

GENERAL CONDITIONS OF THE ACCOMMODATION SERVICE AGREEMENT (GTC)

2022.

1. General provisions

1.1. This contract, the General Hotel Contract Terms (hereinafter referred to as the GTC), summarizes the contractual content under which Sandra Form Ltd. (4700 Mátészalka Industrial Road 18), 11246110 -2-15, hereinafter referred to as the "Service Provider", concludes a accommodation contract with its Guests, and these conditions are included as general conditions in the "Accommodation Agreement".

1.2 Booking:

According to the guest's preliminary indication..... and..... for the durationovernight for pieces of 2 bed room for 1 person pieces of 2 bed room main part and pieces of 3-bed room main part totalfor the night.

This booking will be made until the contracting party is signed, no later than 5 days after the submission of this contract, and will be cancelled due to lack of further feedback. Together with the start of the booking, they declare that the terms of the accommodation service agreement have been read, understood and accepted as general terms and conditions. They acknowledge that if fewer guests arrive than indicated, the customer will have to pay a 50% fee for the rooms that have been booked but not used.

1.3 . Individual terms and conditions are not part of this GTC, but they do not exclude the conclusion of separate, special agreements with travel agents and organizers, and sometimes with different conditions corresponding to the given business, which are included in the "Accommodation Agreement". are recorded.

2. Contracting Parties

2.1.The services provided by the Service Provider are used by the Guest. If the Guest places the order for the services directly to the Service Provider, the Guest will be the Contracting Party. The Service Provider and the Guest together, if the conditions are met, become contractual parties (hereinafter referred to as the Parties).

2.2.If the order for the services is placed to the Service Provider by a third party (hereinafter referred to as the Intermediary) on behalf of the Guest, the conditions of 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.

3. Method and conditions for using the service

3.1.The Service Provider always sends a written offer upon the guest's oral or written request for proposals. If no specific order is received within 48 hours of sending the offer, the Service Provider's offer obligation will be terminated.

3.2.The Contract is concluded only by the confirmation of the Guest's written booking sent by the Service Provider and thus constitutes a contract concluded in writing.

3.3.Orally made reservations, agreements, modifications or verbal confirmations by the Service Provider do not constitute a contract.

- 3.4. The Contract for the use of accommodation services is for a specified period of time.
- 3.5. If the Guest leaves the room permanently before the expiry of the specified period, the Service Provider is entitled to the full consideration of the service stipulated in the Contract. The Service Provider is entitled to resell the room vacated before the expiration date.
- 3.6. The extension of the use of the accommodation service initiated by the Guest requires the prior consent of the Service Provider. In this case, the Service Provider may stipulate the reimbursement of the fee for the service already performed.
- 3.7. The use of the accommodation service is subject to the fact that the Guests verify their identity in accordance with the legal regulations before occupying the room. No one can stay at the hotel unannounced.
- 3.8. A written agreement signed by the Parties shall be required to amend and/or supplement the Treaty.

4. Start and end of accommodation (check-in and check-out)

- 4.1. The Guest has the right to occupy the rented premises from 14.00 on the agreed day.
- 4.2. The Service Provider shall have the right to withdraw from the contract unless a later arrival date has been stipulated.
- 4.3. If the Guest has paid an advance and the day indicated of arrival has not arrived and the room (rooms) has not indicated it, it will remain booked until 12.00 pm the following day at the latest.
- 4.4. The Guest must leave the room by 10.00 a.m. on the day of departure, and the guest is entitled to leave the room later in return for a separate agreement or payment of a surcharge.
- 4.5. Depending on the occupancy of the Youth Hostel, it provides the possibility of early arrival or late departure for a fee. If you wish to use this service, please notify our reception the day before your arrival.

5. Extension of accommodation

- 5.1. The extension of the stay by the Guest requires the prior consent of the Service Provider.
- 5.2. If the Guest does not empty his room until 10.30 a.m. on the day indicated as the day of departure at check-in and the Service Provider has not consented in advance to the extension of the stay, the Service Provider is entitled to charge the room price for an additional day, and at the same time the Service Provider's service obligation will be terminated.

