

General Terms and Conditions for Accommodation Services Provided by Vörösszegi Guesthouses

By ordering the services provided by Vörösszegi Guesthouses as accommodation service provider through the website or by any other available means, a contract is concluded between the **Service Provider** and the person using the service (hereinafter referred to as the **Contracting Party**) for the provision and use of services under the conditions set out in these General Terms and Conditions (hereinafter: GTC). The contract shall be deemed a Hungarian-language distance contract concluded via the internet which is not executed in writing; however, its contents can subsequently be retrieved and accessed through the booking system.

By submitting a booking through the website, the **Contracting Party** simultaneously accepts the contractual terms and conditions set out in these GTC, agrees to all provisions thereof and acknowledges them as binding upon themselves.

Accommodation Details

The details relating to the accommodation facilities operating under the name Vörösszeg Guesthouses are set out below. The Guest enters into a contract with the operator specified for the booked guesthouse.

Name of accommodation: Bán House
Number of accommodation units: 1, number of rooms: 3, number of beds: 6
Address: 8985 Becsvölgye, Fő út 49, Hungary
NTAK Registration No.: EG23061797
Accommodation Service Provider: Metropolitan Studium Tanácsadó Korlátolt Felelősségű Társaság
Tax number: 11826190-2-41
Company registration number: 01-09-913292
Municipal permit number: 1/2023
Registered office: 1136 Budapest, Balzac u. 48/a, Hungary

Name of accommodation: Vörösszegi Guesthouses - Imre House, Ferenc House, Jónás House
Number of accommodation units: 3, number of rooms: 6, number of beds: 12
Address: 8985 Becsvölgye, Vörösszegi 20, Hungary
NTAK Registration No.: MA20012916
Accommodation Service Provider: Cselényi Krisztina Judit, private individual with tax number
Tax number: 73563369-1-40
Municipal permit number: 1/2020
Registered office: 8985 Becsvölgye, Vörösszegi 20, Hungary

Representative of the Accommodation Service Providers: CSELÉNYI KRISZTINA JUDIT

Contact: +36 30 914 1569
hello@vorosszeg.com

1. Ordering the Service

The Service Provider expressly draws the attention of the Contracting Party and the Guest to the fact that they shall only be entitled to demand performance of the service from the Service Provider after the order has been confirmed electronically, which also constitutes confirmation of the accommodation booking. The accommodation provider shall in all cases send a detailed e-mail confirming the booking.

An order and/or modification of an order communicated verbally shall only be deemed accepted by the Service Provider and shall only create an obligation for the Service Provider if such order and/or modification has been confirmed by the Service Provider in writing and the content of the concluded or amended service contract can therefore be clearly established on the basis of the Service Provider's written confirmation.

Verbal confirmation by the Service Provider of an order and/or modification of an order shall not create an obligation for the Service Provider, even if the order and/or modification was communicated by the Guest in writing.

The service contract between the parties for the use of services provided by the Service Provider and ordered by the Guest shall be concluded for a fixed term corresponding to the booking period confirmed in writing by the Service Provider.

2. Acceptance of the Contractual Terms and Conditions

By accepting the offer and paying the requested advance payment, the booking becomes effective. By doing so, the Guest acknowledges that they have read and accepted these contractual terms and conditions, in particular the cancellation and payment conditions, have read and agree to comply with the House Rules, and assume financial liability for any damage caused.

3. Offers and Promotions

The Service Provider reserves the right to modify the services, the range of products available in the online store and their prices at any time. The Service Provider shall make information concerning the material conditions of discounts or other benefits relating to products available in the online store, including in particular the amount and duration of promotions and prize draws, publicly accessible on its website. Orders placed by the Contracting Party during the period of a promotion in respect of the products or services concerned, as well as the fulfilment of such orders, shall be governed by the terms and conditions advertised for the promotion.

4. Prices and Payment Terms

For accommodation bookings at Vörösszeg Guesthouses, the Service Provider generally requires 100% payment in advance, which is treated as an advance payment; however, the applicable conditions may vary depending on the offer. For further information regarding payment terms and cancellation options, please also refer to the Cancellation Conditions.

