

TERMS & CONDITION

GENERAL INFORMATION

- Accepted methods of payment: Cash, wire transfer, Credit card, accepted SZÉP cards, OTP, K&H, MKB
- Accepted currencies: HUF (Ft), EUR (€)
- Accepted cards: MasterCard, VISA
- Advance payment: as provided in the reservation
- Tourist tax: as provided in the reservation (500 Ft)
- General cancellation terms: as provided in the reservation
- All individual reservations can be cancelled according to the rules set out in the confirmation.

CHECK-IN

- Guests are required to complete the hotel registration form prior to using hotel services.
- Guests receive a key card, for which the guest(s) residing in the given room must be registered.
- The registration process includes the proper completion of the registration form and the verification of the guest's identity.
- Presentation of a personal identification document and guarantee of payment for the room and possible costs—by providing an advance through credit card or in cash—is a material term of the hotel contract.
- Stateless persons and non-European Union citizens are required by law to present their stateless identity card or passport.
- By signing the registration form, the guest agrees that the personal data submitted by completing the form will be processed and archived by the hotel within the limitation period for the purpose of concluding the contract or proving its fulfilment and performance, as well as for enforcement of any claims. In addition, by signing the registration form, the guest agrees that the hotel may process such personal data for the purpose of meeting its obligations under the applicable laws (in particular with regard to immigration police and tourist tax) and for verifying its performance as long as the competent authority may check compliance with obligations under the relevant legislation.
- Use of hotel services is conditional upon the guest providing the required personal data and credit card information.
- Required information includes: name, address, nationality, place of birth and date of birth, passport or ID card number, and validity thereof.
- Optional information: email address, phone number.
- The guest may indicate on the hotel registration form whether he or she agrees to Mövenpick Balaland Resort Lake Balaton using the personal information provided in the registration form for marketing purposes.
- Based on this consent, Mövenpick Balaland Resort Lake Balaton has the right in particular, but not limited to send offers and other information to the guest in the form of mail, e-mail or other deliveries or messages.
- Mövenpick Balaland Resort Lake Balaton has the right to use the personal data of the person concerned for marketing purposes until the guest revokes his/her consent in writing.
- Rooms can be occupied from 3 p.m. on the day of arrival.
- If the room is occupied earlier, the hotel is entitled to charge extra as follows:
 - A surcharge of EUR 100 will be charged for arrivals between 10:00 and 12:00 on the day of check-in.
 - A surcharge of EUR 50 will be charged for arrivals between 12:00 and 15:00

CHECK-OUT

- On the day of departure, guests are required to vacate their room with their luggage and other personal belongings and present the key card and Family Park watches received at check-in to the reception desk by 11 noon.
- A surcharge of EURO 50 is charged for late check-out until 3:00 p.m., and a surcharge of EURO 100 until 6:00 p.m.
- The guest must pay for the hotel stay, including any other services used, no later than the day of final departure from the hotel in the manner specified in the hotel contract.
- If the guest refuses to pay for any reason, the hotel has the right to withhold and lien on the guest's personal belongings brought into the hotel and use the credit card provided upon arrival to settle the balance.
- In case of leaving without payment, the hotel will file a police report and legally enforce its claim against the guest, at the expense of the guest.
- The hotel charges any subsequently incurred and unpaid costs to the guest's credit card.

VISITORS

Guests may only host visitors in the hotel rooms who have registered at the reception desk.

- The guest is responsible for the behaviour of his/her visitor, including possible damage caused.
- Liability for any damage caused by the visitor to the guest and/or a third party is excluded by the hotel.
- The hotel will charge the rack rate for each extra guest above the number given in the reservation.

