, ensure its security, take the technical and organizational measures and establish the procedural rules necessary to comply with the relevant legislation.

27.2. In the course of the Service Provider's activities, the data of users are provided by the Service Provider in accordance with Act CXII of 2011 on the Right to Information Self-Determination and Freedom of Information. Pursuant to the Act (hereinafter: Privacy Act), it is used exclusively for contract, billing and own advertising purposes.

By entering into an accommodation service agreement, you agree that you have read and understood the above terms and conditions and agree to be bound by them. The GTC may be amended later, which the Service Provider will indicate on the website of the Apartment, or will place the valid and effective GTC on the notice board of the Apartment.