

GENERAL TERMS AND CONDITIONS

1. General Provisions

1.1. These General Terms and Conditions of Hotel Services (hereinafter referred to as the “GTC”) set out the contractual terms and conditions under which Edo-Hungary Kft., operating as Riva Szeged **** (registered office: 4 Egyetem Street, H-6722 Szeged, Hungary) (hereinafter referred to as the “Hotel” or “Service Provider”), enters into accommodation agreements with its guests.

1.2. Individual agreements and special conditions shall not form part of these GTC; however, they do not preclude the conclusion of separate agreements with travel agencies, tour operators, event organizers, or other business partners under terms specifically tailored to the respective business relationship.

2. Contracting Parties

2.1. The services provided by the Service Provider are used by the Guest. Where the Guest places a reservation directly with the Service Provider, the Guest shall be deemed the Contracting Party. Subject to the fulfilment of the applicable conditions, the Service Provider and the Guest shall jointly constitute the contracting parties (hereinafter collectively referred to as the “Parties”).

2.2. Where a reservation is made on behalf of the Guest by a third party (hereinafter referred to as the “Intermediary”), the terms of cooperation shall be governed by the agreement concluded between the Service Provider and the Intermediary. In such cases, the Service Provider shall not be obliged to verify whether the Intermediary is duly authorized to act on behalf of the Guest.

3. Reservation Procedure and Conditions of Service Use

3.1. Upon receipt of a verbal or written request for quotation from the Guest, the Service Provider shall provide a written offer. Unless a specific reservation is received within forty-eight (48) hours from the date of the offer, the Service Provider's obligation to maintain the offer shall automatically expire.

3.2. The accommodation agreement shall be deemed concluded only upon the Service Provider's written confirmation of the Guest's written reservation request. Such confirmation shall constitute a legally binding written agreement between the Parties.

3.3. Verbal reservations, agreements, amendments, or verbal confirmations thereof shall not constitute a binding contract.

3.4. The accommodation agreement shall be concluded for a fixed period.

3.5. Should the Guest permanently vacate the room prior to the expiry of the agreed accommodation period, the Service Provider shall be entitled to the full contractual consideration stipulated in the agreement. The Service Provider reserves the right to re-let any room vacated before the agreed departure date.

3.6. Any extension of the Guest's stay shall be subject to the Service Provider's prior approval. In such cases, the Service Provider may require settlement of all outstanding charges relating to services already provided.

3.7. As a condition of using the accommodation services, Guests must verify their identity in accordance with applicable legal requirements prior to occupying their room. No person may stay at the Hotel without proper registration.

3.8. Any amendment to or supplementation of the agreement shall be valid only if made in writing and signed by both Parties.

4. Arrival and Departure (Check-in / Check-out)

4.1. Guests are entitled to occupy their reserved room from 2:00 p.m. on the agreed arrival date.

4.2. Unless a later arrival time has been expressly agreed, the Service Provider reserves the right to cancel the reservation if the Guest fails to arrive by 6:00 p.m. on the scheduled arrival date.

4.3. Where an advance payment has been received, the reserved room(s) shall be held until 12:00 noon on the day following the scheduled arrival date.

4.4. Guests are required to vacate their room by 10:00 a.m. on the day of departure.

4.5. Subject to hotel occupancy and availability, early check-in and late check-out may be arranged for an additional charge. Guests wishing to avail themselves of these services are kindly requested to notify the Reception Desk no later than the day prior to arrival.

5. Extension of Stay

5.1. Any extension of the Guest's stay shall be subject to the prior approval of the Service Provider.

5.2. Should the Guest fail to vacate the room by 10:30 a.m. on the declared departure date and no prior approval for an extension has been granted by the Service Provider, the Service Provider shall be entitled to charge the room rate for an additional night.

Simultaneously, the Service Provider's obligation to provide accommodation services shall cease.

6. Rates and Charges

6.1. The Hotel's current published rates are displayed on the information board located in the hotel lobby. Price lists for additional services are available in the respective service areas of the Hotel.

6.2. The Service Provider reserves the right to amend its published rates without prior notice (for example, due to package offers, promotional campaigns, or special discounts). However, where a reservation has been confirmed in writing by the Service Provider, the confirmed room rate shall remain unchanged.

Current rates are available on the Hotel's official website: www.rivahotel.hu.

Best Rate Guarantee

The Service Provider offers a Best Rate Guarantee. To qualify, the Guest must hold a valid reservation confirmed through the Hotel's official website.