6. Prices .

6.1. The current prices of the Youth Hostel and the list prices of other equipment use have been posted on the information board at its reception

In the case of placement for a daily period:

- 2-bed room for 1 person: Gross Ft +.....Ft IFA/person/night
- 2 bed room for 2 people: Gross..... Ft +.....Ft IFA/person/night
- 3-bed room for 3 people: Gross..... Ft +.....Ft IFA/person/night

For placement for the entire period of month:

2-bed room for 1 person: Gross Ft +.....Ft IFA/person/night

2 bed room for 2 people: Gross..... Ft +.....Ft IFA/person/night

3-bed room for 3 people: Gross..... Ft +.....Ft IFA/person/night

6.2. The Service Provider may not change its advertised prices without prior notification (e.g. due to package prices or other discounts). If the Guest has booked a hotel and the Service Provider has confirmed it in writing, the Service Provider can no longer change this accommodation price. The current prices of the Service Provider can be found on the hotel's website (www.hotelsandra.hu).

6.3. You can get information about the price of the other services of the Youth Hostel (laundry, internal parking, room pass) at the reception of the Youth Hostel before the start of the service.

6.4. When communicating prices, the Service Provider shall indicate the statutory rate of the tax content of the prices (VAT, IFA) at the time of the offer. The published prices include the VAT specified by law and the tourist tax. The Service Provider transfers the additional burden due to the amendment of the current tax law (VAT, IFA) to the Contracting Party, subject to prior notification.

7. Offers and discounts

7.1. The current offers and discounts will be advertised on the website of the Youth Hostel or by another service provider. The advertised discounts are always for individual reservations.

7.2. The advertised discounts shall not be combined with any other discount.

7.3. The Booking of the Service Provider's products subject to special conditions, in the case of group bookings or events, lays down the conditions laid down in the "Accommodation Agreement".

8. Child benefits

8.1. For children, in case of accommodation in the same room as the parents, we provide the following accommodation and meal discounts:

- 100% for children from 0 to 3 years of age
- 3 - 18 0% discount, the full accommodation fee is payable

8.2. Additional beds are only possible in certain types of rooms.

8.3. The request for an additional bed must be agreed with the service provider in advance at the same time as the booking.

9. Cancellation conditions

9.1. If the Hotel Sandra Youth Hostel has not specified any other conditions in its offer, the cancellation and modification conditions shall be as follows:

Cancellation of the accommodation: The Guest is obliged to inform the Service Provider in writing immediately of the possible cancellation of the ordered service.

The Guest may cancel the Ordered Services free of charge until the 14th day before arrival, and in case of cancellation thereafter, the following rules shall apply:

In the event of cancellation of accommodation, the penalty will be settled and paid after the invoice has been issued, the penalty is based on the price specified in the confirmation, and the penalty rate is:

- in the case of cancellation between 14-7 days before arrival, 50% of the service ordered but cancelled

--. In case of cancellation within 7 days of arrival, the Accommodation Provider is entitled to invoice the Guest 100% of the service ordered but cancelled.

If the Contracting Party is an enterprise (including companies, social organizations, churches, municipalities, municipal institutions, state organizations and their institutions, etc.), the penalty due in the event of withdrawal shall be payable by the Contracting Party/Customer to the Service Provider even if the accommodation fee would otherwise be borne directly by the Guest.

9.2. If the Contracting Party has provided the use of the accommodation services by advance payment and does not arrive on the day of arrival (no written cancellation is received), the Service Provider shall enforce the full amount of the advance paid as defined in the Contract as a penalty. In this case, the accommodation will be reserved for the Contracting Party until 12:00 noon the day following the day of arrival, after which the Service Provider's service obligation will cease.

9.3. If the Contracting Party has not provided the use of accommodation services by advance payment, credit card guarantee or other contractual means, the Service Provider's service obligation shall cease after 19:00 local time on the day of arrival.

10. Method of payment, guarantee

10.1. 50 % of the consideration for the services ordered may be paid by transfer at the time of booking against an advance invoice. A different measure is fixed in the "Accommodation Agreement".

10.2. In the case of a transfer, (unless otherwise specified in the agreement with the Service Provider), the Guest is obliged to transfer the full consideration of the ordered services to the bank account provided by the Service Provider no later than 10 a.m. on the day of arrival, so that it is credited to the Service Provider's bank account by the above date.

The Guest can also prove the transfer with an irrevocable declaration issued by the financial institution of the account holder confirming that the transfer has taken place.

