

# Szent kristóf Pension Rules

The regulation of the Hungarian Hotel Association is valid for Hotel St. Christoph and is supplemented by further own points. With booking a room the contract for accommodation comes into existence, containing the following conditions.

## 1 Scope of Validity

The general business conditions for hotel industry were published in „ÖHB” on 23 Sep, 1981. The regulation „AGBH” 2006 does not exclude further agreements.

## 2 Definitions

**Resetter:** a natural or legal person who provides accommodation to visitors in return for room price.

**Visitor:** A natural person who takes the accommodation, namely the contracting partner, and every person arriving with him/her.

**Contracting partner:** a foreign or Hungarian natural or legal person who as a visitor or a person booking for a visitor contracts for accommodation.

**Contract for Accommodating:** the contract between the resetter and the contracting partner, the content of which is detailed as follows.

## 3 Contracting – Deposit Paying

The contract comes into existence when **the resetter accepts the contracting partner’s booking**. So the resetter is entitled to make the contract with the given conditions if the contracting partner **meets the deposit paying engagement**. As soon as the contracting partner **accepts the engagement to pay the deposit in writing or orally the contract for accommodation comes into existence** in which the contracting partner engages himself to pay the deposit to the resetter. The contracting partner has to pay the deposit in advance, **the latest two days before the arrival. The costs of transfer are to be born by the contracting partner**, or respectively credit card and bank card payments are done according to the actual conditions. The deposit is only a part of the end sum.

## 4 Check-in and Check-out

The contracting partner has the right to take up the accommodation **from 14 pm till 6 pm** on the given day, unless the resetter offers some other time. **If the visitor takes up the room before 6 am the cost of the previous night is to be payed.** The visitor has to **check out till 10.30 am**, if not, the resetter has the right to charge another day.

## 5 Withdrawal from the contract for accommodation – Charge for Cancellation

### Withdrawal on the resetter’s part:

In case the deposit has not been payed and the contracting partner has **failed to meet the deposit engagement** in advance the time given **the resetter has the right to withdraw from the contract for accommodation**. If the visitor does not arrive **till 6 pm on the given day** the

**resetter will be released of his obligation** to give accommodation, except when a later time of arrival has been agreed on in advance. The resetter has the right to withdraw from the contract the latest 30 days before the arrival, except when previously otherwise agreed.

### Withdrawal on the contracting partner’s side:

The contracting partner can withdraw from the contract with the following conditions:

- If the withdrawal is done **earlier than 30 days before the date of arrival the deposit already payed is not to be reimbursed but at a later time agreed on with the resetter the visitor is allowed to take the room.**
- In case the withdrawal is done **within 30 days before the date of arrival the deposit will not be reimbursed and the whole booking price has to be payed.**
- On mutual agreement the partners may differ from the points 1 and 2.

If the visitor is unable to arrive at the place of accommodation in **vis major** cases (like e.g. snow, flood. etc.) **the visitor will not be obliged to pay for that night**. In case the travelling there becomes possible in three days the payment obligation is renewed.

## 6 Compensation

On the visitor’s request the resetter can offer another room to the visitor if the demand is reasonable and the rooms just slightly differ from each other. A reasonable example can be if the room reserved cannot be used, or if the previous guests want to lengthen their stay or rereserve, and any other important reasons may bring about such changes. All plus costs are to be born by the resetter.

## 7 The contracting partner’s rights

By contracting for accommodation the contracting partner is entitled to take up the room booked. The furniture and utensils should be without any special condition at the visitor’s service. The visitor has the right to use the whole guest area, with keeping the hotel regulations.

## 8 The contracting partner's obligation

The contracting partner is obliged to **pay the agreed booking price together with the city tax and eventual other costs on the day of arrival at the latest.**

The resetter is **not obliged to accept any currency from foreign country.** In case the resetter accepts such currency **it has to be changed at the daily official rate.** If any plus costs occur with non-cash payment or currency change they should be born by the contracting partner.

The resetter has **the right of retention and pledge** for the sake of ensuring his claims emerging from the contract, or respectively compensating for the additional costs caused by the contracting partner.

