

GENERAL TERMS AND CONDITIONS

This is a rough translation of PALOS RESORT's official, Hungarian language General Terms and Conditions.

By accessing, browsing, using or making a booking with the **PALOS RESORT** website, you agree to read and understand the following terms and conditions (including the privacy statement) and agree to be bound by them.

1. Data of the Service Provider:

Name: NLC Consulting Group Kft .

Headquarters : 1055, Kossuth Lajos tér 18, Budapest.

Address: 8782, Zalacsány, Örvényeshegy 42.

Company Registration Number: 01-09-721687

Tax Number: 13161617-2-41

Phone: 06- 20-910-9974

E-mail: info@palosvendeghaz.hu Internet: <http://palosvendeghaz.hu>, www.palosresort.com

2. General rules:

2.1 These "General Terms and Conditions" govern the use of the Service Provider's accommodation and services.

Special, individual terms and conditions do not form part of these General Terms and Conditions, but do not preclude the conclusion of separate agreements with travel agents, tour operators, and sometimes different terms and conditions appropriate to the type of business.

3. Contracting Party:

3.1 The Guest shall use the services provided by the Service Provider.

3.2 If the Service Order is placed directly by the Guest with the Service Provider, the Guest is the Contracting Party. The Service Provider and the Guest together become the contractual parties (hereinafter the Parties) if the conditions are fulfilled.

3.3 If an order for the Services is placed by a third party (hereinafter referred to as the Agent) on behalf of the Guest, the terms of cooperation shall be governed by the contract between the Service Provider and the Agent. In this case, the Service Provider shall not be obliged to investigate whether the third party legally represents the Guest.

4. Terms and Conditions of Use of the Service:

4.1 . The Contract is written by the Guest at www.palosresort.com , www.palosresort.hu or www. shall be created by the written confirmation of the reservation made by the Service

Provider at www.facebook.com/palosresort and booking.com, rev.ie, airbnb.com, expedia.com, hrs.com, and so shall constitute a written contract.

Oral reservations, agreements, modifications, or verbal confirmation by the Service Provider shall not be of contract value.

The booking must include the guest's name, address, the exact time of arrival and departure, and the room type .

4.3. The Accommodation Contract shall be for a fixed period. When the guest leaves the room permanently before the expiry of the specified period, the law Provider osult unused services to 50% of contract value .

The Service Provider is entitled to resell the room vacated before the expiry date.

4.4. Transfer of a confirmed and confirmed reservation to another date is only possible in writing via the Service Provider's website.

5. Hospitality

5.1. PALOS RESORT serves a buffet breakfast for its guests between 8am and 10am .

5.2. Individual catering needs can be met by prior arrangement

6. Cancellation of Service:

6.1. The Guest undertakes to inform the Hotel in *writing of any cancellation, modification or other change of the services he has ordered before the start of the service .*

6.2. If the guest is not ye arrives at or order cancels , will have to pay a penalty, which the ordered service fee rate to 50% within 42 days prior to arrival.

7. Payment Terms

7.1 The service provider requests an advance payment of 50% of the booking value upon booking.

7.2 Accepted payment methods: Cash, bank transfer, credit card (MASTER, VISA, MAESTRO) , Széchenyi Card (SZÉP Card)

7.3 Gift Voucher: The Gift Voucher can only be used within the validity period and value specified on it, depending on the available capacity reason . After the redemption period, the voucher will expire.

8. Our prices

8.1 The prices quoted by Paulos Resort always **include** the statutory VAT, but **do not include** the tourist tax payable at the place of service . In addition, the prices **do not include** the cost of the outward and return journey.

The Guest service fees in the hotel get proper reception and on the website is information before the service is provided.

8.2 The Service Provider is free to change the advertised prices without prior notice.

8.3 The current prices will be confirmed by the hotel in the order confirmation. The Service Provider and the Guest agree that the date of the last service actually used by the guest is

considered to be the date of performance of the provided service (Article 55 (1) of the VAT Act).