Payment of the advance is a prerequisite for confirmation of the accommodation booking. Confirmation of receipt of the advance payment shall be sent to the e-mail address provided, and the booking shall only become valid upon receipt of such confirmation. The confirmation shall include the services booked, the applicable fees and taxes. Advance payments relating to bookings that are not accepted shall be refunded within 48 hours, and the Contracting Party shall be notified thereof by e-mail.

Based on the order placed by the Contracting Party and subsequently confirmed electronically, the Service Provider shall issue an electronic invoice for the price of the service and send it electronically, by e-mail, to the Contracting Party.

The Service Provider shall indicate the prices of its services in Hungarian forints in the online store accessible through its website. Prices displayed in this manner include value added tax.

5. Cancellation of the Service, Withdrawal and Termination

The Guest / Contracting Party may cancel the service without penalty provided that their intention to cancel is communicated to the Service Provider in writing no later than the 30th (thirtieth) day before the date of arrival.

In the event of written cancellation between the 29th and 15th day before arrival, the Service Provider shall charge a cancellation penalty equal to 50% of the price of the ordered service. In the event of written cancellation within 14 days before arrival, the Service Provider shall charge a cancellation penalty equal to 100% of the price of the ordered service.

For group or individual bookings, cancellation conditions may be determined individually and recorded by the parties in a separate agreement.

The Service Provider reserves the right to withdraw from performing services ordered by the Contracting Party / Guest and confirmed by the Service Provider no later than the 30th day before commencement of the services by sending a written statement to the Contracting Party / Guest. In such a case, any advance payment made in money by the Contracting Party / Guest shall be refunded simultaneously, or, where the advance payment was made using a SZÉP Card, the payment shall be refunded to the SZÉP Card.

The Service Provider reserves the right to establish individually determined conditions differing from the above in relation to products and services subject to special conditions, including in particular promotional offers, group travel and events.

6. Price of the Services and Methods of Payment

The prices applied by the Service Provider are continuously published on the website www.vorosszeg.com. The Service Provider shall be entitled to change its prices freely at any time, provided that unilateral price changes shall not apply to service contracts already concluded on the basis of orders previously submitted and confirmed in writing by the Service Provider. In the event that such bookings are subsequently modified or extended, the service prices applied by the Service Provider at the time of the modification or extension shall apply.

In the case of the purchase of a gift voucher, its nominal value does not necessarily correspond to the price of services provided by the Service Provider or to the price of booking any of the Guesthouses for one or more days. The use of the gift voucher entitles the holder to have the nominal value indicated on the voucher credited against and deducted from the price of the services.

The Service Provider shall display its prices in Hungarian forints in accordance with applicable legislation.

When communicating the price of individual services, the Service Provider shall always specify the tax content included in the price, such as value added tax and tourism tax, as well as the applicable statutory rate thereof. The Service Provider reserves the right, in the event of a statutory change in the applicable tax rate, to pass any resulting additional amount on to the Contracting Party and/or the Guest without prior notice.

The Service Provider publishes the prices of the individual products and services it provides, as well as current promotions, discounts and other offers, on its website.

The Service Provider shall communicate the total amount payable for the ordered services in the written confirmation sent to the Contracting Party / Guest, calculated on the basis of the scope and duration of the services and the prices and fees applicable at the relevant time.

The price of the ordered products and services may be paid:

- by bank transfer;
- by online bank card payment; or
- by Széchenyi Recreation Card (SZÉP Card) in accordance with applicable legislation.

In the case of advance bank transfer or bank card payment, the price of the product and/or service shall be considered paid when the full amount has been credited to the Service Provider's bank account.

As the proper processing of bank card payment transactions, the processing and encryption of data provided during payment, and ensuring the security of the payment process fall exclusively within the obligations of the participating bank/financial service provider, the Service Provider accepts no liability for problems relating to bank card payments that fall within such responsibility. The Service Provider shall furthermore not be liable for unsuccessful payment transactions if the failure is attributable to an internet connection error.

