

GENERAL TERMS AND CONDITIONS

ARUNDO Hospitality and Accommodation Services Ltd.

Effective: January 5, 2026

1. These General Terms and Conditions (hereinafter: GTC) govern the terms and conditions for using the accommodation and related services of the 4-star premium hotel operated by ARUNDO Hospitality and Accommodation Services Ltd. (registered office: 9019 Győr, Ménfői út 61/A, company registration number: 08-09-038191, tax number: 32942440-2-08, hereinafter: Provider).
2. The GTC apply to all individual and group bookings, including contracts made online, by phone, via email, or through intermediary systems. By finalizing the booking, the Guest declares that they have read and accept the provisions of the GTC as binding.
3. The contract between the Provider and the Guest is concluded upon the Provider's written – including electronically sent – confirmation. An automated system message does not necessarily constitute a final confirmation.
4. The contract is for a fixed term. The Provider reserves the right to correct or cancel a booking in case of obvious pricing errors, technical or system errors, and is entitled to refuse a booking if the Guest has previously committed a serious breach of contract, failed to fulfill payment obligations, or provided false information.
5. The accommodation fee includes the proper use of the room, daily cleaning, bed linen and towel use, the board specified in the confirmation, and the use of the general infrastructure of the Hotel. Services available for an additional fee – particularly minibar consumption, parking, electric vehicle charging, spa treatments, and event and conference services – are charged according to the current price list.
6. The Provider applies dynamic pricing. Prices are in Hungarian Forints and include value-added tax, but the tourist tax is payable separately. In case of changes in tax rates due to legislation, the Provider is entitled to pass the additional burden onto the Guest.
7. The Provider is entitled to request a deposit or full prepayment and to apply a credit card guarantee. Accepted payment methods include cash, bank card, SZÉP card, bank transfer, and online payment. In case of late payment, the Provider may charge default

interest according to the Civil Code and is entitled to a lien on property brought into the Hotel by the Guest to secure its claim.

8. Unless otherwise agreed, individual bookings may be canceled free of charge up to 24 hours before arrival. For cancellations after this deadline or in case of no-show, the Provider is entitled to charge at least one night's accommodation fee as a penalty. For non-refundable rates, the full amount is payable, no refund is possible. In the case of group bookings, the provisions of the individual contract apply.
9. Rooms are available from 15:00 on the day of arrival, and Guests must leave the rooms by 11:00 on the day of departure. Early arrival or late departure is only possible with the prior consent of the Provider and for an additional fee.
10. The Provider is entitled to request identification documents and, in accordance with applicable laws, provide data to the National Tourism Data Supply Center. Refusal to present identification prevents the provision of services.
11. Use of the wellness and spa facilities is at the Guest's own risk. The Guest must use the services in accordance with their health condition and comply with the house rules. The Provider is entitled to temporarily close the wellness facilities for maintenance or operational reasons, which does not constitute a breach of contract.
12. The parking lot – unless explicitly indicated otherwise – is not considered a guarded parking lot; therefore, the Provider is not responsible for items left in vehicles or damages caused by third parties.
13. The Guest must comply with the Hotel's house rules and refrain from any behavior that disturbs other guests or damages the Provider's reputation. In case of serious breach of contract, the Provider is entitled to terminate the contract immediately and request the Guest to leave the Hotel premises without any refund obligation.
14. The Provider's liability is governed by the provisions of the Civil Code regarding hotel liability. Unless otherwise provided by law, the maximum compensation is fifty times the daily room rate. The Provider is not liable in case of force majeure, damage caused by third parties, or damage resulting from the Guest's own actions.

15. The Guest is fully liable for any damages caused by themselves or their companions, and the Provider is entitled to enforce compensation against the available credit card guarantee.
16. The Hotel operates a camera system in common areas for property protection and security purposes. Personal data is handled in accordance with the European Parliament and Council (EU) Regulation 2016/679 (GDPR) and applicable Hungarian laws; detailed rules are set out in a separate Privacy Policy.
17. In case of force majeure – particularly war, epidemic, governmental restriction, or natural disaster – the parties are exempt from fulfilling the contract for the duration of the obstacle.
18. Complaints may be submitted in writing, to which the Provider will respond in writing within thirty days. In consumer disputes, the Guest is entitled to contact a conciliation body or initiate court proceedings.
19. Matters not regulated in these GTC are governed by the Hungarian Civil Code and relevant legislation. Hungarian law applies to the legal relationship, and the parties agree to the jurisdiction of the competent Hungarian court.