

## **1. General Terms and Conditions of the Accommodation Agreement**

1.1. Acceptance of the present General Terms and Conditions is a prerequisite for reservations. By placing a reservation with us you automatically accept and agree to our General Terms and Conditions and accept them binding on yourself.

1.2. The Owner of the vacation rental is not present in the house during the stay of the Guests, so Guests use the vacation rental guesthouse Family Villa at their own responsibility. The owner will provide accommodation to the Guest for holiday purposes. The Guesthouse, Family Villa, features 4 bedrooms, 2.5 bathrooms, fully fitted kitchen, spacious dining-living room, garden with garden furniture, fenced parking lot, WIFI.

1.3. The House is to be rented as a whole and primarily for groups of friends or families taking a holiday together. In case bookings for smaller groups may also be rented only the whole house.

1.4. Corporate bookings also allowed. Maximum capacity 10 persons.

1.5. The services provided by the Owner are used by the Guest. If the reservation order is placed directly to the Owner, the Guest will be the Contractual party of the Accommodation Agreement.

## **2. Inquiries and reservation**

2.1. Inquiries for the accommodation are to be submitted in writing and accepted by e-mail.

## **3. Reservation/booking**

3.1. Reservation requests for the accommodation are to be submitted in writing and accepted by e-mail. Booking accommodation with us automatically means your acceptance of our present General Terms and Conditions and those of our Reservation and Cancellation Policy as well as our House Rules.

3.2. Bookings made through e-mail also automatically certify that you have acknowledged and accepted the above mentioned terms.

3.3. Bookings must be secured by a 50 % deposit to become valid.

3.4. In compliance with the present General Terms of the Accommodation Agreement and those of our Reservation and Cancellation Policy, the owner shall be entitled to keep the deposit paid in advance for the accommodation and services in case of reserved but cancelled bookings.

## **4. Deposit:**

4.1. Please note and accept that the deposit shall not be refunded in case of cancellation.

4.2. Your reservation must be secured by a 50 % deposit of the total accommodation price and will become effective upon receipt of the deposit and our written confirmation thereof. If the deposit is not paid till the due date our offer will cease to have effect.

4.3. The balance is to be paid on arrival at check-in, in Hungarian forints when taking over the keys to the house.

## **5. Cancellation Policy.**

5.1. In case of cancellation the deposit shall not be refunded.

5.2. No refunds shall be made for late arrivals or early departures. We suggest you contact your travel agent for Travel Insurance Policy or Trip Cancellation Insurance in the event of unforeseen changes in your plans.

## **6. Payment**

6.1. Payment may be made by bank transfer and cash. The balance is to be paid on arrival when handing over the keys to the house. in Hungarian forints. In case of bank transfer we request the total amount of the deposit. Your payment by foreign currency shall be converted into Hungarian forints at an average exchange rate to our account.

## **7. Handling problems arising from faulty amounts**

7.1. Our Terms and Conditions including our Reservation and Cancellation Policy stipulate payment of a non-refundable 50 % deposit of the total accommodation costs as a prerequisite to reservation.

7.2. Should the Guest pay an amount exceeding that of the 50 % deposit stipulated by the Owner as deposit payment for the reservation of the accommodation it should be reported to the Owner in writing to e-mail address.

7.3. The letter should include the paid amount, amount of overpayment, the date of same and the transaction number. In their reply letter to the Guest, the Owner shall inform the Guest that the amount paid (including the amount of overpayment) shall be included in the total price of the accommodation. i.e.in the balance to be paid by the Guest upon arrival at the accommodation.

7.4. In case of cancellation of the reservation however, only the amount of overpayment shall be returned back to the Guest.

7.5. Owner shall examine the claim within 15 days and if it is found justified shall take measures for the return payment of the amount, deducting banking fees. Owner shall inform the guest of the result in writing at the e-mail address indicated in the transaction.

## **8. Prices**

8.1. Family Villa may at any time change their prices - with the exception of already finalized bookings.

8.2. Our prices include a VAT of 5 %. If there is a change in the rate of the VAT, stipulated by the law, our prices will be modified accordingly. The guesthouse shall inform the Guests thereof previously.