11. Refusal to perform the contract, termination of the obligation to provide services

11.1. The Service Provider shall have the right to terminate the Contract for accommodation services with immediate effect, thus refusing to provide the services if:

- the Guest does not use the room or facility provided for its intended purpose, does not comply with hotel Sandra Youth Hostel policy or causes damage to the building or other equipment;
- the Guest does not empty his room until 11.30 a.m. on the day indicated as the date of departure at check-in, and the Service Provider has not consented in advance to the extension of the stay;
- the Guest behaves inappropriately, rudely with the safety, order of the accommodation, its employees, is under the influence of alcohol or drugs, engages in threatening, offensive or other unacceptable behaviour;

- the Guest suffers from an infectious disease;
- the Contracting Party fails to fulfil its obligation to make advance payments as provided for in the Treaty by the date set out;

11.2. If the Treaty between the parties is not fulfilled for 'force majeure' reasons, the contract shall be terminated

12. Placement guarantee

12.1. If the Service Provider's hotel is unable to provide the services covered by the Contract through its own fault (e.g. overcharging, temporary operating problems, etc.), the Service Provider is obliged to provide the accommodation of the Guest immediately. The accommodation guarantee does not apply to the noise level of the Youth Hostel, as the noise level of the music venue next to the Hotel may exceed the permitted level, but the Service Provider cannot do so!

12.2. The Service Provider is obliged to provide/offer the services covered by the contract at the agreed price, for the period stipulated therein, or until the termination of the obstruction, in another accommodation of the same or higher category. All the additional costs of providing replacement accommodation shall be borne by the Service Provider.

12.3. If the Service Provider fully fulfils these obligations, or if the Guest has accepted the alternative accommodation offered to him, the Contracting Party may not make a claim for subsequent compensation.

12.4 The Service Provider hereby informs the Guest that the Youth Hostel is inhabited by young people, who may occasionally make noises, and there is a disco next to the hotel, which can sometimes interfere with the calm rest. In the light of this information and information, the Guest concludes the accommodation service contract.

13. Rights of the Guest

13.1. By concluding a service contract for accommodation, the Guest acquires the right to use the rented premises as usual, as well as the accommodation plant as usual and in a special for the usual use of guests' facilities and for normal service during the opening hours in accordance with the notice.

13.2. The Guest may complain about the performance of the services provided by the Service Provider during the period of stay at the accommodation. During this period, the Service Provider undertakes to deal with a complaint that has been certified in writing (or recorded by it on the record).

14. Duties of the Guest

14.1. Payment of the agreed fee: due by the deadline set in the confirmation or at the end of the accommodation service contract.

14.2. Before installing electrical appliances imported into the accommodation by guests that are not part of the usual travel needs, the service provider's consent must be sought.

14.3. Hotel guests' vehicles may be parked free of charge in uncovered and unguarded parking lots. The Service Provider is not liable for any damage to the vehicle left in the parking lots.

14.4. The parking lot must be driven in accordance with the requirements of the Kresz. The speed of the vehicles is 5 km/h.

14.5. Dump the garbage in the garbage collection bins in the area of the complex or in the rooms. Furniture can be removed from the room or the building and furnishings moved, bedding and towels or anything else owned by the Youth Hostel cannot be taken.

14.6. The equipment and equipment on the territory of the complex may be used by the hotel guest only at his own risk, subject to the binding observance of the instructions for use/handling posted.

14.7. According to the implementation of Act XLII of 1999 on the Protection of Nonsmokers, the guesthouse has been a non-smoking facility since 1 January 2012. Smoking is prohibited in the enclosed rooms of the guesthouse (including guest rooms). The indications calling for compliance with the law referred to have been placed by the hotel in the areas prescribed by law. The employees of the guesthouse are entitled to warn guests and any other person in the guesthouse area to comply with the law or to stop illegal conduct. Guests or any person residing in the area of the guesthouse are obliged to comply with the law and to comply with any request. If, for the unlawful conduct of any guest or other person residing in the territory of the guest house, the operator of the guesthouse is fined by the competent authority on the basis of the law referred to, the operator reserves the right to pass on the amount of the fine to the person who engaged in the infringing conduct in question or to demand payment from him. In case of smoking in the room, the Service Provider is entitled to charge an extra cleaning fee of HUF 20,000 against the Guest.

14.8. In the event of a fire, please notify the reception immediately. Guests are obliged to leave the rooms or the common spaces of the guesthouse as soon as possible in the event of a fire or other alarm, according to the information placed therein.

