

ACCOMMODATION SERVICES
GENERAL TERMS AND CONDITIONS
(VALID from 01th March 2026)

1. DATA OF THE SERVICE PROVIDER:

Nyíregyházi Állatpark Nonprofit Kft. (*Nyíregyháza Zoo Non-profit Ltd*)

Head office: 4431 Nyíregyháza, LOT NO. 15010/2

Company registration number: 15 09 073695

Tax number: 18800489-2-15

Bank account number: 10918001-00000004-14860016 (UniCredit Bank Hungary Zrt.)

Hotel Pangea:

Address: 4431 Nyíregyháza- Sóstógyógyfürdő, Blaha Lujza sétány (promenade) 15.

Phone: + 36 (42) 200 551

Email: info@pangeahotel.hu

Web: www.pangeahotel.hu

Hotel Dzsungel:

Address: 4431 Nyíregyháza- Sóstógyógyfürdő, Blaha Lujza sétány (promenade) 15.

Phone: +36 (42) 479 710

Email: szallas@hoteldzsungel.hu

Web: www.hoteldzsungel.hu

2. SCOPE OF APPLICATION OF THE GTC:

The "General Terms and Conditions" regulate the range of services provided by the Service Provider at Hotel Pangea, and Hotel Dzsungel, as well as the terms and conditions for their use. Any special, individual terms and conditions are not part of these General Terms and Conditions.

3. CONTRACTING PARTY:

A person who uses the accommodation services provided by Nyíregyházi Állatpark Nonprofit Kft. according to individual, special or general terms and conditions, is the Guest.

If the Guest orders the service/services directly from the Service Provider through one of the communication channels established for this purpose, or in person on site, the Guest is the Contracting Party. The contract between the Service Provider and the Guest is concluded in accordance with the terms and conditions laid down in the General Terms and Conditions and in the separate individual supplementary agreement, if any, provided that the terms and conditions specified therein are fully met. If the order for the services is placed at the Service Provider by a third party (hereinafter referred to as the: Intermediary) on behalf of the Guest, the terms and conditions of the cooperation are governed by the contract concluded between the Service Provider and the Intermediary. In this case, the Service Provider is not obliged to check whether the third party lawfully represents the Guest.

4. PROVISIONS CONNECTED TO REQUESTS FOR QUOTATIONS, ROOM RESERVATION, CONFIRMATION, CANCELLATION:

4.1 REQUEST FOR QUOTATION

The Service Provider prepares a quotation based on the Guest's request for quotation made on-site, in words, or by phone, in writing, by e-mail, or through the reservation system operated on the websites of the hotels. In the case of a non-on-site request for quotation, the Service Provider will send a quotation after receiving the request. The acceptance of the quotation does not create a contract between the parties, it is created only with the confirmation of the Service Provider. The quotation is given based on the current available vacancy at the time of the request for quotation, so the acceptance of the quotation does not automatically result in the fact that the Service Provider will confirm the order with the terms and conditions contained therein. If no reservation/order is received within 24 hours of

sending the quotation, or by 10:00 a.m. on the day before the start of the service, if it is the earlier time and date, the Service Provider's obligation to the offer ceases to exist.

4.2 CONFIRMATION

The Contract between the Parties is established with the Service Provider's confirmation of the Guest's reservation made/ order placed in writing, by e-mail, or through the reservation system operated on the website of the hotel, or made or placed in words, on site; a confirmation given/sent in writing.

If the Guest permanently leaves the room before the end of the specified period, the Service Provider is entitled to receive the consideration for the service stipulated and established in the entire order/confirmation. The Service Provider is entitled to sell again the rooms that have been vacated before the time.

4.3 MODIFICATION

Guests are entitled to change the service 5 days before the day of arrival free of charge.

In case of modification within 5 days prior to arrival, the Service Provider will charge 30% of the fee for the ordered services.

The prior consent of the Service Provider is required for the extension of the use of the accommodation service initiated by the Guest. In the event of an extension of the accommodation service, the Service Provider's consent may be subject to the full payment of the service fee for the period specified in the original order. Any amendment and/or addition to the Contract require(s) a written agreement. The Service Provider reserves the right to refuse the Guest's request for the extension of the service depending on the rooms available at the hotel, and in case of acceptance, it may confirm it under terms and conditions that differ from those contained in the original order and confirmation.

Early check-in service may be used before 2 p.m. on the day of the arrival based on a separate prior order and its confirmation by the Service Provider, provided that there are rooms available.

The Service Provider charges a daily room rate for the room's use after 10:00 a.m. on the day of departure; you can inquire about its amount at the hotel reception. The service is only available if there is vacancy; the use of the room cannot be automatically extended. The Guest can request information about the current price of the service at the reception when ordering, or in person during their stay.

4.4 CANCELLATION OF THE SERVICE

It is not possible to cancel or modify the order placed /reservation made in words. The Contract on the use of accommodation services is for a specific period of time.

