

Standard Contract Terms

1. Service Provider's data

Name: Paprika Hotel Kft

Seat: HU-9222 Hegyeshalom, Miklóshalmi út 1

Company registration number: 08-09-028695

Tax number: 25833553-2-08

2. General rules

2.1. The present „Standard Business Terms” regulate the use of the Service Provider's accommodation and services.

2.2. Special, individual conditions are not part of the said Standard Business Terms, but those do not exclude the conclusion of separate agreements with travel agents, tour operators under conditions varying from case to case, as appropriate for the specific type of business.

3. Contracting party

3.1. The contracting parties to the service contract to be concluded based on the present Standard Contract Terms are the Service Provider and the Guest.

3.2. Natural person, legal entity or business association without legal personality using the Service Provider's services are regarded as Guest.

4. Conclusion of the Contract, method of booking, modification thereof, obligation to give notice

4.1. Upon the inquiry made by the Guest either verbally or in writing the Service Provider will send an offer. If the Guest does not accept the offer made verbally immediately or the one sent in writing within 48 hours after despatch either verbally or in writing, the offer will cease to be binding on the Service Provider.

4.2. The Contract will be concluded when the Service Provider confirms in writing the booking made by the Guest either verbally or in writing, and this way it will qualify as a Contract made in writing.

Any booking, agreement, modification made verbally or the verbal confirmation of the same by the Service Provider will not be regarded as a contract.

4.3. The Contract on using the accommodation service is for a definite period.

4.3.1. If a Guest leaves the apartment finally prior to the expiry of the definite period, the Service Provider will be entitled to the whole counter-value of the service covered by the Contract. The Service Provider has the right to re-sale apartments that become vacant before the date of expiry.

4.3.2. Extension of the period of accommodation service requested by a Guest needs the Service Provider's prior consent. In such a case the Service Provider may claim the payment of the service already rendered.

4.4. Any modification and/or completion of the Contract will need the written agreement signed by the Parties.

5. Terms of cancellation

5.1. Unless stipulated by the Service Provider in its offer otherwise, the accommodation service may be cancelled free of any penalty in writing 24 hours (local time) prior to arrival by sending a statement of cancellation to the hotel's following e-mail address: info@paprikahotel.hu.

- a) If the Contracting Party failed to secure the use of accommodation services either by advance payment or by credit card guarantee, or in any other individually specified way, the Service Provider's servicing obligation will cease after 18:00 hours p.m. local time on the day of arrival during the winter season (from October until the end of March), and after 20:00 hours p.m. local time on the day of arrival during the summer season (from April until the end of September).
- b) If the Guest secured the use of accommodation services either by advance payment or by credit card guarantee, or in any other, individually specified way, and either fails to arrive until 18:00 hours p.m. or 20:00 hours p.m. on the date of arrival, or fails to give notice on arriving at a later time, the Service Provider will charge an individually specified sum of penalty which will amount to at least one night's accommodation fee. In such a case the Service Provider will keep the accommodation reserved for the Guest until 12:00 hours a.m. on the day subsequent to the day of arrival, and thereafter its servicing obligation will cease.

5.2. In case of booking the Service Provider's products subject to special conditions, or group travel or organised events the Service Provider will establish conditions different from the above, included in an individual Contract.

5.3. In case of group bookings (over 20 persons) the terms of cancellation are as follows: 20 days in advance of arrival it is penalty-free, within 19-4 days it is subject to 50% penalty and within 3 days or without any cancellation it is subject to 100% penalty.

Terms of modification. Within 20-8 days prior to arrival the number of rooms can be decreased by max. 30% without penalty payment, and within 7 days the number of rooms can be decreased by max. 10% without penalty payment.

6. Prices

6.1. The hotel room prices (Rack Rate) are posted up either in the rooms or at the hotel reception. The price lists for other services are available at the given sections of the hotel.

6.2. The Service Provider is free to change its published prices without any prior notice. Naturally such price change will not affect the offers made previously.

6.3. When giving the prices the Service Provider will indicate the tax included in such prices (VAT, tourist tax) as applicable at the time of making the offer under the prevailing provisions of law. Subject to preliminary notice the Service Provider will impose the additional surcharges consequential of the modification of the prevailing taxation act (VAT, tourist tax) on the Contracting Party.

6.4. Current discounts, promotional and other offers will be published on the website paprikahotel.hu.

7. Family discounts

7.1. The accommodation is free for children up to 8 years old staying in the same double bedroom with two adults, using the existing bed facilities.

