

General Terms and Conditions for Hotel Contracts

General Terms and Conditions (GTC)

1. General Provisions

1.1. These General Terms and Conditions (hereinafter referred to as GTC) summarize the contractual content under which Aura Management Ltd. - Aura Hotel - (headquarters: 8230 Balatonfüred, Munkácsy Mihály street 5, company registration number: 19-09-524522, tax number: 32573220-2-19), represented by Viktória Südy, Managing Director (hereinafter referred to as Service Provider), enters into contracts with its guests regarding accommodation, restaurant, and other hospitality services.

1.2. Specific terms do not form part of this GTC but do not exclude the possibility of special agreements being made with travel agents, organizers, or others, under varying conditions suited to the business in question.

2. Contracting Parties

2.1. The guest (hereinafter referred to as Guest) uses the accommodation, restaurant, and other services provided by the Service Provider. The contract is concluded when the booking is made, and the Service Provider provides written confirmation. If the Guest makes the booking directly with the Service Provider, the Guest becomes the contracting party. Once the terms are fulfilled, both the Service Provider and Guest (hereinafter collectively referred to as Parties) become contractual parties.

2.2. If a third party (hereinafter referred to as Agent) places the booking on behalf of the Guest, the cooperation is governed by an agreement between the Service Provider and the Agent. In this case, the Service Provider is not obligated to verify whether the third party is legally representing the Guest.

3. The Method and Conditions for Using Services

3.1. Upon verbal or written request from the Guest, the Service Provider will send a written offer in every case. If no booking is received within 48 hours from the time the offer was sent, the Service Provider's offer will cease to be binding.

3.2. The contract is concluded solely upon the written booking made by the Guest and the written confirmation of the booking by the Service Provider, thus becoming a written contract.

3.3. Bookings, modifications, or verbal confirmations made verbally by the Service Provider do not constitute a valid contract and do not result in the conclusion of a contract.

3.4. The contract for the use of accommodation services can only be concluded for a definite period.

3.5. If the Guest leaves the room permanently before the end of the agreed period, the Service Provider is entitled to the full amount of the services agreed upon in the contract. The Service Provider has the right to rebook the room before the expiry date.

3.6. Extension of the use of the accommodation services by the Guest requires the prior consent of the Service Provider. In such cases, the Service Provider may require the payment of the fees for the services already rendered.

3.7. The condition for using the accommodation services is that the Guests provide proof of their identity in accordance with the statutory requirements before occupying the room. The details of this data processing are outlined in the Privacy Policy. No one can stay at the hotel without proper registration.

3.8. Any modification or supplement to the contract requires a written agreement signed by both Parties. Verbal agreements are void.

4. Start and End of Accommodation / Check-in; Check-out

4.1. The Guest is entitled to occupy the rented premises from 3:00 p.m. on the agreed date.

4.2. If the Guest does not arrive by 6:00 p.m. on the agreed date without a later arrival being agreed upon, the Service Provider is entitled to withdraw from the contract without further explanation.

4.3. If the Guest or the Agent has paid a deposit (advance payment), the room(s) will be reserved until 12:00 noon the next day at the latest.

4.4. The Guest must vacate the room by 10:00 a.m. on the departure day.

4.5. Depending on availability, the Service Provider may provide early check-in or late check-out for an additional fee. If you would like to use this service, please inform the reception the day before your arrival.

5. Extension of Accommodation

5.1. Extending the stay by the Guest requires prior approval from the Service Provider.

5.2. If the Guest fails to vacate the room by 10:00 a.m. on the departure date and has not obtained prior approval for an extended stay, the Service Provider is entitled to charge the room rate for each additional day and is no longer obligated to provide services for the additional period.

6. Prices

6.1. The current price list is displayed on the information board in the hotel lobby. Price lists for other services are available at the respective hotel departments. The prices displayed on the information board are for information purposes only and do not constitute an offer.

6.2. The Service Provider may change the advertised prices without prior notice (e.g., due to package offers or other discounts). Once the Guest has booked and

the Service Provider has confirmed the booking in writing, the Service Provider may not change the price. The current prices are available on the hotel's website (www.aura-hotel.hu). The Service Provider applies a Best Price Guarantee. The basic condition for the price guarantee is that the room must be booked on the official website (www.aura-hotel.hu) under the same booking conditions as confirmed by the hotel. The price guarantee does not apply to prices available on non-public platforms (e.g., club systems, corporate offers) or auction websites, nor does it apply when loyalty points offered by partners are used.

6.3. The Guest can always inquire about the current service prices at the hotel reception before starting the service.

6.4. When communicating prices, the Service Provider specifies the tax content (VAT, tourist tax) regulated by law. The prices include VAT but do not include the tourist tax, which must be paid on-site. The Service Provider is entitled to pass on any additional charges arising from changes in the relevant tax laws. A 10% service charge is added to room service and other services provided by the hotel.