In the case of bookings within the framework of a promotion (discounts, promotions, other offers) announced by the Service Provider, the terms and conditions set out in this clause regarding the cancellation of the service shall be applied with the deviations set out in the individual terms and conditions indicated therein.

The Guest is entitled to cancel the service free of charge 5 days before the day of arrival. In the case of cancellation within 5 days prior to arrival, the Service Provider will charge 30% of the price of the ordered services.

Unless there are different terms and conditions specified in the hotel's offer or confirmation, it is possible to cancel the accommodation service in writing in a verifiable manner as follows: by 10:00 a.m. (local time) by the 5th day before the day of arrival in a message sent to the following e-mail address:

reservation@pangeahotel.hu - in the case of Hotel Pangea

and

szallas@hoteldzsungel.hu - in the case of Hotel Dzsungel.

In case of the service's cancellation or no-show, the Service Provider will refund to the Guest the amount in excess of the amount deducted from the already paid service fee on the Guest's instructions, or in the absence of such an instruction, the same way as the payment was made, within 60 days. In the case of payment by bank card - in the absence of a different provision by the party entitled - the refundable service fee will be paid back to the bank account specified by the Guest.

The Service Provider will keep the service, detailed in the confirmation, available to the Guest until 6:00 p.m. local time. If the Guest does not arrive at the hotel by this time, or if they do not notify the Service

Provider of their later arrival in a creditable manner and in advance, the Service Provider is entitled to cancel the reservation and sell the accommodation service again. The Service Provider is not responsible for any potential damages suffered by the Guest as a result of the above.

If the Contracting Party has secured the use of the accommodation services by advance payment, credit card guarantee, or in other ways stipulated in the Contract, and does not arrive by 6:00 p.m. local time on the day of arrival and has not indicated in advance that they would arrive at a later time, then, in this case, the Service Provider will reserve the accommodation for the Contracting Party by 10:00 a.m. on the day following the previously planned date of arrival, after which the Service Provider's service obligation shall cease and it shall be entitled to sell the accommodation service again. The Service Provider is not responsible for any potential damages suffered by the Guest as a result of the above.

In the event that the Guest does not arrive at the time and date specified in the reservation/order, 100% of the reserved services will be charged. In the case of early check-out, 100% of the remaining service fee will be charged. It is not possible to refund services (accommodation, meals, etc.) booked but not used or modified during the Guest's stay at the hotel. The Guest is obliged to reimburse the Service Provider for the services used and/or ordered, but not used and not cancelled within the deadline, in accordance with the provisions of these General Terms and Conditions. In the case of the used services, in the absence of a confirmation or any different provision of these GTC, the Guest is obliged to pay the price after the use, before leaving the hotel at the latest.

The consideration for the unused and/or cancelled services will be deducted from the paid amount if the Guest has paid the consideration in advance, otherwise the consideration for the service will be invoiced to the Guest.

5. PRICES OF THE SERVICES, TERMS OF PAYMENT:

The terms and conditions set out in this clause regarding the price and the terms of payment of the service shall be applied with the deviations specified in the individual terms and conditions indicated there in the case of bookings made within the framework of a promotion (discounts, promotions, other offers) announced by the Service Provider.

The current room prices are available on the website of Hotel Pangea at www.pangeahotel.hu, on the website of Hotel Dzsungel at www.hoteldzsungel.hu, as well as on the websites of the contracted partners of the Service Provider, and are posted at the reception desks of the hotels. The price lists of other services are available in the respective hotel department (restaurant). The Service Provider reserves the right to unilaterally change its advertised prices without prior notice. The price change is effective from the time of publication and applies to the reservations made thereafter. When the prices are announced, the Service Provider indicates whether the price specified by it includes the taxes (VAT, tourist tax) specified in the current Hungarian legal regulations, and indicates the exact amount of the tourist tax. The current discounts, promotions, and other offers are announced on the above websites of the hotels, as well as through the Service Provider's sales partners.

In case of advance booking, the terms of payment are included in the confirmation sent to the Guest. In the case of a Guest arriving without reservation, the fee for the services must be paid upon arrival.

The Service Provider may request a credit card guarantee to guarantee the use of the services in accordance with the contract and the payment of the price, during which the price of the ordered and confirmed services, or the part thereof indicated in the confirmation, is charged to the credit card/debit card. The Service Provider may also request the payment of a deposit or an advance payment for a part of the service fee or its entire amount. The relevant provisions are contained in the offer and the confirmation of the order. If the deposit/advance payment determined as above is not made for any reason beyond the Service Provider's control, it will result in the automatic cancellation of the reservation after the expiry of the deadline for the performance.

The Service Provider is entitled to request a deposit for the extra services and damages, that may arise, during the Guest's check-in. The amount of the deposit may vary depending on the booked services, however, the maximum is 200% of the value of the booked services. The deposit is payable in cash.

Unless otherwise specified by the Guest, the amount of the deposit will be refunded to the Guest upon departure - if the conditions stipulated in these GTC are satisfied. The Service Provider may use the amount of the deposit to satisfy any overdue claim arising from the services directly connected to the Guest. The Service Provider is obliged to refund the amount of the deposit to the Guest if the following conditions are met: The Guest has paid the price of all ordered services, and paid the damage and costs incurred by the causing damages, if any.