GUESTS UNDER THE AGE OF 18

- Guests under the age of 18 may use the hotel services only when accompanied by a parent or other responsible adult.
- Children under the age of 14 may only remain in the room under the permanent supervision of a parent or other responsible adult.
- The child's companions are responsible for the child's physical integrity, behaviour and any damage that the child may cause.
- Persons under the age of 18 may not consume any alcohol on the premises of, or at events held in the hotel. The parent or other adult responsible for the minor must ensure compliance with this rule.
- The parent or other adult is responsible for the legal, moral and material consequences of failure to comply with this rule and the hotel disclaims any liability.

PETS

- Only dogs with a "Pet Health Certificate" and vaccinated against rabies are allowed to stay on the hotel premises.
- The hotel provides accommodation for small size (up to 18 kgs) and house-trained dogs as stipulated in relevant legislation for a separate service fee in designated, non-carpeted rooms.
- Only pets that do not disturb the comfort of hotel guests may stay in the hotel.
- The use of a leash is mandatory when walking around the hotel.
- Pets are not allowed to enter the hotel's public areas, wellness area, Family Park for public health reasons.
- Pet owners must clean any animal excrement immediately, otherwise €100 extra fee will be charged.
- Information and contact details regarding veterinary services and animal beauty care are available at the reception desk.
- The pet's owner is financially liable for any damage caused by the pet.

DRESS CODE

We kindly ask our guests to dress appropriately.

- Recommended dress code: smart casual.
- No mandatory clothing. Trousers with a shirt and jacket for men and elegant skirts, trousers and blouses for women are recommended.
- Sportswear and sports shoes must be worn when using fitness services.
- Please pay particular attention to your clothing when using restaurant services.

HOTEL EQUIPMENT, DEVICES, DAMAGE

Guests must use hotel facilities and equipment as intended, and preserve the integrity of the hotel's material assets.

- The hotel charges indemnification for damage (breakage, contamination) caused by negligence or under the influence of alcohol.
- The furnishings and equipment of the hotel may only be removed from the hotel premises with the hotel's prior written permission. Any rearrangement of the hotel room, any relocation of furniture may only be carried out by hotel staff or a person designated by them. The guest is liable for any damage arising from a failure to comply with this rule and the hotel excludes any liability for resulting damages.
- Removal of hotel valuables without the hotel's prior written permission is considered a crime. In such case, the hotel will take the necessary criminal and civil action.
- Guests should notify the hotel of any malfunction of hotel equipment, furnishings or facilities. Guests do not have the right to repair any defects and the hotel excludes any liability for resulting damages.
- Guests must indemnify any damage caused by improper use upon the hotel's request, but no later than before departure.

WIFI

The hotel has a Wi-Fi system in operation, provided free of charge to guests.

- The hotel does not guarantee uninterrupted operation and continuous availability of Wi-Fi.
- The hotel accepts no liability for direct or indirect damage caused to the guest's device or the content stored on it as a result of using the Wi-Fi.
- Guests use the service at their own risk and responsibility.

TELEPHONE

- Internal phone calls within the hotel are free of charge.
- External lines can be used for a charge. The hotel automatically charges the cost of phone calls to the guest's room bill, adding a hotel surcharge to the charges applied by the telephone company providing the service.
- The price of a call will be charged until the call is disconnected by replacing the receiver.
- Any additional costs incurred by the guest's improper use of the telephone shall be borne by the guest.

SECURITY

- The hotel operates a closed-circuit camera system in the building for the safety and security of guests and the hotel, which makes video recordings continuously 24 hours a day.
- Security guards are on duty 24 hours a day within hotel premises.
- Hotel rooms and common areas can only be used with a valid key card.
- The mains voltage in the hotel is 220 volts and the use of incompatible electrical equipment is strictly prohibited and the hotel is not liable for any resulting damage.
- Only the iron, electric kettle and coffee maker provided in the hotel room may be used there, as well as other electric appliances considered as