In the case of payment using a SZÉP Card, the Service Provider may, in order to verify lawful use of the card, require advance payment of the price of the ordered services and presentation of a valid photographic identification document of the Guest, such as an identity card, driving

licence or passport. The Guest shall comply with any such identification request. If identification cannot be carried out for any reason beyond the control of the Service Provider, the Service Provider shall be entitled to refuse acceptance of payment by SZÉP Card.

The Service Provider accepts cash-substitute payment instruments, including gift vouchers issued by the Service Provider, for settlement of the price of ordered services.

7. Gift Vouchers

The Vörösszegi Voucher, a gift voucher available in various denominations (hereinafter: the Gift Voucher), allows accommodation bookings to be given as gifts. The denominations of available Gift Vouchers may be individually determined and are issued in advance according to the purchaser's request.

Gift Vouchers qualify as cash-substitute payment instruments and cannot be exchanged for cash. Where a Gift Voucher is redeemed for a product and/or service of a lower value, the remaining amount may be used for a subsequent booking within the validity period.

Gift Vouchers are issued by the Service Provider and delivered electronically.

The nominal value of the Gift Voucher and the amount paid for it shall correspond to the amount stated on the relevant Gift Voucher. Upon redemption, an amount corresponding to the nominal value of the relevant Gift Voucher shall be credited against the value of the purchase.

Gift Vouchers issued by the Service Provider may be redeemed for a period of 6 (six) months from the date of purchase, exclusively when making a booking or ordering a service through the Service Provider's website, including bookings for dates falling after expiry of the validity period of the Gift Voucher, or when purchasing products, unless otherwise specified on the Gift Voucher concerned. The Service Provider shall be entitled to refuse acceptance or redemption of a Gift Voucher presented after this period.

If the value of the redeemed Gift Voucher exceeds the total value of the ordered services, the difference shall be forfeited and the Contracting Party and/or Guest shall not be entitled to claim a refund of the difference. A Gift Voucher may be used on one occasion only.

By purchasing a Gift Voucher, the purchaser and/or Guest accepts as binding the rules governing the issue and use of Gift Vouchers set out in these GTC.

A Gift Voucher may be freely transferred to any person. The owner of the Gift Voucher shall be deemed to be the person in possession of and/or redeeming the voucher. The Service Provider shall not examine whether use of the Gift Voucher is lawful.

Gift Vouchers are non-refundable and cannot be exchanged for cash.

In all other respects, the same rules shall apply to the use of services paid for with a Gift Voucher as to purchases or services paid for with money.

8. Method and Conditions of Using the Service

The Guest may begin using the services ordered and confirmed in writing by the Service Provider and may occupy the relevant Guesthouse from 16:00 on the day of arrival ("check-in"). On departure, the Guest shall vacate the Guesthouse no later than 10:00 on the final day of the confirmed period ("check-out").

9. Pets

Vaccinated, house-trained, well-behaved and well-groomed dogs may be brought into the Guesthouses for an additional fee, which must be selected at the time of booking.

As the responsible keeper of the animal, the Contracting Party / Guest shall bear full financial, legal and moral responsibility for any damage caused by the pet to the furnishings of the Guesthouses, the building, plants, employees, guests, other domestic animals or wild animals present on the premises of the Guesthouses. Outside the room, including in the public areas and car park of the Guesthouses and on the road leading to the property, dogs must always be kept on a leash. Dogs must not disturb other guests. Dogs must not be left alone in the room for a period of time that may result in separation anxiety manifested through barking, scratching at doors or similar behaviour. Dogs must not be allowed on furniture, or the furniture must be properly covered. Dogs may not be bathed in the shower or bathtub of the Guesthouses. When walking dogs, Guests are requested to use biodegradable dog waste bags and dispose of them in the waste bins provided.

10. Important House Rules

The accommodation is a non-smoking property.

All equipment available on the premises may be used at the user's own risk.

Minors may only stay at the accommodation together with an adult, who shall supervise them in relation to the lake and slippery banks, electric fencing, animals, lighting fires, the fireplace and the use of associated equipment, among other matters.