7. Offers and Discounts

7.1. The current offers and discounts are published on the hotel's website. The advertised discounts always apply to individual room bookings.

7.2. Advertised discounts cannot be combined with any other discounts.

7.3. For bookings of group events or special services, the Service Provider may specify different terms and conditions in a separate contract.

8. Children Discounts

(We only accept children over 12 years old, 100% payable)

8.1. Children's discounts for accommodations in the same room as their parents during weddings:

- 0 to 2 years old: 100% discount
- 3 to 11 years old: 60% discount off the adult rate.

8.2. Extra beds can only be placed in certain room types.

8.3. Requests for extra beds must be arranged with the Service Provider at the time of booking.

9. Cancellation Terms

9.1. The penalty for cancellation is equivalent to the daily room rate specified in the confirmed order. Unless otherwise specified in the hotel's offer, the cancellation and modification conditions are as follows:

- Free cancellation up to 8 days prior to the confirmed arrival date.
- 30% of the total room rate is payable for cancellations made within 7 to 3 days before the confirmed arrival date.

- 100% of the total room rate is payable for cancellations made within 48 hours of the confirmed arrival date.

If the Contracting Party is a business entity (including economic companies, social organizations, churches, municipalities, municipal institutions, state organizations, and their institutions, etc.), the Contracting Party/Client is liable to pay the penalty, even if the accommodation fee is directly borne by the Guest acting on behalf of the Client.

9.2. If the Contracting Party has secured the accommodation services with an advance payment and fails to arrive on the day of arrival without submitting a written cancellation, the Service Provider is entitled to retain the full amount of the advance payment as a penalty. In this case, the accommodation will be reserved for the Contracting Party until 12:00 p.m. on the day following the intended arrival date, after which the Service Provider's obligation to provide services ceases.

9.3. If the Contracting Party has not secured the accommodation services with an advance payment, credit card guarantee, or other methods specified in the Contract, the Service Provider's obligation to provide services ceases at 6:00 p.m. on the day of arrival (local time).

10. Cancellation Terms for Groups and Events in Relation to Accommodation

10.1. The Client may cancel the service (group reservation/event) free of charge up to 31 days before the arrival date.

10.2. Cancellation fees for cancellations within 30 days:

- 30-21 days prior to arrival: 10% of the total services ordered.
- 20-14 days prior to arrival: 25% of the total services ordered.
- 13-7 days prior to arrival: 50% of the total services ordered.
- 6-3 days prior to arrival: 75% of the total services ordered.
- Less than 48 hours or no-show: 100% of the total services ordered.

10.3. Written cancellations must reach the hotel by the specified deadline.

10.4. If the Guest does not arrive on the specified date and no cancellation is made, the hotel must notify the Client on the following day and may rent out the room for the remaining duration of the order, unless the Client gives other instructions.

11. Cancellation Terms for Groups and Events Regarding Meals

11.1. We cannot accept changes in the number of participants within 48 hours of the service.

11.2. For cancellations made after the deadline or no-shows, 100% of the ordered meal's price (excluding drinks) must be paid as a cancellation fee. This fee will be calculated based on the meal time, regardless of the service's scheduled time. For lunch, this is 11:00 a.m., and for dinner, this is 5:00 p.m.

12. Rejection of Contract Fulfillment / Cessation of Service Provider's Obligation to Provide Services

12.1. The Service Provider is entitled to terminate the contract with immediate effect and refuse to provide further services if:

- The Guest improperly uses the provided room or facility.
- The Guest fails to vacate the room by the time specified in the booking and has not received prior approval for an extended stay.
- The Guest behaves inappropriately with the staff, under the influence of alcohol or drugs, or exhibits threatening, abusive, or otherwise unacceptable behavior.
- The Guest suffers from an infectious disease.
- The Contracting Party fails to meet their advance payment obligations by the agreed deadline.
- The Guest violates the hotel rules (including restaurant or associated facilities).

12.2. If the contract cannot be fulfilled due to force majeure, the contract is terminated.

13. Payment Methods and Guarantee

13.1. Payment for the ordered services can be made in cash (in HUF or EUR), by credit card accepted by the Service Provider, or by bank transfer.

13.2. In the case of bank transfers, unless otherwise agreed, the payment must be made to the hotel's bank account before the arrival date so that the amount is credited by the day of arrival, or proof of the transfer must be provided.

13.3. Individual room bookings can be guaranteed by providing credit card details or advance payment.

13.4. Additional payment methods on-site: Széchenyi Pihenőkártya, vouchers issued by the hotel or contracted partners.

13.5. Details of card payments include entering the card number and expiration date on the payment server. If a problem occurs during the transaction, the bank's error message will be displayed.

