HOTEL VILLA CLASSICA PÁPA ****
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General Terms and Conditions

Effective from 1 January 2025

General Provisions

Hotel Villa Classica **** (hereinafter: Service Provider) summarizes in these General Terms and Conditions (hereinafter: GTC) the contractual content on the basis of which it concludes contracts with those who use its services (hereinafter: Guest). Individual conditions are not part of these GTC but do not exclude the possibility of entering into separate, special agreements with travel agents, organizers, or other partners under conditions appropriate for the given business.

Contracting Parties

The services provided by the Service Provider are used by the Guest. If the Guest places the order for the service(s) directly with the Service Provider, the Guest becomes the Contracting Party. If the conditions are met, the Service Provider and the Guest jointly become Contracting Parties (hereinafter: Parties).

If the service(s) are ordered by a third party (hereinafter: Intermediary) on behalf of the Guest, the terms of the cooperation are governed by the agreement between the Service Provider and the Intermediary. In this case, the Service Provider is not obliged to examine whether the third party lawfully represents the Guest.

Method and Conditions of Using the Service

Upon the Guest's verbal or written request for an offer, the Service Provider always sends a written offer. As a general rule, the offer is valid for 3 days, but the Service Provider reserves the right to deviate from this depending on hotel occupancy, other inquiries, or the nature of the request. The Contract is created exclusively by the Guest's written booking and the Service Provider's written confirmation, thus constituting a written contract. A verbally placed booking, agreement, modification, or its verbal confirmation by the Service Provider does not constitute a valid contract.

The accommodation service contract is concluded for a specific period. If the Guest permanently leaves the room before the agreed period expires, the Service Provider is entitled to claim the full amount specified in the Contract. Rooms vacated before the expiry date may be resold by the Service Provider.

Extending the accommodation service initiated by the Guest requires prior approval by the Service Provider. In such cases, the Service Provider may require payment for services already rendered.

A condition for using the accommodation service is that Guests must verify their identity in accordance with legal requirements before occupying the room. No person may stay in the hotel without proper registration. Modifying or supplementing the Contract requires a written agreement signed by both Parties.

Start and End of Accommodation (Check-in, Check-out)

The Guest may occupy the reserved room(s) from 14:00 on the day of arrival. If the Guest does

not arrive by 18:00 on the agreed arrival date, the Service Provider is entitled to withdraw from the Contract, unless a later arrival time has been agreed. The Guest must vacate the room(s) by 11:00 on the day of departure. Depending on hotel occupancy, the Service Provider may offer early check-in and/or late check-out for an additional fee.

Extension of Accommodation

Extending the stay initiated by the Guest requires the consent of the Service Provider.

Prices

Hotel room rates are displayed on the information board at the hotel reception. Price lists for other services are posted in the respective hotel departments. The Service Provider may change published prices without prior notice. Once the Guest has booked accommodation and the Service Provider has confirmed it in writing, the price may no longer be changed.

Current prices are available through the hotel's online booking system at https://classicahotel.hu. The Guest may always request price information at the reception before using any service.

When quoting prices, the Service Provider indicates the tax content (VAT, tourist tax) valid at the time of the offer. Published prices include VAT as required by law but do not include the tourist tax, which must be paid on site. The Service Provider passes on any additional tax burdens resulting from changes in tax laws (VAT, tourist tax) to the Contracting Party with prior notice.

Offers and Discounts

Current offers and discounts are published on the hotel's website. Announced discounts always apply to individual room bookings and cannot be combined with any other discount. For products with special conditions, group reservations, or events, the Service Provider establishes specific terms in a unique contract.

Children's Discounts

For children accommodated in the same room as their parents, the Service Provider provides accommodation discounts. Extra beds and baby cots can only be placed in certain room types. Requests for extra beds and/or baby cots must be agreed with the Service Provider in advance, at the time of booking.

Cancellation Policy

Unless otherwise stated in the Service Provider's offer, the following cancellation and modification terms apply:

- Cancellation or no-show within 3 days prior to the confirmed arrival date: **50% of the total booking amount** is payable as a penalty.

- For group reservations: cancellation is permitted free of charge up to **4 weeks before arrival**, in writing.
  After this period, in case of cancellation, no-show, or early departure, **50% of the total booking amount** is payable as a penalty.

If the Contracting Party is a business or organization, the penalty is payable even if the accommodation cost would otherwise be borne directly by the Guest representing the organization.

If the booking was guaranteed by advance payment and the Guest does not arrive on the arrival day (without written cancellation), the Service Provider retains the full prepaid amount as a penalty.

If the booking was not guaranteed by advance payment, credit card guarantee, or another method described in the Contract, the Service Provider's obligation to provide the service expires after 18:00 local time on the arrival day.

Payment Methods and Guarantee

Ordered services may be paid on site in cash, by bank card, SZÉP Card, or bank transfer. Unless agreed otherwise, the cost of services paid by bank transfer must be transferred before arrival.