7.2. If using a separate bed the full hotel room price will be charged irrespective of the child's age.

7.3. Cribs are available and are put in the hotel room after placing the order, the relative fee payable is as stipulated by the current price list.

8. Method of payment, guarantee

8.1. The Service Provider will demand payment of the counter-value of its services ordered by the Contracting Party prior to use of such service, at the time of arriving at, checking in the hotel the latest, however, within the framework of an individual agreement it may provide possibility for subsequent payment, either.

8.2. As a guarantee for using the service as per the Contract and for settling the counter-value thereof the Service Provider may:

- a) request credit card guarantee and this way the counter-value of the service ordered and confirmed is blocked on the credit card,
- b) demand advance payment of either a part of or the whole of the participation fee.

8.3. In harmony with the Hungarian provisions of law the currency of the invoice –issued by the Service Provider - for settling the counter-value of the services ordered by the Guest and confirmed by the Service Provider will be either HUF or EUR.

If the currency of the counter-value indicated in the confirmation sent by the Service Provider is EUR, then such counter-value of the services will be converted and indicated in the invoices issued by the Service Provider at the rate of exchange registered by the Service Provider on the day of the Guest's arrival. The counter-value to be paid will be indicated in the invoice also in EUR in addition to HUF – giving also the rate of exchange.

The Service Provider accepts cashless means of payment (credit card and upon separate contract: coupon, voucher, etc.) the current list whereof will be placed at the Contracting Party's disposal upon request.

The costs related to either payment method will fall upon the Guest.

9. Method and conditions of using the service

9.1. The Guest may occupy the hotel room after 14:00 hours p.m. on the day of arrival (Check in) and is obliged to leave it until 12:00 hours a.m. on the last day of stay (Check out).

9.2. Should the Guest wish to occupy the room prior to 12:00 hours a.m. on the day of arrival, then the fee for one additional night will be charged.

10. Pets

10.1. No pets are allowed in the Service Provider's hotel premises.

11. Refusal to fulfil the contract, cease of the obligation to render service

11.1. The Service Provider is entitled to terminate the Contract on providing accommodation with immediate effect and consequently to refuse to render the services, if:

- a) the Guest misuses the available hotel room or the establishment
- b) the Guest's attitude towards the safety, order of the hotel, and the employees thereof is reprehensible, his/her behaviour is rude, or the Guest is under the influence of alcohol or drugs, or shows a threatening, offending or otherwise unacceptable behaviour.
- c) the Guest has an infectious disease.
- d) the Guest fails to meet his/her advance payment obligation stipulated in the Contract until the set deadline.

11.2. Should the Service Provider be unable to meet its obligations arising from the present contract because of a case of "vis major", the contract will cease and even in such a case the parties will have to settle accounts with each other in respect of the period not affected by such vis major.

12. Accommodation guarantee

12.1. Should the Service Provider's hotel be unable to render the services covered by the Contract through its own fault (e.g. over-occupation, temporary operation problems, etc.), the Service

Provider will be obliged to arrange for accommodating the Guest in a hotel of similar category without delay.

12.2. The Service Provider is obliged to:

- a) provide/offer the services covered by the Contract at the prices as confirmed therein, for the period stipulated therein – or until the cease of hindrance – in another place of accommodation of the same or higher category. All the additional costs of providing substitute accommodation will be borne by the Service Provider.
- b) provide possibility for making a phone call to give notice on the change in the place of accommodation on a single occasion free of any charges
- c) provide free shuttle service to the Guest in order to move to the offered substitute accommodation and for possible later re-move.

12.3. If the Service Provider fully meets this obligation and if the Guest has accepted the substitute accommodation offered to him/her, he/she may not lay any claim for damages subsequently.

13. Guest's illness, death

13.1. Should the Guest fall ill during the period of using the accommodation service, and be unable to act on his/her own behalf, the Service Provider will offer medical help with the stipulation that the costs of such medical assistance will have to be financed by the Guest.

13.2. In case of the Guest's illness/death the Service Provider will lay claim for costs compensation from the ill/deceased person's relative, heir or the party settling his/her invoice; in respect of the possible medical and procedural fees, the counter-value of the services received prior to such death, as well as the possible damages caused to the equipment, furniture fittings and fixtures as a consequence of the illness/death.

14. Guest's rights

14.1. Under the Contract the Guest is entitled to the proper use of the room and of all the establishments of the hotel which belong to the usual scope of service and are not subject to special conditions.