- usual during travel, such as laptops, notebooks, tablets, cameras, camcorders, etc.
- It is prohibited to use appliances plugged in to the electrical network when showering or using the bathtub, or to use such appliances in general when washing in running water or in the bathtub filled with water, because of the risk of electric shock. The hotel excludes any liability for resulting damages.
- In the event of a fire, guests must follow the escape route as marked in the room or the instructions given by hotel staff or the fire brigade on site.
- If a fire alarm goes off in a room, the guest must immediately allow hotel staff to enter the room.
- In the event of a fire, if the smoke-free staircase is not accessible, guests accommodated in a room designated by pictograms as escape points are required to provide access to their room to any person being in the hotel. If, in case of fire, the room designated as an escape point is not accessible because the guest is not in the room, the hotel is entitled to open the door of the room without prior permission.
- Fire extinguishers are located in the hotel corridors on each floor.
- Guests must notify the hotel reception if they detect a fire or if there is any other sign indicating fire.

MATERIALS/INSTRUMENTS NOT ACCEPTABLE ON HOTEL PREMISES

- Products classified as corrosive, flammable chemical or substance in the applicable laws
- Substances classified as flammable and/or explosive in the applicable laws
- Food, beverages (including alcoholic beverages) not purchased in the hotel service units
- Fireworks, firecrackers, or parts and components thereof
- Waste, substances harmful to the environment or health
- Psychotropic and psychoactive substances
- Guests should notify the reception desk in advance if they intend to bring particularly expensive, highly valuable objects or museum pieces into the hotel. Upon request and with the guest's consent, such items will be placed in a safe provided by the hotel, packaged in a safety deposit box.
- It is forbidden to bring weapons or objects that can be classified as weapons.
- If the guest brings unauthorised material/equipment into the hotel premises without the prior written permission of the hotel, the hotel may remove or have removed such items at the guest's expense.
- The hotel accepts no liability for damage to materials/equipment brought in without permission.
- The guest bears full legal and financial responsibility for any damage or injury caused to any guest, third party or the hotel by any material/device brought in without permission.

SMOKING

- The hotel is a non-smoking hotel. Accordingly, smoking, including the use of electronic cigarettes, is prohibited in the hotel's closed areas (including guest rooms), common areas, and all open areas belonging to the hotel, except for designated smoking areas.
- Hotel staff is entitled to warn guests and any other person on the hotel premises to observe this rule and to stop smoking or using electronic cigarettes. The first warning is free of charge, but guests will be charged €150/warning for the second and third warning. After the third warning, the hotel has the right to terminate the hotel contract unilaterally with immediate effect and to ban the guest from the hotel without any obligation to repay and/or compensate.
- The guest or any person on the hotel premises is required to comply with this provision and to act according to the warning.
- If, based on applicable law, the hotel is fined by the competent authority for any unlawful conduct of any guest or other person in the hotel, the hotel has the right to transfer the fine to the person who committed the unlawful act or ask him/her to pay the fine.

“DO NOT DISTURB” SIGN

- Hotel staff start cleaning rooms at 8 a.m.
- By placing the “Do not disturb” sign on switch, the guest expressly indicates for the hotel staff not to disturb him/her, knock on the door, or enter the room.
- Use of the “Do not disturb” sign is at the guest’s own risk and responsibility. If the hotel staff find the “Do not disturb” sign on the switch on the guest’s departure day and the guest does not respond to the hotel phone call, the hotel staff has the right to enter the room at any time after 12 noon.
- In an emergency situation (fire, terrorist attack, disaster, etc.) hotel staff may enter the room without prior notice, or when the hotel reasonably assumes on the basis of the information at its disposal that the guest’s life, health, physical integrity, safety of his/her property is or may be in jeopardy, and the guest does not respond to the hotel phone call.
- The hotel accepts no liability for any damage or injury arising from improper use of the “Do not disturb” sign.

DAILY CLEANING

- Hotel rooms are cleaned once a day between 8 a.m. and 4 p.m.
- If cleaning staff find a “Do not disturb” sign during this period, the room will not be cleaned and the guest may not claim any reduction or compensation referring to this.
- For environmental considerations, the hotel replaces only towels placed on the bathroom floor or in the sink.