The lower rate must be available under identical booking conditions, including but not limited to:

- The same hotel;
- Identical arrival and departure dates;
- The same number of guests and guest age categories;
- The same room type and number of rooms;
- Identical additional services in terms of content and quantity.

The Best Rate Guarantee shall not apply to:

- Non-public rates (including corporate, membership club, or loyalty programme rates);
- Rates available through auction or bidding websites;
- Rates involving the redemption of loyalty points or rewards offered by third-party partners.

6.3. Guests may obtain information regarding applicable service charges at the Reception Desk prior to the commencement of any service.

6.4. When quoting prices, the Service Provider shall indicate the applicable statutory tax content (VAT and local tourism tax) in force at the time the offer is made.

Published room rates include Value Added Tax (VAT) as prescribed by law but exclude the local Tourism Tax (IFA), which is payable on site.

Any increase in taxes resulting from amendments to applicable legislation shall be passed on to the Contracting Party, subject to prior notification.

A 10% service charge applies to consumption in the Hotel Café.

7. Special Offers and Discounts

7.1. Current offers and promotional discounts are published on the Hotel's official website. Unless otherwise stated, all promotions apply exclusively to individual room reservations.

7.2. Promotional offers and discounts may not be combined with any other discounts or special offers.

7.3. For reservations involving special packages, group bookings, conferences, events, or other services subject to special conditions, the Service Provider shall establish individual contractual terms and conditions.

8. Child Policy

8.1. The following meal discounts are available for children:

Children aged 0–3 years: 100% discount;

Children aged 3–8 years: 50% discount.

8.2. Extra beds are available only in selected room categories.

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

9. Cancellation Policy for Individual Reservations

9.1. Unless otherwise specified in the Hotel's offer, the following cancellation and amendment terms shall apply:

- Cancellation within forty-eight (48) hours prior to the confirmed arrival date: cancellation fee equal to 50% of one night's accommodation charge;
- Cancellation within twenty-four (24) hours prior to the confirmed arrival date: cancellation fee equal to 100% of one night's accommodation charge.

Where the Contracting Party is a legal entity, including but not limited to companies, associations, churches, municipalities, municipal institutions, state organisations, and their affiliated bodies, the cancellation fee shall remain payable by the Contracting Party irrespective of whether the accommodation charges are to be settled directly by the Guest acting on its behalf.

9.2. Where accommodation services have been secured by an advance payment and the Guest fails to arrive without submitting a written cancellation notice, the Service Provider shall retain the full amount of the advance payment as a contractual cancellation charge.

In such cases, the reserved accommodation shall remain available until 12:00 noon on the day following the scheduled arrival date, after which the Service Provider's obligation to provide accommodation services shall terminate.

9.3. Where accommodation services have not been secured by advance payment, credit card guarantee, or any other contractual guarantee accepted by the Service Provider, the Service Provider's obligation to provide accommodation services shall cease at 6:00 p.m. local time on the scheduled arrival date.

10. Cancellation Policy for Group Reservations and Events (Accommodation Services)

10.1. The Client may cancel the booked services free of charge up to thirty-one (31) days prior to the scheduled arrival date.

10.2. The following cancellation charges shall apply for cancellations made within thirty (30) days of arrival:

- Cancellation between twenty-nine (29) and fourteen (14) days prior to arrival: 50% of the value of the booked services;
- Cancellation within thirteen (13) days prior to arrival or in the event of a no-show: 100% of the value of the booked services.

Such charges shall be payable as liquidated damages.

10.3. Written notice of cancellation must be received by the Hotel no later than the applicable deadline.

10.4. If a guest fails to arrive on the scheduled date and no cancellation has been received, the Hotel shall notify the Client on the following day and may reallocate the room for the remainder of the reservation period unless otherwise instructed by the Client.

11. Cancellation Policy for Group Reservations and Events (Catering Services)

11.1. For catering services, reductions in the confirmed number of participants cannot be accepted within forty-eight (48) hours prior to the scheduled service date.

11.2. In the event of cancellation after the above deadline, or failure to cancel, a cancellation fee equal to 100% of the agreed catering service price (excluding beverages) shall be payable.

12. Refusal of Performance and Termination of Service Obligations

12.1. The Service Provider shall be entitled to terminate the accommodation agreement with immediate effect and refuse further services if:

- the Guest uses the room or Hotel facilities improperly or contrary to their intended purpose;
- the Guest fails to vacate the room by 10:30 a.m. on the stated departure date without prior approval for an extension of stay;
- the Guest behaves in a manner that is offensive, abusive, threatening, disruptive, or otherwise unacceptable toward the Hotel, its employees, or other guests, including conduct under the influence of alcohol or narcotic substances;
- the Guest is suffering from a contagious disease;
- the Contracting Party fails to fulfil its advance payment obligations by the agreed deadline.