9. Use of toys, garden toys, trampolines, sports equipment

The assets of the Guest s with parental supervision, can only be used in compliance with the rules at your own risk children.

10. The manner and conditions of using the service

10.1. The occupants of the room may in the day of arrival 14:00 on (Check in), and the departure day 1 morning 1 : must leave 00 (Check out). Upon arrival, the Guest is required to prove his / her identity in accordance with legal requirements before occupying the room.

10.2. The property does not accept guests suffering from an infectious disease.

10.3. Simultaneously with the applicant completed and signed the guest to present agree to terms and conditions.

10.4. Due to injuries attributable to the fault of the guest accommodation does not accept responsibility. Incurred due to vandalism costs the hotel the guest debit.

10.5. For late check-out, 1 1 : After 00 hours at room extension fee charged.

10.6. In our hotel it is possible to occupy your room before 2 pm or , if the guest wishes, to stay longer than 1 1 am. The settlement lkezésre positions are subject to availability, limited, pre-egyezettetten available. Early check-in and / or late check-out will incur a charge of 2,000 - 2,000 Ft / room.

10.7. Parking

The accommodation Ashely parking is free.

11. Pets are not accepted.

12. Refusal to perform the contract, termination of service obligation

12.1. The Service Provider is entitled to terminate the Accommodation Services Agreement with immediate effect, thus refusing to provide the Services if:

12.1.1 the Guest does not use the room or the facility as intended

12.1.2. the Guest does not observe the security rules and order of the accommodation, is inappropriate with his / her employees, is under the influence of alcohol or drugs, exhibits threatening, abusive or other unacceptable behavior

12.1.3. the Guest suffers from an infectious disease.

12.1.4. the Contracting Party does not fulfill its obligation to pay the advance specified in the Contract by the specified date

12.2. If the contract between the parties is not performed due to force majeure, the contract will be terminated.

13. Placement Guarantee

13.1. If the Service Provider is unable to provide the services specified in the Contract due to its own fault (eg overcharging, temporary operation problems, etc.), it shall immediately arrange for the Guest accommodation.

13.2. The Service Provider shall:

13.2.1. Provide / offer the Services specified in the Contract at another price of the same or higher category for the period of time stated in the Contract, or until the disqualification ceases. All additional costs of providing replacement accommodation shall be borne by the Service Provider

13.2.2. Provide the Guest with free telephone calls to inform of changes in the accommodation

13.2.3. If the Service Provider fully complies with these obligations or the Guest has accepted the alternative accommodation offered to him, the Contracting Party shall not be entitled to claim subsequent compensation.

14. Quiet rest

Guests are required to refrain from noisy, loud activities between 22:00 and 7:00, while disturbing the rest of other guests.

15. The guest's illness, death

15.1. If the Guest becomes ill during the period of using the accommodation service and is unable to act in his / her own interest, the Service Provider offers medical assistance.

15.2. In the event of sickness / death of the Guest, the Service Provider shall seek reimbursement of expenses from the patient / deceased's relative, heir or bill payer; any medical and procedural costs, the consideration for services rendered prior to death, and any damage to equipment in connection with the illness / death.

16. Rights of the Contracting Party

16.1. Pursuant to the Contract, the Guest is entitled to use the booked room and the facilities of the accommodation, which are included in the standard service scope and are not subject to special conditions.

16.2. The Guest may complain about the performance of the services provided by the Service Provider during the stay at the Hotel. The Service Provider undertakes to handle any complaint that has been submitted to it in writing (or recorded by it) during this period.

16.3. The Guest's right to complain shall cease upon departure from the property.

17. Obligations of the Contractor

17.1. The Contractor shall pay for the services ordered in the Contract by the date and in the manner specified in the Contract.

17.2. The Guest shall ensure that a child under the age of 14 under his / her responsibility stays in the Service Provider's accommodation only under adult supervision .