The Service Provider shall be entitled to terminate the service contract with immediate effect or refuse to provide the service if:

- the Guest uses the Guesthouse and/or the services provided by the Service Provider and/or the premises used for providing such services improperly and/or causes damage thereto;
- the Guest disrupts or obstructs the operation or House Rules of the Service Provider and fails to cease such conduct despite being requested to do so by a representative of the Service Provider;
- the Guest fails to comply with the Service Provider's safety regulations, for example by smoking in a prohibited area, and fails to stop doing so despite being requested to do so by a representative of the Service Provider;

- the Guest behaves in an objectionable or aggressive manner towards employees of the Service Provider or other guests, is intoxicated or under the influence of alcohol, narcotic substances or other psychoactive substances, or engages in threatening, offensive or otherwise seriously antisocial and unacceptable conduct;
- the Contracting Party or Guest fails to fulfil any payment guarantee or payment obligation requested by the Service Provider by the deadline specified by the Service Provider.

11. Obligations of the Guest

The Guest shall pay the full remaining accommodation fee, after deduction of any advance payment already paid, no later than the day on which the accommodation is taken over.

The Guest shall comply with the House Rules.

The Guest shall ensure that minors and pets under their supervision remain continuously under adult supervision throughout the use of the accommodation.

The Guest shall immediately report any damage suffered by them to the operator of the accommodation and provide all information necessary to clarify the circumstances of the incident and/or information required for any potential administrative offence or criminal proceedings.

Pursuant to Section 16 of Government Decree No. 235/2019 (X. 15.) and Section 4(3)-(6a) of Government Decree No. 239/2009 (X. 20.), the Guest shall fulfil their statutory obligations relating to the provision of personal data, including name, place of birth, date of birth, citizenship, gender and postal code of permanent residence. The accommodation provider is obliged to check identification documents in accordance with the applicable requirements.

The Guest uses all services provided by the Service Provider at their own risk throughout their stay.

The Guest shall be liable for all damage suffered by Vörösszeg Guesthouses or any third party that is caused by the Guest, their companion or any person under the supervision of any of these persons. The Guest's obligation to compensate for damage shall also apply where the injured party is entitled to claim compensation directly from the accommodation provider. The accommodation provider shall document the damage caused, notify the Guest and provide them with an opportunity to comment, and shall substantiate the cost of repair or replacement with an invoice.

12. Provision of Services

If, for any reason attributable to the Service Provider, the Service Provider is temporarily unable to provide the ordered services, it shall arrange alternative accommodation for the Guest. In this regard, the Service Provider shall:

- offer, and if accepted by the Guest provide, the services confirmed in the booking at the price and for the duration specified therein, or until the obstacle ceases to exist, at another accommodation facility of the same standard and category. All additional costs associated with providing substitute accommodation shall be borne by the Service Provider;
- upon request, provide the Guest with a one-time opportunity to make a telephone call/send a message free of charge in order to inform a person of their choice of the change of accommodation.

If the Service Provider fully complies with the above obligations and the Guest accepts the substitute accommodation offered to them, the Guest shall not subsequently be entitled to claim compensation from the Service Provider. If the Guest does not accept the substitute accommodation, the fees paid shall be refunded proportionately to the booking period and the time already spent at the accommodation.

13. Availability and Amendment of the GTC

The Service Provider shall ensure that the Contracting Party and/or Guest has the opportunity to read and understand the contents of these GTC prior to accepting them.

The Service Provider shall publish the currently effective version of the GTC on the website www.vorosszeg.com, thereby making it publicly accessible to anyone. The Service Provider reserves the right to amend the provisions of these GTC unilaterally at any time. The amended GTC shall apply to bookings made after the amended version enters into force and shall not modify the terms of previously concluded contracts. The Service Provider shall date and retain the individual versions of the GTC and associate the version accepted by the Guest with the relevant booking.

14. Processing of Personal Data

The Service Provider warrants that personal data obtained in connection with the provision of services shall be processed in accordance with the applicable data protection legislation.

The Service Provider further warrants that all data processing activities carried out in connection with the performance of service contracts concluded under these GTC comply with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation - GDPR), and Act CXII of 2011 on Informational Self-Determination and Freedom of Information (hereinafter: the Info Act). In particular, but not exclusively, the Service Provider shall have an appropriate legal basis for processing personal data and shall process personal data for a lawful purpose, only for the period and in relation to the categories of data strictly necessary for achieving that purpose.