12.2. If the performance of the Agreement becomes impossible due to a force majeure event, the Agreement shall automatically terminate.

13. Methods of Payment and Guarantees

13.1. Payment for booked services may be made on-site in cash (Hungarian Forint or Euro), by bank card accepted by the Service Provider, by bank transfer, or through the Hotel's online payment platform.

13.2. Unless otherwise agreed in writing, payments made by bank transfer must be credited to the Hotel's bank account prior to the Guest's arrival date. Alternatively, the Guest may provide irrevocable proof of transfer issued by the transferring financial institution.

13.3. Individual reservations may be guaranteed by providing valid credit card details or by making an advance payment.

13.4. The following payment methods are also accepted on-site:

- OTP SZÉP Card
- MBH SZÉP Card (formerly MKB SZÉP Card)
- K&H SZÉP Card

13.5. Online Credit Card Payments

To facilitate secure and convenient online payments, Guests may be redirected to the payment platform of the Hotel's banking partner, where payment transactions are processed through encrypted communication channels that comply with industry security standards.

Accepted card types may include:

- Visa
- Visa Electron
- V-Pay
- Mastercard
- Maestro
- JCB

Cards designated exclusively for electronic use may only be accepted where permitted by the issuing bank. Guests are advised to verify online payment eligibility directly with their card issuer.

Upon successful payment, the payment service provider will issue a transaction authorization number. In the event of an unsuccessful transaction, an error message indicating the reason for the failure will be displayed.

Any complaints relating to payment transactions, refunds, chargebacks, product returns, or compensation claims shall be handled in accordance with the applicable rules and procedures of the payment service provider and the relevant card issuer.

13.6. Electronic Invoicing

By accepting these General Terms and Conditions, the Guest expressly consents to the issuance and delivery of electronic invoices by e-mail.

Invoices shall be issued based on the information provided during the reservation process. For online bookings, the invoicing data entered by the Guest shall be used. For reservations made by e-mail, telephone, or fax, the invoicing data provided by the person making the reservation shall apply.

The name, address, and where applicable, tax identification number supplied during the reservation process shall appear in the "Buyer" section of the invoice.

Invoice details may be amended within one (1) day following the reservation. After this period, modifications may no longer be possible.

Only one invoice may be issued per reservation. Reservations may not be divided for invoicing purposes. Guests requiring separate invoices must make separate reservations.

Electronic invoices shall be sent to the e-mail address provided at the time of booking.

Should a paper invoice be required, the Guest may submit such request by e-mail to:

recepcio@rivahotel.hu

Any invoice-related concerns should be addressed to:

Riva Szeged ****

4 Egyetem Street

H-6722 Szeged, Hungary

Email: recepcio@rivahotel.hu

The Service Provider aims to investigate and respond to all invoice-related enquiries within fifteen (15) days of receipt.

Electronic invoices shall be issued and stored in accordance with applicable Hungarian legislation governing electronic invoicing, accounting requirements, and electronic signatures.

14. Accommodation Guarantee (Relocation Policy)

14.1. Should the Service Provider be unable to provide the contracted accommodation due to reasons attributable to the Hotel (including but not limited to overbooking or temporary operational issues), the Service Provider shall arrange alternative accommodation for the Guest without delay.

14.2. The Service Provider shall provide or offer accommodation of the same or a higher category for the period specified in the reservation, or until the impediment ceases, at the confirmed contractual rate.

All additional costs arising from the provision of alternative accommodation shall be borne by the Service Provider.

14.3. Where the Service Provider fulfils its obligations under this section and the Guest accepts the alternative accommodation offered, the Contracting Party shall not be entitled to any subsequent claim for damages.

15. Guest Rights

15.1. By entering into an accommodation agreement, the Guest acquires the right to use the reserved room in the customary manner and to make ordinary use of those Hotel facilities and services designated for guest use during the applicable opening hours.

15.2. Guests may submit complaints regarding the quality or performance of Hotel services during their stay.

The Service Provider undertakes to investigate complaints submitted in writing or officially recorded by Hotel staff during the Guest's stay.

Complaints may be submitted to:

Riva Szeged ****
4 Egyetem Street
H-6722 Szeged, Hungary
Telephone: +36 70 409 8084
Email: vezetoseg@rivagroup.hu

16. Guest Obligations

16.1. Guests are required to settle all charges by the payment deadline stated in the reservation confirmation or, at the latest, upon completion of the accommodation agreement.