Booking guarantee options:

- Providing bank card details
- Online advance payment on the hotel's booking platform
- Advance payment via bank transfer

Online payment options:

- **Online bank card payment:** OTP SimplePay
  Accepted cards: Maestro, MasterCard, Visa, Visa Electron, American Express, JCB, Union Pay
- **Online SZÉP Card payment:** OTP, MKB, K&H SZÉP Cards

Refusal of Contract Fulfillment, Termination of Service Obligation

The Service Provider may terminate the accommodation contract with immediate effect and refuse to provide services if:

- the Guest does not use the room or hotel facilities as intended,
- the Guest does not vacate the room by 11:00 on the day of departure; in such case, an additional night may be charged,
- the Guest behaves offensively, aggressively, or dangerously, is under the influence of alcohol or drugs, or behaves in any unacceptable manner,
- the Guest suffers from a contagious disease,
- the Contracting Party fails to pay the required advance by the specified deadline.

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

Accommodation Guarantee

If the Service Provider cannot provide the contracted services due to its own fault (e.g., overbooking, operational issues), it must immediately arrange accommodation for the Guest. The

Service Provider must provide or offer equivalent or higher-category accommodation at the confirmed price for the contracted duration or until the issue is resolved. All additional costs of the substitute accommodation are borne by the Service Provider. If these obligations are fulfilled, or if the Guest accepts the alternative accommodation, no further compensation may be claimed.

Rights of the Guest

By concluding the accommodation contract, the Guest acquires the right to use the leased rooms and hotel facilities normally available to Guests, and to receive regular services during designated opening hours.

The Guest may lodge complaints relating to the services provided during their stay. The Service Provider undertakes to handle complaints submitted in writing (or recorded in a report). The right to file complaints expires upon departure from the hotel.

Obligations of the Guest

The Guest must pay the agreed price:

- by the deadline stated in the confirmation, or
- by the end of the accommodation service.

If Guests bring food or drinks into the hotel and consume them in public areas, the Service Provider may charge a reasonable fee (e.g., “corkage fee” for beverages).

Guests must obtain approval before using any electrical appliances not considered part of usual travel needs.

Waste must be disposed of in the designated bins in the hotel and rooms/terraces. Furniture must not be removed or relocated.

Hotel equipment and facilities are used at the Guest’s own risk and according to posted instructions.

Smoking is only allowed in designated areas, as required by Act XLII of 1999.

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

Guests jointly using a room or shared facilities are jointly liable for damages resulting from improper use.

Fireworks and other activities requiring permits may only be carried out with written authorization from the hotel and required official permits.

The Guest must ensure that children under 14 under their supervision stay in the hotel only under adult supervision.

The Guest must report any damage suffered immediately and provide all necessary information for investigating the incident or for police procedures if required.

Rights of the Service Provider

If the Guest fails to pay for services used or ordered but not used (if subject to penalty), the Service Provider has a lien on the Guest’s belongings brought into the hotel as security for its

claims.

Obligations of the Service Provider

The Service Provider must perform the accommodation and other services ordered in accordance with applicable regulations and service standards.

The Service Provider must investigate the Guest's written complaint, document the steps taken, and resolve the issue.

To ensure guests' peace, making noise is prohibited after 22:00 within the hotel and on terraces, including loud TV or music. Enforcing this rule is the responsibility of the hotel staff.

Illness or Death of the Guest

If the Guest becomes ill during the stay and is unable to act on their own behalf, the Service Provider will offer medical assistance.

In case of illness or death, the Service Provider may claim compensation from the Guest's relative, heir, or payer for:

- medical and administrative costs,
- services used before death or departure,
- damages caused to equipment or items in connection with illness or death.

Liability of the Service Provider

The Service Provider is liable for damage caused by the loss, damage, or destruction of the Guest's belongings if:

- they were placed in a designated location,
- placed in the Guest's room, or
- entrusted to an employee authorized to receive such items.

The Service Provider is not liable for damage caused by unavoidable events outside its control or by the Guest's own actions.

The Service Provider may designate restricted areas where Guests may not enter; no liability is assumed for damages occurring in such areas.

The Service Provider is liable for valuables, securities, and cash only if they were expressly accepted for safekeeping or if the damage occurred for a reason for which the Service Provider is liable under general rules. The burden of proof lies with the Guest.

The Service Provider is not liable for damages resulting from improper use of facilities.

The Service Provider is also not liable if the hotel's wellness or other facilities are restricted or unavailable due to exceptional or health-related maintenance.

Confidentiality

The Service Provider must comply with data protection laws and regulations on the disclosure of public information in the course of fulfilling its contractual obligations.

Force Majeure

Any circumstance beyond the control of either Party (e.g., war, fire, flood, extreme weather, power outage, strike) releases the Parties from their contractual obligations for the duration of such circumstance.

Legal Remedies

Hungarian law applies to the contractual relationship between the Service Provider and the Guest. The place of performance is the location of the hotel:
8500 Pápa, Bástya u. 1., Hungary.

For disputes arising from the Contract, the **Veszprém Regional Court** has jurisdiction.

Privacy Statement

The Service Provider places great importance on the protection of personal data. Personal data provided to the Service Provider are processed in accordance with current legislation, and all technical and organizational measures necessary for compliance are taken.

Personal data are used exclusively for contract fulfillment, invoicing, and—where consent is provided—for the Service Provider's own marketing purposes.

The data protection policy is available on the hotel's website (https://classicahotel.hu).

By concluding the accommodation contract, you acknowledge that you have read, understood, and agree to the above terms and conditions.