14. Accommodation Guarantee

14.1. If the Service Provider is unable to provide the agreed services due to its own fault (e.g., overbooking, temporary operational issues), the Service Provider must arrange alternative accommodation for the Guest.

14.2. The Service Provider must offer the services at the agreed rate at another, same or higher category accommodation, covering any additional costs.

14.3. If the Service Provider fulfills its obligations or if the Guest accepts the substitute accommodation, the Contracting Party may not claim compensation afterward.

14.4. The Guest may only refuse the alternative accommodation offered by the Service Provider for a valid reason, and in this case, the Guest will not bear any additional costs.

15. Guest's Rights

15.1. By concluding the accommodation contract, the Guest is entitled to the usual use of the rented premises and the facilities generally available for guest use without special conditions, in accordance with the house rules, during the period specified in the contract.

15.2. The Guest may file complaints regarding the Service Provider's services during their stay at the accommodation. The Service Provider undertakes to investigate the complaint if it is submitted in writing during the Guest's stay or if it is recorded by the Service Provider. The Service Provider will handle complaints individually. Complaints can be made in writing to the following address and contact details:

Aura Hotel / Aura Management Ltd.

8230 Balatonfüred, Munkácsy Mihály street 5

Tel: +36 87 535 860

E-mail: info@aura-hotel.hu

15.3. In case of a dispute regarding a complaint, the Guest may turn to the (i) competent arbitration board, (ii) consumer protection authority, or the (iii) competent court.

16. Guest's Obligations

By ordering the services, the Guest accepts the terms and conditions and undertakes the following obligations:

16.1. The agreed price must be paid by the deadline stated in the confirmation or at the end of the accommodation contract.

16.2. The Guest acknowledges that food and beverages may not be brought into the hotel or restaurant (unless medically necessary for the Guest). If the Guest brings food or drinks into the hotel and consumes them in public areas, the Service Provider is entitled to charge a reasonable fee (commonly referred to as a "corkage fee" for drinks). It is prohibited to remove food or beverages from the hotel's catering establishments.

16.3. Before operating any electrical devices brought by the Guest that are not part of typical travel necessities, the Service Provider's approval must be sought.

16.4. Guests' vehicles may park in the hotel's uncovered, non-guarded parking lot for a fee. The Service Provider excludes liability for damages to vehicles or items in vehicles (such as theft, vandalism, or weather-related damage). The Service Provider is not responsible for valuables left in the rooms. Responsibility is accepted only for items placed in room safes or at the reception's central safekeeping facilities.

16.5. Guests are entitled to use the hotel's underground garage for a fee. The Guest is responsible for the remote control provided for access, and if the remote is lost, damaged, or destroyed, the Guest must compensate the Service Provider for repair or replacement costs.

16.6. Garbage must be disposed of in the bins provided within the hotel premises. Guests must avoid behaviors that cause excessive pollution or damage to the rented premises or the hotel (including the restaurant). Furniture cannot be removed or relocated from rooms or buildings.

16.7. The Guest acknowledges that all equipment and facilities within the hotel complex are used at their own risk, in compliance with the instructions provided. The Service Provider excludes liability for damages resulting from improper or unauthorized use of these items.

16.8. Smoking is prohibited in the hotel's closed areas (including guest rooms) and communal areas in accordance with Act XLII of 1999 on the Protection of Non-Smokers. Hotel staff are entitled to warn guests to comply with the law. If a guest or any other person violates this regulation, the Service Provider is entitled to pass any fines onto the violator. Violators may also be charged a fee of HUF 30,000, which will be added to their room bill and must be paid upon departure.

16.9. In case of fire, the reception must be notified immediately.

16.10. Guests using shared equipment and furnishings in the hotel are jointly liable for any damage caused by improper use.

16.11. Fireworks or other licensed activities brought by the guest require prior written consent from the hotel and the necessary permits from the authorities.

16.12. The Guest is responsible for ensuring that children under 14 years of age stay at the hotel only under adult supervision.

16.13. Any damage or injury suffered by the Guest must be reported immediately to the hotel, providing all necessary information to investigate the case and, if necessary, file a police report. Failure to report such incidents may release the Service Provider from any liability.

16.14. Guests acknowledge that, for property protection purposes, the hotel operates a closed-circuit camera system in common areas (excluding changing rooms and restrooms, but including parking lots and outdoor areas). The recordings are deleted in accordance with legal requirements.