WASHING, IRONING

- The hotel undertakes laundry, ironing and dry cleaning, in accordance with the terms of the laundry list, with the involvement of an outside contractor.

MINIBAR

- The minibar is for storing products placed there by the hotel which are available for purchase. The hotel assumes no responsibility for the quality of products placed in the refrigerator by the guest.
- Please see the current price list in the Guest Service Directory!
- Guests pay for their minibar consumption at the reception desk upon departure.

LOST AND FOUND ITEMS

- Guests are kindly asked to deposit any lost or forgotten items they find at the reception desk, which will be registered by the Housekeeping department.
- Any food or food-like consumer products and medicines left behind will be promptly destroyed by the hotel.
- The hotel keeps items suitable for storage for 3 months. The rightful owner of a lost item can collect the item personally or by mail, subject to the presentation/sending and signing of an identity document, and payment of any storage and delivery charges.
- Items that the hotel is unable to store due to their size, weight or other features are immediately handed over to the competent local notary.

PARKING

- Hotel guests can park their cars for a fee in one of the designated parking place.
- For security reasons, parking in the area in front of the main entrance is only allowed for a short period at arrival.
- Traffic regulations apply in the car park.
- Guests wishing to use the car park should fill in the registration form at check-in with the plate number of the vehicle, the guest’s details and any visible damage on the vehicle. In the event of a refusal or failure to do so, the car park shall not be used.
- Guests are directly liable for any damage caused by their parked cars to cars owned by third parties.
- Please be sure to leave transport routes and entrances free.

- If using the Valet parking service available to the guest, the hotel employee will park the vehicle. The applicable regulations of the parking garage are in force both in case of own or Valet parking.

BREAKFAST

- Breakfast hours: 7.00 a.m. – 10.30 a.m.
- Breakfast options include a la carte or buffet.
- The hotel offers unlimited food from the breakfast buffet, but no food or drink should be taken away for later consumption.
- If the guest takes away food and/or drink for later consumption from the restaurant without the hotel’s prior permission, the hotel is entitled to charge the surcharge of a full breakfast to the room service bill.

DINNER

- Dinner hours: 05.30 p.m. – 10.00 p.m.
- Dinner options include a la carte or buffet.
- The hotel offers unlimited food from the breakfast buffet, but no food or drink should be taken away for later consumption.
- If the guest takes away food and/or drink for later consumption from the restaurant without the hotel’s prior permission, the hotel is entitled to charge the surcharge of a full dinner to the room service bill.

RESTAURANT

General principles

- The restaurant is a private area where the operator has the right to impose conditions on the provision of services. These are communicated in summarised form in the Terms of Use.
- Guests are required to respect the dignity and privacy of the restaurant staff and security guards.
- Respect of other guests and exhibiting appropriate conduct are fundamental principles.
- Adults accompanying children are responsible for ensuring the safety and physical integrity of children and for properly informing children of the Terms of Use and for adherence to such rules.
- Restaurant staff may refuse to provide services to persons who violate the aforementioned general principles and standards of behaviour and, after proper warning, such persons may be escorted from the restaurant area by security staff.

Miscellaneous provisions

- Activities that may generate loud noise, strong odour or other environmental nuisance, or similar activities that may disturb anyone in the restaurant area may not be pursued.
- It is forbidden to possess, distribute or consume drugs in the restaurant area.
- It is forbidden to bring any stabbing and cutting tool, weapon, pyrotechnic device or other frightful instrument or any device that endangers the physical integrity of the person concerned or others into the restaurant area.
- The operator reserves the right to decide which items fall into this category depending on the situation. It is forbidden to start an open fire, light a cigarette lighter, or to ignite a fire in any other way in the restaurant area.
- Activities that go beyond the intended use of the building or any commercial activity may be carried out in the entire restaurant area only with the permission of the restaurant manager.
- Any advertising or other commercial activity in the area of the restaurant is prohibited.
- Smoking and the use of electric cigarettes in the restaurant is prohibited.
- Consumption of food and drink purchased elsewhere in the restaurant is prohibited.