14.9. Guests who use the rooms and the jointly used facilities and furnishings of the Youth Hostel shall be jointly and severally liable for any damage caused during improper use.

14.10. Fireworks and other activities subject to permits brought by the hotel guest require the written consent of the Youth Hostel and the obtaining of official permits by the hotel guests.

14.11. The Guest is obliged to immediately compensate for the damage caused by him in the room and in the Youth Hostel. If the guest does not reimburse the damage, the Service Provider is entitled to use police measures and to record a record of the damage, where the injured person may be present.

14.12. The Guest shall ensure that the child under the age of 14 under his responsibility stays only under the supervision of an adult at the Service Hotel Sandra Youth Hostel (guesthouse).

14.13. The Guest must immediately report the damage to him or her at the hotel and provide the owner with all the necessary data necessary to clarify the circumstances of the damage, possibly to record the police report/police procedure.

14.14. The Guest expressly acknowledges that if he operates a closed-circuit camera system for property protection reasons in the common areas of the Youth Hostel (except changing rooms,

restrooms, but including car parking and related external areas), the recordings of which will be deleted in accordance with the relevant legal regulations.

14.15. The Guest (including visitors to the Youth Hostel and persons travelling with the Guest) is obliged to use the guesthouse building and its immediate surroundings as intended and without unnecessary interference from other guests or visitors.

14.16. Upon departure, the Guest is obliged to drop off the room keys, the television and his indoor unit, and if he has used the air conditioning control of the room, he must drop off his controller and towel at the reception.

In the event of failure to do so or the loss or destruction of the key, the Service Provider is entitled to charge the following compensation fee for the missing assets, which the Guest is obliged to pay upon departure.

The amount of compensation is HUF 10,000/piece in case of air conditioning control, HUF 6,000/piece for television and indoor unit control, HUF 5,000/piece in case of towel, pillow, duvet, night lamp deficiency, HUF 2,500/piece in case of lack of keys and room cards.

The key can be used by the Guest until 10 a.m. on the day of departure to enter his room.

15. Importing pets and other equipment into the hotel

15.1. Pets are not allowed in the Youth Hostel.

Other equipment not related to the hotel stay is prohibited from entering the room. These devices, e.g. bicycles, scooters, etc., can be placed in the external or hotel interior storage for a fee.

16. Rights of the Service Provider

16.1. If the Guest fails to comply with his obligation to pay the fee for the services used or ordered in the Contract but not used, the Service Provider shall be entitled to a lien to ensure his claims on the personal property of the Guest which he has taken with him to the hotel.

16.2. The employee in the youth hostel area shall have the right to check the guests entering and exiting, to establish their identity and, where appropriate, to inspect the vehicles at exit.

16.3. If necessary, the employee of the guesthouse shall have the right to manage the traffic in the area of the Youth Hostel.

16.4. If the Guest fails to comply with his obligation to pay the fee for the services used or ordered but not used, the Service Provider shall be entitled to a lien on the personally owned objects of the Guest which he has taken with him to the hotel in accordance with the Hungarian Civil Code. This lien shall be subject to the rule of lien of the landlord. As long as the Service Provider maintains its lien, it may prevent the removal of lien-laden assets. If the object used as a pledge is a motor vehicle owned by the Guest, its withholding as a pledge applies only to the pledge, in no way to restrict the personal freedom of movement of the Guest or the passengers travelling with him. People can leave the hotel without any other restrictions.

17. Obligations of the Service Provider

17.1. The accommodation and other services ordered on the basis of the contract are performed in accordance with the applicable regulations and service standards.

17.2. Investigating the Guest's written complaint and taking the necessary steps to deal with the problem, recording them in writing.

17.3. In the area inside the Youth Hostel and on the terraces, for the peace of mind of our guests, it is forbidden to make noise after 22.00 hours, including television viewing in the interiors of the rooms with a disturbing volume, listening to music, as well as loud music in the lobby, for which the staff of the guesthouse is responsible for compliance.

18. Illness and death of the Guest

18.1. If, during the period of using the accommodation-service, the Guest becomes ill and is not able to act on his own behalf, the Service Provider will offer medical assistance.

18.2. In the event of illness or death of the Guest, the Service Provider requests cost compensation from the patient/deceased's relative, heir or bill payer; in respect of possible medical and procedural costs, the consideration for the services used before the death, and any damage to equipment and furnishings incurred in connection with illness/death.