1 8 . Liability of the Contractor

The Guest shall be liable for any damage or disadvantage suffered by the Service Provider or any third party as a result of the fault of the Guest or his / her companion or other persons under his / her responsibility. The Guest shall be liable to the Service Provider for any damage caused by it. This liability also applies if the injured party has the right to claim compensation directly from the Service Provider.

1 9 . Rights of the Service Provider

1 9 .1. If the Guest does not fulfill his obligation to pay the fee for the services provided or contractually ordered but not used, the Service Provider shall have a lien on the Guest's personal property which he has taken to the hotel to secure his claims.

20 . Obligation of the Service Provider

20 .1. The Service Provider shall:

20 .1.1. to perform the accommodation and other services ordered pursuant to the contract in accordance with the applicable regulations and service standards 20 .1.2. investigate the guest's written complaint and take the necessary steps to address the issue, which must be recorded in writing

2 1 . The Service Provider is liable for damages

2 1 .1. The Service Provider shall be liable for any damage suffered by the Guest due to the Service Provider's or its employees' fault within its facilities.

2 1 .2. The Service Provider shall not be liable for any damage caused by an unavoidable cause outside the scope of the Service Provider's employees and guests or caused by the Guest himself.

2 1 .3. The Service Provider may designate places on the accommodation that the Guest cannot enter. The Service Provider shall not be liable for any damage or injury in such places.

2 1 .4. The Guest must report any damage to the Hotel immediately and provide the property with all necessary information needed to clarify the circumstances of the incident and possibly record the police report / police procedure.

2 1 .5. The Service Provider shall be liable for valuables, securities and cash only if it has been explicitly taken over for safekeeping.

2 1 .6. The Service Provider shall not be liable for any personal effects left in the Service Provider's public areas or rooms.

2 1 .7. The Service Provider shall not be liable for any valuables left in the vehicle parking lot of the Service Provider, or the Service Provider shall investigate the damage caused to the parking vehicle and, if the damage is caused by the negligence of the Service Provider, reimburse it.

2 1 .8. The compensation level of the upper limit of the amount of the daily rates of the Treaty of ten times, unless the damage is less.

2 1 .9. If the guest fails to complain on the spot, he will not be entitled to compensation in the future.

2 2 . Consumer interest protection, data protection

2 2 .1. The Service Provider attaches high priority to the protection of personal data. In all cases, the personal data provided to us will be handled in accordance with applicable laws and regulations, safeguard their security, take the technical and organizational measures necessary and establish the rules of procedure necessary to comply with the applicable laws.

2 2 .2. The Service Provider summarizes its data management policy in a separate Privacy Policy, which it makes available on its website at all times, and the content of which is recognized as binding on itself.

2 2 .3. The clerk of the Municipality of Zalacsány is responsible for the service activities of the service provider . the Technical Licensing and Consumer Protection Department of the Zala County Government Office exercises professional supervision rights.

2 2 .4. Photographs and videos are regularly taken at the property , with the exact location and time of the reception at the reception. Unless otherwise provided by the Guest, the Service Provider shall be entitled to publish the recordings on any subsequent medium (typically: Internet and television media, print media, hotel print, website, picture and video sharing sites, social media). Guests have the right to ask at the shooting / photography scene not to appear on the recordings. In this case the Service Provider is obliged to take the pictures / videos accordingly.

2 3 . secrecy

The Service Provider shall act in accordance with the Data Privacy Policy.

2 4 . Force majeure

In the event of a cause or circumstance (such as war, fire, flood, weather, power shortage, water shortage, strike) over which a party has no control (force majeure), either party shall be relieved of its obligations under this Agreement, there is a cause or circumstance. The Parties agree that they shall use their best endeavors to limit the likelihood of these causes and circumstances to the lowest possible level and to repair as soon as possible any damage or delay caused thereby.

25. Applicable law of the parties, applicable court

The legal relationship between the Service Provider and the Contracting Party shall be governed by the provisions of the Hungarian Civil Code. Any dispute arising out of the Service Agreement shall be subject to the jurisdiction of the court competent for the place where the service is provided.