The provisions governing the Service Provider's processing of personal data are set out in a separate Privacy Notice.

15. Force Majeure

Causes and circumstances beyond the control of the Service Provider, the Guest or the Contracting Party, including, for example, war, fire, flood, extreme weather conditions, power outages or strikes, shall constitute force majeure. Such circumstances shall release either party from

performance of their contractual obligations for as long as the relevant cause or circumstance continues to exist. The contracting parties shall make every reasonable effort to minimise the possibility of occurrence of such causes and circumstances and to remedy any resulting damage or delay as soon as possible.

16. Copyright

The information, photographs and textual content available on the website www.vorosszeg.com are the property of the Service Provider. The photographs and descriptions available in the online store and booking system constitute intellectual property, and only the Service Provider is entitled to use them. Their unauthorised copying, transmission or other use is prohibited.

The Service Provider reserves all rights relating to all elements of its services, its domain names, any secondary domain names created from them and its online advertising platforms.

17. Miscellaneous Provisions

In the case of bookings made through other intermediary channels, the House Rules and the policies of the relevant booking channel shall apply.

The parties undertake, in performing their obligations arising from contracts concluded under these GTC, to comply with applicable laws, act in accordance with the principles of good faith and fairness, cooperate with each other and inform one another without undue delay of any material circumstances affecting the other party.

The Service Provider considers the provisions of these GTC and the information published on its website to be binding upon itself and shall in all cases act in a manner that can generally be expected under the circumstances in order to fulfil them.

By accepting these GTC, the parties shall, when exercising rights and fulfilling obligations arising from the service contract concluded between them, take into consideration the legitimate interests of the other party. The Contracting Party and the Guest shall furthermore act during performance of the contract in such a way as not to damage or endanger the Service Provider's good business reputation.

If the Service Provider does not exercise any right set out in these GTC, such failure to exercise the right shall not constitute a waiver of that right by the Service Provider.

The Service Provider excludes liability for any damage suffered by the Contracting Party and/or Guest as a result of an error or deficiency in the operation of the www.vorosszeg.com website and/or the booking system and/or the online store.

In connection with performance of the contract and all matters relating to the provision of services, the parties shall primarily communicate with each other in writing, by e-mail.

The Service Provider shall send all notifications, information and legal statements to the e-mail address provided by the Contracting Party and/or Guest when ordering the service. The Service Provider maintains the e-mail address hello@vorosszeg.com for receipt of all written communications from the Contracting Party and/or Guest. If the e-mail address of the Contracting Party and/or Guest changes, they shall immediately notify the Service Provider. The Service Provider shall bear no liability for any adverse consequences resulting from failure to fulfil the above notification obligation.

All contracts falling within the scope of these GTC shall be governed by Hungarian law, including in particular Act V of 2013 on the Civil Code, Act CVIII of 2001 on Electronic Commerce Services and Certain Issues Relating to Information Society Services, and other applicable legislation. Where the contract is concluded between the Service Provider and a Contracting Party and/or Guest qualifying as a consumer, the provisions of Government Decree No. 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses shall also apply as appropriate.

The parties shall in all cases attempt to settle any disputes arising from the accommodation service contract amicably. If an amicable settlement cannot be reached, the parties shall refer the dispute to legal proceedings. Any disputes arising from this contract shall be decided by the court having jurisdiction and competence under the procedural rules in force at the relevant time.

Any individual offer or agreement accepted by the parties shall take precedence over these GTC in respect of matters in which it contains provisions differing from these GTC. In all other matters, these GTC shall apply.

The Contracting Party and/or Guest acknowledges that submitting an order in accordance with these GTC constitutes an offer made by them by which they are bound. The Customer acknowledges that, simultaneously with submitting the order, they accept the provisions of these GTC and the related Privacy Notice and recognise them as binding upon themselves.

These General Terms and Conditions shall be published on 22 September 2026 and shall enter into force on 22 September 2026.