19. Security of data processing

19.1. In order to subscribe to the newsletter on our website, the provision of the name and e-mail address is mandatory. By subscribing to the Newsletter, the User consents to the processing of his/her data. The Service Provider processes the data until the data subject requests their deletion.

19.2. The possibility of unsubscribing is provided by a direct link in each newsletter, and it is also possible to do so on the website.

19.3. The User is responsible for the authenticity of the personal data provided.

19.4. The Service Provider protects the data in particular against unauthorized access, alteration, transmission, disclosure, deletion or destruction, as well as against accidental destruction and damage.

19.5. The Service Provider, together with the server operators, ensures the security of the data.

19.6. The personal data provided by the User can only be accessed by the employees of the data controller. Personal data will not be passed on by the data controller to third parties other than those indicated.

19.7. The Service Provider does not disclose personal data to third parties, only on the basis of the prior and express consent of the data subject.

19.8. The User acknowledges that the Service Provider is obliged to provide personal data to the requesting authority on the basis of a statutory authorization, if its legal conditions are met. The User may not object to the provision of data based on the law, official or court decision.

20. The Service Provider's liability for damages

20.1. The Service Provider shall be liable exclusively for the damage suffered by the guest as a result of the loss, damage or destruction of the guests' belongings if the Guest has placed it in the place designated by the Service Provider.

20.2. The Service Provider's liability does not extend to damages that occurred due to an unavoidable cause beyond the control of the Service Provider's employees and Guests, or were caused by the Guest himself.

20.3. The Service Provider may designate places in the area of the complex where the Guest cannot enter. The Service Provider shall not be liable for any damage or injury suffered by the Guest in such places.

20.4. The Service Provider is only liable for valuables, securities and cash if the damage occurred for a reason for which it is liable according to the general rules. In this case, the burden of proof lies with the Guest.

20.5. Furthermore, the Service Provider shall not be liable for damages resulting from improper use.

20.6. The Guest must immediately report the damage suffered by him to the hotel and provide the hotel with all the necessary data necessary to clarify the circumstances of the damage, possibly for the recording of a police report / police procedure

21. Confidentiality

21.1. The Service Provider is obliged to act in accordance with the rules of the Act on the Protection of Personal Data and the Publicity of Data of Public Interest when fulfilling its obligation under the Agreement.

22. Force majeure

22.1. Any cause or circumstance (e.g., war, fire, flood, weather disaster, lack of electricity, strike) over which the party has no control (force majeure) shall exempt any party from performing its obligations under the Contract as long as such cause or circumstance exists.

23. Place of performance and applicable law in the legal relationship of the parties, court hearing

23.1. The place of performance is the place where the accommodation Hotel Sandra Youth Hostel is located.

23.2. The Parties agree to settle their disputes arising from the Agreement primarily by amicable means. If such a settlement would not lead to a result within 30 (thirty) days from the first application of either Party, the Parties shall submit to the exclusive jurisdiction of the Nyíregyháza Municipal Court for all disputes that fall within the jurisdiction of the local court in accordance with the respective rules of civil litigation.

23.3. The legal relationship between the Service Provider and the Guest shall be governed by the provisions of Hungarian law.

24. Data of visitors to our website

24.1. The Service Provider does not record either the user's IP address or other personal data when visiting the website operated by it. When visiting the website, the search is provided freely and anonymously. The Service Provider uses the anonymous internet visit exclusively for statistical purposes, to optimize its internet appearance, to increase the security of the system, the recorded data does not contain any personal data.

24.2. The Service Provider treats all data and facts related to the Users confidentially, and uses them exclusively for the preparation of its own research and statistics.

24.3. The Service Provider does not take responsibility for the previous pages of pages that have already been deleted, but have nevertheless been archived with the help of Internet search engines. These must be removed by the operator of the search page.

25. Privacy Statement

25.1. In the course of its activities, the Service Provider considers the protection of personal data to be of paramount importance. In all cases, it processes the personal data provided to it in compliance with the applicable legislation, ensures its security, takes the technical and organizational measures and establishes the procedural rules necessary to comply with the relevant legislation.

25.3

The Service Provider and the Guest agree that in matters not regulated in this contract, the Hungarian Civil Code Terms and Conditions in force at any time shall prevail.

25.4

In the event of the conclusion of the "Accommodation Contract", the Guest accepts that he/she has read these "General Terms and Conditions of Service" (ASS) and agrees with their contents.