If the contracting partner lengthens his stay, or the accommodation service is taken at an unusual time the resetter has the right to **charge an increased price.** The resetter is entitled to reasonably dispense with reckoning up the plus costs. During the visitor's stay the resetter has the right to add subtotals to the visitor's bill.

## 10 The resetter's obligations

The resetter is obliged to **ensure the visitor the agreed services in full.** Extra services not included in the price can be as follows: air-conditioning in summer, minibar, extra bed, baby cot, garage, breakfast, dinner, etc. These extra services are listed as extra items in the receipt.

## 11 The resetter's financial responsibility for damage of visitor's personal objects

In the case of inconsiderable negligence no responsibility is to be stated. The resetter's warranty can be determined up to HUF 5,000 value of money in case it disappears provably and attributably. **Safekeeping of values like stock, cash money, bank card, valuables is not possible.**

**12 Animals** are prohibited to bring in.

## 13 Termination of Contract for Accommodation - Cancellation before time

The contract is terminated at a defined time, namely at the end of the period included in the contract. **If the visitor leaves before the agreed time the resetter has the right to charge the total price.** In this case the resetter can give an allowance only if the services are reduced or if the room is newly booked. In the case of visitor's death the contract is terminated.

The resetter has the right to withdraw from the contract with immediate effect for the following reasons:

- in case the visitor does not use the accommodation place in a proper way, or his/her behaviour breaches the rule of cohabitation and offends the property of other guests, morally or physically hurts them.
- if the visitor falls ill or gets infectious disease, and needs treatment.
- if the visitor does not pay the receipt in a given time.
- in case of vis major when the contract cannot be completed the resetter is entitled to withdraw from the contract before time, that is the resetter gets exempted from the accommodating obligation.

## 14 Visitor's illness or death

In case the visitor falls ill at the accommodation place the resetter can call a doctor on the guest's request. If the resetter thinks the situation dangerous and necessary and the guest is unable to ask for a doctor the resetter can call the doctor on own decision. If the ill person is unable to make decision and the resetter cannot get in connection with the relatives the resetter can care about medical treatment at the guest's expense. This responsibility of the resetter is terminated as soon as the guest becomes able to make decision or the relatives gets informed about the illness. The resetter is entitled to get the **compensation from the visitor or in death case from the legal successor for the following costs:**

- costs of medical treatment, transport, medicine, medical aids
- disinfecting the room
- disinfecting the bed and bed-clothes
- disinfecting the walls and furniture, equipment, carpet
- compensation for losing other guests when the room cannot be used and booked
- compensation for all kinds of damage caused to the resetter

**Offer:** the price quoted according to the parameters given by the enquiring person

**Booking price:** the total sum given in the contract after acceptance of the offer.

**Booking with deposit: Booking can be made only in writing (email, fax).** In response to the enquiry we give an offer in writing and **on the acceptance of this offer we send a confirmation.** This is the procedure of the booking. Our **offer is not to be qualified as a booking.** When booking the contracting partner accepts the conditions listed in the Hotel Regulation. After making the booking **at the latest 2 months before the arrival date** the contracting partner is obliged to **transfer the 50 per cent deposit to the bank account given in our confirmation** and send the **bank confirmation** to the hotel. When transferring the deposit the guest's name and the length of time of accommodation has to be given in the 'remark', otherwise we cannot identify the guest. Bank costs are always to be born by the contracting partner.

#### **Cancellation**

At whatever time the cancellation is made we can accept it **only in writing. Within 30 days before arrival date 100 per cent of the booking price is to be payed.** Dispensing with the general Hotel Regulations we are ready to offer the guest the possibility of taking the accommodation at another agreed time (with consideration of the special season prices, for example low season prices are not valid for high season).

#### **Taking up and leaving the room**

The visitor can check-in from 14 pm till 18 pm. Check-out time 10.30 am. If the visitor arrives before this time or wants to leave later there is possibility for safeguarding the luggage at the reception.

**The reception is open from 7 am till 10 pm.** Beyond the opening hours you can contact us by phone number given at the reception desk and on the entrance door.

**Smoking is prohibited in the whole building.** Violating this rule costs **30 euro/10,000 HUF fine.**

**About complaints the visitor have to inform the reception in time, and not after making the receipt.**

**Any damage caused by the visitor has to be registered and reimbursed on the spot.**