14.2. During the period of stay at the hotel the Guest may make complaint on the fulfilment of the services rendered by the Service Provider. The Service Provider assumes obligation to handle the complaints submitted to it in writing in a certified way (or recorded by it in minutes) during this period.

15. Guest's obligations

15.1. The Contracting Party is liable to settle the counter-value of the services ordered in the Contract until the deadline and in the method as determined in the Contract.

15.2. The Guest must ensure that any children under the age of 14 years for whom the Guest is responsible will stay at the Service Provider's hotel under adult supervision exclusively.

15.3. No beverage and food may be taken by the Guest to the catering units of the hotel.

16. Guest's damage payment liability

The Guest will be liable for all the damages and disadvantages suffered either by the Service Provider or a third party through the fault of the Guest, or its escort, or any other person who belongs under its responsibility.

17. Service Provider's rights

Should the Guest fail to meet his/her obligation to pay the fee for the services either used or ordered in the contract but not used and are subject to penalty payment, the Service Provider will have a lien upon the Guest's personal belongings taken to the hotel in order to secure its claims.

18. Service Provider's obligations

The Service Provider is obliged to;

- a) render the accommodation and other services ordered upon the contract in harmony with the applicable stipulations and service standards in force
- b) to investigate the guest's written complaint and to take the steps necessary for handling the problem which is compulsory to be recorded also in writing.

19. Service Provider's obligation to pay damages

19.1. The Service Provider assumes liability for all the damages suffered by the Guest and occurred within its establishments through the fault of either the Service Provider or its employees.

19.1.1. The Service Provider's responsibility will not extend over such events of damage which are not attributable to it, or are consequential of any unavoidable circumstance beyond the control of both the Service Provider and its employees, or have been caused by the guest himself/herself.

19.1.2. The Service Provider may designate places within the hotel where the Guest may not enter. The Service Provider is obliged to mark such places conspicuously. The Service Provider assumes no liability for any possible damage or injury suffered in such places, exclusively the guest himself/herself entering the area inaccessible to the public will be held liable for all the damages arisen there.

19.1.3. The Guest will have to report any damage suffered by it to the hotel and will have to provide all the data required for clearing up the circumstances of the damage or for the drawing up of possible minutes by the police/conducting procedure by the police.

19.2. The Service Provider undertakes liability even for damages which the Guest suffered by way of losing, destruction or damaging of its belongings, provided that the Guest put such articles either in a place designated by the Service Provider and generally serving for such purpose, or in its room, or handed over these to such an employee of the Service Provider whom the Guest might reasonably regarded as entitled to take over such articles.

19.2.1. The Service Provider will have responsibility for valuables, securities and cash only if these have been taken over by it expressly for the purpose of safekeeping, against a written acknowledgement of receipt. The Guest will be obliged to evidence the fact of take-over for safekeeping.

20. Secrecy

In the course of meeting its obligations stipulated in the Contract the Service Provider will be liable to proceed in harmony with the provisions of Act CXII of 2011 on the right of informational self-determination and freedom of information and the data protection rules of law as well as the Guest's relative internal rules – provided that those have been made known by the Guest to the Service Provider.

21. Vis major

Either Party is exempted from meeting its obligations arising from the present Contract by the occurrence of any reason or circumstance (e.g. war, fire, flood, unfavourable weather conditions, shortage of electricity, strike) beyond such party's control (vis major) as long as such reason or circumstance prevails. The parties agree to do their utmost to decrease the possibility of such

reasons and circumstances to the minimum level and thereby to remedy the damage or delay caused by those within the shortest possible period of time.

22. Proceeding court, governing law applicable to the parties' legal relationship

The legal relationship between the Service Provider and the Contracting Party is governed by the provisions of the Hungarian Civil Code. The court having jurisdiction at the place of service provision will be competent to settle any dispute arising from the service contract.

23. Websites

23.1 References and links

Paprika Hotel Kft has no influence on the designing and contents of any material owned by any third party referred to or linked at its websites.

23.2 Copyright

Arrangement of websites, diagrams, images and logos used and the collection of individual contributions are protected by copyright. No copy or use of any products like diagrams, images or texts into another electronic or printed publications is allowed without the consent from Paprika Hotel Kft.

HOUSE RULES

1.) Check-in, check-out

Hotel rooms are made available from 14:00 hours p.m. on the day of arrival. Please leave the rooms until 12:00 hours a.m. on the day of departure. In case of early check-in 100% of the room price will be charged. Prolonging your stay on the day of departure is possible subject to payment of additional charge, if no new guest is expected to occupy the room. Extension fee: 100% of the daily room price.