17. Bringing Animals into the Hotel

17.1. Pets (dogs, cats) are not allowed in the hotel.

18. Service Provider's Rights

18.1. If the Guest fails to pay for the used or ordered, but not used, services subject to a cancellation fee, the Service Provider has the right to place a lien on the Guest's personal belongings that were brought into the hotel.

18.2. The security staff at the hotel complex is entitled to check the identities of

incoming and outgoing Guests and, if necessary, inspect vehicles leaving the premises.

18.3. The security staff is also authorized to direct traffic within the hotel complex if necessary.

19. Service Provider's Obligations

19.1. The Service Provider is required to provide the ordered accommodation and other services in compliance with the applicable standards.

19.2. The Service Provider must investigate and address any written complaints from the Guest and take necessary action to resolve the issue.

19.3. For the peace of the Guests, loud activities (including loud television, music, or other noise) are prohibited in guest rooms and public areas after 10:00 p.m.

20. Guest Illness or Death

20.1. If a Guest falls ill during their stay and cannot act on their own behalf, the Service Provider will offer medical assistance.

20.2. In the case of illness or death of a Guest, the Service Provider is entitled to claim reimbursement for any medical or procedural costs, the value of services used prior to the illness/death, and for any damages incurred in connection with the illness/death (e.g., damage to furniture or equipment).

21. Data Security

21.1. Subscribing to the hotel's newsletter requires the provision of a name and email address. By subscribing, the user consents to the processing of their provided data. The Service Provider will continue to handle the data until the user requests its deletion.

21.2. An unsubscribe option is provided in every newsletter via a direct link, and users may also unsubscribe on the website.

21.3. Users are responsible for the accuracy of the personal data they provide.

21.4. The Service Provider protects the data against unauthorized access, alteration, disclosure, deletion, or destruction, as well as against accidental destruction or damage.

21.5. The Service Provider, in cooperation with its server operators, ensures the security of the data.

21.6. Only the employees of the data controller have access to the personal data provided by the user. Personal data will not be shared with third parties without the explicit consent of the data subject.

21.7. The Service Provider will not release personal data to third parties without the explicit prior consent of the user.

21.8. Users acknowledge that the Service Provider is legally obliged to provide personal data to the authorities if required by law.

22. Service Provider's Liability for Damages

22.1. The Service Provider is liable for damage incurred by the Guest if their belongings are lost, damaged, or destroyed, provided the items were placed in safekeeping at a designated secure location or handed over to an employee authorized to take possession.

22.2. The Service Provider's liability does not extend to damages caused by unavoidable external factors or damages caused by the Guest themselves.

22.3. The Service Provider may designate areas within the complex that Guests are prohibited from entering. The Service Provider is not responsible for any injuries or damages that occur in these prohibited areas.

22.4. The Service Provider is only liable for valuables (e.g., securities, cash) if they have been expressly accepted for safekeeping. In this case, the Guest bears the burden of proof for establishing the value of the items and the Service Provider's responsibility.

22.5. The Service Provider is not liable for damages caused by improper use of hotel facilities.

22.6. The Service Provider is not liable for damages arising from maintenance or health-related restrictions of hotel wellness areas or sports facilities during maintenance periods.

23. Confidentiality

23.1. The Service Provider is required to handle personal data in compliance with data protection laws and regulations.

24. Force Majeure

24.1. In the event of a cause or circumstance beyond the control of either party (e.g., war, fire, flood, adverse weather, power outage, strike), both parties are released from fulfilling their obligations under the contract for as long as the cause or circumstance persists.

25. Place of Performance, Applicable Law, and Court Jurisdiction

25.1. The place of performance is the location of the hotel where the accommodation is provided.

25.2. In any disputes arising from the accommodation contract, the court with jurisdiction over the Service Provider's location will have authority.

25.3. The legal relationship between the Service Provider and the Guest is governed by Hungarian law.

26. Data of Website Visitors

26.1. The Service Provider does not record the IP address or any other personal data of website visitors. Visitors may browse the website freely and anonymously. Data collected for statistical purposes are anonymous and are used to optimize the website and enhance security.

26.2. The Service Provider handles all user data confidentially and uses it solely for internal research and statistical purposes.

26.3. The Service Provider is not responsible for previously deleted website content that has been archived by search engines. The search engine operators are responsible for removing such content.

27. Newsletter

27.1. The Service Provider sends newsletters with news, information, and offers to users who have subscribed via the website. These newsletters may be sent several times per month.

28. Privacy Policy

28.1. The Service Provider places great importance on the protection of personal data. All personal data provided to the Service Provider is handled in accordance with applicable laws and regulations. The Service Provider implements the necessary technical and organizational measures to ensure compliance with data protection laws.

28.2. By entering into the accommodation contract, the Guest acknowledges that they have read, understood, and agree with the above terms and conditions. The GTC may be amended from time to time.