16.2. Guests bringing food or beverages into the Hotel and consuming them in public areas may be charged a reasonable corkage or service fee.

Food and beverages purchased from the Hotel's catering outlets may not be removed from the premises.

16.3. The operation of electrical appliances brought by Guests that do not form part of ordinary travel equipment requires prior approval from the Service Provider.

16.4. Hotel guests may use the Hotel's outdoor, unguarded parking area free of charge.

The Service Provider accepts no liability for damage to vehicles or items left therein, including but not limited to theft, burglary, vandalism, vehicle theft, or damage caused by natural events.

The Hotel assumes no responsibility for valuables left unattended in guest rooms. Secure storage may be arranged through Reception.

16.5. Waste must be disposed of in the designated bins provided throughout the Hotel and guest rooms. Furniture and other furnishings may not be removed from or relocated within the Hotel premises.

16.6. Guests use Hotel facilities, equipment, and amenities entirely at their own risk and must comply with all posted instructions and operating guidelines.

16.7. In accordance with applicable non-smoking legislation, smoking is strictly prohibited in all enclosed areas of the Hotel, including guest rooms and indoor public spaces.

Guests who violate this policy may be subject to a cleaning and administrative charge of HUF 10,000, which may be added to the room account and is payable upon departure.

The Hotel further reserves the right to recover any fines, damages, or additional cleaning costs arising from such violations.

16.8. In the event of fire, Guests must immediately notify Reception.

16.9. Guests sharing accommodation or common facilities shall be jointly and severally liable for any damage caused through improper use.

16.10. Fireworks, pyrotechnic devices, or any activity requiring official authorization may only be conducted with the Hotel's prior written consent and all necessary governmental permits.

16.11. Guests are responsible for ensuring that children under the age of fourteen (14) remain under adult supervision at all times while on Hotel premises.

16.12. Any damage suffered by a Guest must be reported immediately to the Hotel, and all information necessary for investigation or insurance procedures must be provided.

16.13. Guests acknowledge that, for security and property protection purposes, the Hotel operates a closed-circuit video surveillance system (CCTV) in public areas, including parking facilities and exterior premises directly connected to the Hotel, excluding changing rooms and restrooms.

Recordings are retained and deleted in accordance with applicable legal requirements.

17. Pets

17.1. Animals are not permitted within the Hotel premises, including assistance and guide dogs, unless otherwise required by applicable law.

18. Rights of the Service Provider

18.1. Should the Guest fail to settle charges relating to services used or cancellation fees due under the Agreement, the Service Provider shall have a statutory lien over personal property brought onto the premises by the Guest as security for its claims.

18.2. Security personnel responsible for the supervision of the Hotel premises are entitled to verify the identity of persons entering or leaving the property and, where justified, inspect vehicles exiting the premises.

18.3. Where necessary, security personnel may regulate traffic and movement within the Hotel premises.

19. Obligations of the Service Provider

19.1. The Service Provider shall deliver the accommodation and any additional services ordered under the Agreement in accordance with applicable laws, regulations, and prevailing service standards.

19.2. The Service Provider shall investigate written complaints submitted by Guests and take all reasonable measures necessary to address any identified issues. Such actions shall be documented in writing.

19.3. In order to ensure the comfort and tranquillity of all Guests, excessive noise is prohibited within the Hotel premises and courtyard after 10:00 p.m., including but not limited to:

- loud television viewing in guest rooms;
- playing music at disruptive volume levels;
- loud musical performances or entertainment activities in public areas.

Hotel staff are responsible for monitoring and enforcing compliance with this policy.

20. Illness or Death of a Guest

20.1. Should a Guest become ill during their stay and be unable to act in their own interest, the Service Provider shall offer assistance in obtaining appropriate medical care.

20.2. In the event of illness or death of a Guest, the Service Provider shall be entitled to reimbursement from the Guest's relatives, heirs, estate representatives, or the party responsible for payment of the Guest's account for:

- medical and related administrative expenses;
- services provided prior to the occurrence of illness or death;
- any damage caused to Hotel facilities, furnishings, equipment, or property in connection with the illness or death.

21. Data Processing and Information Security

21.1. Subscription to the Hotel's newsletter requires the provision of the subscriber's name and e-mail address.

By subscribing, the User expressly consents to the processing of their personal data by the Service Provider.

Personal data shall be processed until the User requests its deletion.

21.2. Unsubscribing from the newsletter may be completed via the direct link provided in each newsletter or through the Hotel's website.