At check-in your personal data are recorded at the reception based on your passport or ID card. Subsequently guests receive magnetic card to use it as key to the hotel room door. Please hand in the magnetic card at the hotel reception at check-out. In case of door card loss or damage HUF 2000 will be payable.

The counter-value of the stay in the hotel will have to be paid by the guest prior to occupying the room the latest

In case of leave without payment the hotel is entitled to take legal steps (enforcing the hotel's claim, criminal report to the police, collection of debt by way of lawsuit proceedings).

2.) Visitors

Only guests registered at the reception may stay at the hotel rooms, please receive visitors at the hall.

3.) Basic services

Room prices include the following in addition to accommodation: breakfast, tourist tax, use of parking space, WI-FI access throughout the hotel area.

4.) Hotel facilities, equipment

Each guest must use the hotel facilities and equipment properly. No hotel supplies and equipment may be taken out of the hotel area. In case of taking any hotel inventory (towels, bedclothes, etc.) away – unless purchased by the guest - the hotel will submit criminal complaint and will institute action for damages.

Any re-arrangement of the hotel room may be made either by the staff or a hotel representative designated for this task only. Losses arising from any voluntary re-arrangement will be charged on the guest.

Please promptly report any malfunction or failure of hotel facility or equipment to the reception staff when discovered. No guest may remedy such failure, the hotel will have no liability for any consequential losses – even if such loss was suffered by the guest itself.

5.) Daily cleaning service

Daily cleaning service at the rooms take place between 7.00 hours a.m. and 14.00 hours p.m. In case of longer stay exchange of bedclothes are made in every 2 days, exchange of towels is subject to guest's request (dropping the towel at the bathroom floor). Expenses of cleaning and fertilising the room and room textiles heavily contaminated because of the guest's behaviour may be charged by the hotel on the guest partly or in full.

The hotel may be exempted from the obligation to provide daily cleaning service if the "Do not disturb" sign is hung on the outside knob of the door.

6.) Security, fire protection

Storing easily flammable and explosive substances and materials, .operating coffee maker, iron and other electric appliances are not allowed in hotel rooms. You may announce your ironing or laundry requests to the hotel reception staff. Each Guest is liable to observe the hotel's fire protection rules. In case of fire please report it to the reception staff and use the fire alarm system installed in the building.

A closed-circuit television camera system operates at the hotel, security guards and the hotel receptionist are continuously watching the screens showing the live motion picture recorded by the cameras.

The security staff is continuously present at the hotel, they are entitled: to check the cars driving in the parking space, to warn and lead any guest out if showing unlawful conduct, to hold him/her up in case of flagrante delicto, to call the police in case of need.

7.) Damaging

The hotel will oblige the guest to pay the damages caused by him/her either through negligence or wilfully.

8.) Smoking

Smoking is not allowed throughout the hotel area – except in designated smoking rooms! Our smoking guests may light their cigarettes 5 metres away from the entrance door of the hotel. Should a guest break the smoking rules, the hotel staff will be entitled to warn and call him/her to stop the unlawful conduct.

9.) Meals

Main meal times: buffet breakfast between 7:30 and 10:00 hours a.m., our a la carte restaurant is open between: 11:00 hours a.m. and 24:00 hours p.m.. A la carte breakfast is offered between 7:00 and 11:00 hours a.m.

Please have the buffet table foods within the restaurant only, taking any food or drink from the restaurant is not allowed.

Within the public areas of the hotel and the restaurant only foods and drinks purchased at the hotel may be consumed. Any food and drink purchased outside the hotel may be consumed by guests within the hotel room only, taking care of the furnishings.

10.) Peace of guests

Please respect other guests' peace and do not disturb them by loud noises. You are to meet this peace request especially after 22:00 hours p.m.

11.) Lost properties

Guests are obliged to hand over any abandoned article found at the hotel to the reception staff. The hotel is obliged to keep forgotten items for 3 months. Abandoned foods, medicines, perishable goods are destroyed by the hotel staff.

12.) Hotel's damage payment liability

We wish to draw our kind Guests' attention that we do not assume any responsibility for valuables left in the rooms. You can deposit your valuables in the central safe of our hotel for safekeeping.

13.) Rules

The hotel has Data handling and camera rules as well as Complaint management rules. These documents are available at the hotel reception at all times.

14.) Do you have a question?

For more information on our further services and the way of using those please contact the hotel reception staff. We trust that you can spend your leisure time here undisturbed with pleasure, according to your expectations.

The present house rules are inseparable part of the standard contract terms of the hotel.