## **9. Special offers, cruises, tours**

9.1. Our special offers are indicated on our homepage.

9.2. The Guests will be liable for any damages and injuries caused and suffered by themselves during the use of the services offered but not provided directly by the House, like those of special bicycle tours, and river cruises. The House shall not bear any responsibility for such activities.

9.3. We cannot reimburse the Guests for the services (accommodation price, indirect services) already booked but not used during their stay.

## **10. Use of the accommodation**

10.1. Check-in from 3.00 p.m. to 10.00 p.m. Check-out at 11.00 a.m.

10.2. The Guests' ID or Passport should be presented at check-in thus accepting our General Terms of Conditions, Reservation and Cancellation Policy and the House Rules.

10.3. Guests must pay a damage deposit in the amount of 1000 Euros (or the equivalent Hungarian Forint) upon arrival. The deposit will be refunded by bank transfer the day after departure, if no damage occurs.

10.3. The Guests shall be liable for any damage and injuries caused by them and to themselves in the house and its equipment, rooms, furniture, during their stay at the accommodation, and shall have to pay for any damage caused by them.

10.4. For hygienic reasons and the increasing number of allergies no pets are accepted.

10.5. Please note that this is a non-smoking property.

## **11. Termination of the Agreement**

11.1. The Accommodation owner is entitled to terminate the Agreement in the following cases:

- the accommodation costs are not paid
- improper use of the accommodation
- the Guest suffers from contagious/infectious disease
- under the effect of drugs
- unsuitable, immoral, aggressive behaviour in the house and around
- Force major (war, fire, flood, problems in power lines, strikes) that are beyond the control of the parties

## **12. Terms and Conditions for use of the house, rights and responsibilities detailed above and in the following:**

12.1. You as our Guests may use the accommodation and all the equipment in the house and in the garden. Please take good care of everything and use the above in a safe and proper way, keep it clean and safe without causing unsafe or unsanitary conditions in the common area and the remainder of the premises.

12.1. We request you to notify us of the need of replacement or repairs to the place. The Owner or their respective representatives may enter the premises during reasonable hours to inspect the premises, to make such repairs, alteration or improvements hereto as they may deem appropriate.

12.2. Equipment and facilities are provided at the discretion of the Owner and while every attempt is made to ensure that such equipment is in working order for the duration of the rental period, should a breakdown or some other situation occur that renders the element unusable, we do not accept responsibility for refunding the Guest for the lack of use of these equipment or facilities.

12.3. We ask our guests to take measures not to leave the children (under 18) without supervision at the accommodation place.

12.4. Pay the amounts stipulated at booking till the dates and in the way as agreed upon.

12.5. Please note that the owners shall not be responsible for damages caused by electronic appliances in the Guest's personal possession, the Guest will be liable for damages caused by such appliances.

12.6. We shall not be responsible for the guests' personal belongings, either in the house or left in the car in the parking lot, but we will do everything in our power to protect you as our guests and warn you of possible dangers.

12.7. We shall inform our guests about precautions and any possible dangers but shall not be held liable for any personal injury or property damage caused by the Guest's improper use of the premises and for those that are beyond the Owner's control.

12.8. The accommodation and its surroundings should not be used for any activity that violates any criminal or government regulation otherwise breach of same shall be considered material and shall result in the termination of the guest's stay at the accommodation.

12.9. In compliance with the present General Terms and Conditions of the Accommodation Agreement and those of our Reservation and Cancellation Policy, the owner shall be entitled to keep the deposit paid in advance for the accommodation and services in case of reserved but cancelled bookings.

12.10. The Owner shall provide contact telephone number to the Guests during their stay.

12.11. Age limit: 25

### **13. Privacy statement**

13.1. Owner pays special attention to the protection of the personal data of the guests and shall take security measures to protect such data and shall act in compliance with the regulations of the prevailing Law Act 2011.CXII about right to information self-determination and handling of personal data. Personal data shall be handled confidentially and shall not be forwarded to any third parties with the exception of cases where otherwise regulated by the law.

Privacy Statement is published separately on owner's webpage.