21.3. The User is solely responsible for the accuracy and authenticity of the personal data provided.

21.4. The Service Provider shall implement appropriate technical and organizational measures to protect personal data against unauthorized access, alteration, disclosure, transmission, deletion, destruction, accidental loss, or damage.

21.5. The Service Provider and its hosting providers shall take all reasonable measures to ensure the security of stored data.

21.6. Access to personal data shall be restricted exclusively to employees of the data controller who require such access for the performance of their duties.

21.7. Personal data shall not be disclosed to third parties without the prior and explicit consent of the data subject, except where required by law.

21.8. The User acknowledges that the Service Provider may be legally obliged to disclose personal data to competent authorities where statutory requirements for such disclosure are met.

The User shall not object to disclosures made pursuant to legal obligations, court orders, or administrative decisions.

22. Liability of the Service Provider

22.1. The Service Provider shall be liable for loss of, damage to, or destruction of Guest property only where:

- such property has been placed in a designated safe deposit facility provided by the Hotel; or
- such property has been entrusted to an employee who could reasonably be considered authorized to receive it for safekeeping.

22.2. The Service Provider shall not be liable for damage resulting from unavoidable causes beyond the control of the Hotel, its employees, or its Guests, nor for damage caused by the Guest.

22.3. The Service Provider may designate restricted-access areas within the Hotel premises.

The Service Provider accepts no liability for injury, loss, or damage suffered by a Guest who enters such areas without authorization.

22.4. The Service Provider shall be liable for valuables, securities, and cash only where:

- such items have been expressly accepted for safekeeping;
- the Service Provider expressly refused to accept them for safekeeping; or
- the damage resulted from circumstances for which the Service Provider is otherwise liable under applicable law.

The burden of proof shall rest with the Guest.

22.5. The Service Provider shall not be liable for any damage resulting from improper or unauthorized use of Hotel facilities or equipment.

23. Confidentiality

23.1. In performing its obligations under the Agreement, the Service Provider shall comply with all applicable legislation relating to the protection of personal data and access to information of public interest.

24. Force Majeure

24.1.

Neither Party shall be liable for failure to perform its obligations under the Agreement where such failure results from circumstances beyond its reasonable control, including but not limited to:

- war;
- fire;
- flood;
- extreme weather conditions;
- interruption of utilities;
- strikes;
- governmental restrictions; or

- other force majeure events.

The affected Party shall be relieved from its contractual obligations for the duration of the force majeure event.

25. Place of Performance, Governing Law and Jurisdiction

25.1. The place of performance shall be the location of the Hotel providing the accommodation services.

25.2. Any dispute arising out of or in connection with the accommodation agreement shall be subject to the jurisdiction of the competent Hungarian courts having territorial and subject-matter jurisdiction over the Service Provider.

25.3. The legal relationship between the Service Provider and the Guest shall be governed by and construed in accordance with the laws of Hungary.

26. Information Relating to Website Visitors

26.1. When visiting the Hotel's website, the Service Provider does not intentionally collect or store visitors' IP addresses or other personally identifiable information unless voluntarily provided by the User.

Anonymous browsing of the website is permitted.

Any data collected for analytical purposes shall be used solely for:

- statistical analysis;
- website optimization;
- enhancement of system security.

Such data shall not contain personal information.

26.2. The Service Provider shall treat all information relating to Users as confidential and shall use such information exclusively for internal research and statistical purposes.

26.3. The Service Provider accepts no responsibility for archived versions of previously deleted web pages that remain accessible through third-party search engines.

Responsibility for removal of such content rests with the respective search engine operators.

27. Newsletter

27.1. The Service Provider may periodically distribute electronic newsletters, promotional materials, information updates, and direct marketing communications to individuals who have subscribed to the newsletter service through the Hotel's website. Such communications may be sent several times per month.

28. Privacy Statement

28.1. The Service Provider places particular importance on the protection of personal data.

All personal data provided to the Service Provider shall be processed in compliance with applicable data protection legislation. Appropriate technical and organizational measures shall be implemented to safeguard such data and ensure lawful processing.

Personal data may be used exclusively for:

- reservation and contract administration;
- invoicing and accounting purposes;
- the Service Provider's own marketing and promotional activities, where legally permitted.

By concluding an accommodation agreement with the Service Provider, the Guest confirms that they have read, understood, and accepted these General Terms and Conditions and agree to be bound by their provisions.

The Service Provider reserves the right to amend these General Terms and Conditions from time to time.

These General Terms and Conditions shall remain valid until revoked or replaced by a subsequent version.