DISEASE, DEATH

- If the guest becomes ill during his/her stay at the hotel and is unable to act in his/her own interest, the hotel will offer medical assistance.
- Guests use the medical assistance offered at their own risk and responsibility.
- The doctor is not an employee, agent or facilitator of the hotel, and the hotel disclaims any responsibility for the diagnosis, applied therapy or its consequences.
- In the event of the guest's illness/death, the hotel will seek reimbursement of costs from the relatives, heirs, or bill payer of the patient/deceased in respect of any medical and treatment costs, the consideration for services used prior to death, and any damage to equipment or items in connection with the illness/death.
- If the guest suffers from an infectious disease, the hotel is entitled to terminate the hotel contract with immediate effect without refund or compensation. In this case the guest must leave the hotel with his/her luggage at his/her own expense within the period specified in the termination by the hotel. In the event of an infectious disease, the hotel must act in accordance with the provisions of Regulation 18/1998 (VI. 3) NM. According to the Regulation, if there is any such suspicion, the hotel calls a doctor who establishes that the guest is infected.

MISCONDUCT

- To ensure the peace and quiet of guests, with the exception of events organised and authorised by the hotel, it is prohibited to make loud noise, play music, pursue loud activities, use sound effects, operate TV, radio at a disturbing volume level, or to make any other type of loud noise on hotel premises after 10 p.m.
- All behaviour that interferes with the peace, security, safety or privacy of others is prohibited in the hotel area, regardless of the time. Behaviour that is or could be qualified as harassment or bullying and which intimidates others is prohibited.
- Hotel staff has the right to warn the disturbing and/or loud guest. The first warning is free of charge, but guests will be charged €100/warning for the second and third warning. After the third warning, the hotel has the right to terminate the hotel contract unilaterally with immediate effect and to ban the guest from the hotel without any obligation to repay and/or compensate.
- The hotel is not responsible for any harm resulting from the guest's conduct to other guests.

THE HOTEL'S LIABILITY FOR DAMAGES

- The hotel is liable for damage to property, other than prohibited items brought into hotel premises, which the guest has placed in a designated area, in his or her room or a place generally used for this purpose or which was given to an employee of the hotel whom the guest may have assumed to be entitled to take over the item. The hotel is liable for securities, cash and other valuables if the hotel has received or refused to receive the property for safeguarding. The hotel has unlimited liability for such things. Guests should inform the hotel reception immediately if the safe is not operational or does not work as intended. The hotel assumes no responsibility for any damage resulting from failure to provide such information or in case of late notification.
- The hotel is liable for damage resulting from the aforementioned cases to the extent of an amount corresponding to maximum 50 times the daily room rate paid by the guest.
- The hotel is exempt from its liability for damages if it is proved that the damage was caused by an unavoidable reason beyond the control of the guests and the employees, or the damage was caused by the guest.
- Guests must use the facilities, wellness and other services of the hotel as intended, being aware of their own health, physical, and mental condition; therefore, the hotel excludes any liability for damage resulting from improper use or from use not corresponding to the guests' health, physical or mental condition.

- Guests may request a wake-up call at their own responsibility, however, this is not part of the hotel's contracted scope of services. The hotel assumes no responsibility for any damage resulting from a failure or delay of the requested wake-up call.

PRIVACY

The hotel only discloses information on the guest's current, past or future hotel stays to third parties, including close relatives of the guest, only with the prior written consent of the guest.

- This prohibition on supply of information does not apply to requests for information under the law.
- The guest acknowledges that the hotel is required by law to disclose guests' personal information to a requesting authority, provided that the legal conditions for such disclosure are met.
- The hotel may not object to the provision of information based on the law, an official decision or a court order.

These rules are valid until revoked.

Dated: Szántod, 04th April 2023