The Service Provider accepts the following payment methods:

In the Hotel Dzsungel, cash payment is only possible in HUF. In the case of Hotel Pangea, the possible currencies for cash payment are: HUF, EUR. The invoice is issued in Forints (HUF) or Euros, depending on the currency of the payment. When the prices of the services are paid in Euros, the conversion takes place by using the current exchange rate posted at the Reception (the current daily purchase exchange rate of UniCredit Bank Hungary Zrt.) at the time of the payment. In the case of cash payment in Euros, the change is paid in Euros or HUF, at the customer's request.

In the case of bank transfer - unless the contract concluded with the travel agency stipulates otherwise - the Guest should pay the price of the ordered services to the Service Provider's bank account before the arrival. The Service Provider only accepts the service fee already credited to his account as fulfilled.

If bank costs are charged to the Service Provider for the service fee paid by transfer, the Guest is obliged to pay such charged bank costs. In the above case, only the part of the amount transferred by the Guest, reduced by the bank charges, will be considered as a service fee. The Guest is obliged to pay the amount of the difference and the bank charge when using the hotel service, during the check-in.

The Service Provider accepts the following bank and credit cards: Visa, Mastercard, Maestro, Amex.

The Service Provider also accepts the use of Széchenyi Holiday Cards, SZÉP cards (OTP, K&H, MBH), and in order to use the card legitimately, the Service Provider may request the payment of the ordered services in advance and the presentation of the Guest's identification document (personal identity card, driver's license or passport). The Guest is obliged to comply with the request for identification. If identification is not possible for any reason beyond the Hotel's control, the Hotel may refuse to accept payment with the SZÉP card. The Service Provider only accepts SZÉP card payments in accordance with the provisions of the government decree No. 76/2018 (IV.20.).

At Hotel Dzsungel online credit card payments are made through the system of Barion. The service provider, Barion Payment Zrt. is an institution supervised by the National Bank of Hungary, licence number: H-EN-I-1064/2013.

The hotel gift voucher issued by the Service Provider can only be used for the basic hotel package of the hotel, indicated on the voucher, within the specified validity period and value, subject to vacancy. Beyond the period of use, the voucher loses its validity, it cannot be used any further, and the Service Provider will not refund the amount indicated on the voucher. After purchase, the hotel gift voucher cannot be sold in commerce, resold or transferred. The hotel gift voucher cannot be exchanged for cash. The hotel gift vouchers can be used by e-mail and when booking online, and they cannot be combined with other discounts.

The voucher issued by the Service Provider can only be used once and for the hotel's basic package. The discount indicated on the voucher is deducted from the price of the hotel's basic package. The voucher cannot be combined with other discounts, only one voucher can be used at a time, and only within the indicated period of use.

5.1. WRONG OR INCORRECT INDICATION OF THE PRICE OF THE SERVICE

If, despite the Service Provider's careful procedures, wrong or incorrect price is indicated for any reason on the websites that sell the services (szallas.hu, booking.com, etc.), or on the Service Provider's own website, in that case, the Service Provider is not obliged to provide the services to the ordering Guest at the wrong and incorrect price. In this case, the Service Provider will immediately contact the Guest after detecting the wrong/incorrect price and offer to perform the services at the actual and correct prices effective on the day of the reservation. In this event, if the Guest does not accept the provision of the services at the actual price, and does not wish to use it, they may withdraw from the contract.

In particular, but not exclusively, the indication of an unrealistic price, which is a price that differs significantly from the well-known, generally accepted and available price of the service, is considered a wrong or incorrect price; - a price appearing as HUF "0", Euro "0" or HUF "1", Euro "1" that appears due to a potential system error, or a price that shows a strikingly disproportionate value.

6. CONTENT OF THE SERVICES:

The Guest can occupy the hotel room at the time specified by the Service Provider, on the day of the arrival, and must leave it by the indicated time on the day of departure, which, unless otherwise specified in the confirmation, is the following:

Check-in: from 2:00 p.m. on the day of arrival

Check-out: by 10:00 a.m. on the day of departure

6.1. THE CONTENT OF THE SERVICES IN THE CASE OF HOTEL PANGEA:

6.1.1. CONTENTS OF THE HOTEL'S BASIC PACKAGE:

Accommodation, welcome drink, unlimited entry to the Nyíregyháza Zoo according to clause 7., unlimited use of the Pangea playroom, the Dino playground, use of the Pangea relaxation garden, use of the Pangea Business Center in the common area, option of using a computer with internet access, WIFI use, coffee and tea in the rooms. As a basic service, the Hotel provides buffet breakfast and dinner for its hotel guests. The Service Provider reserves the right to serve plate- service breakfast and a four-course plate-service dinner instead of buffet breakfast and/or dinner.

The price of the meal included in the package offer includes a 10% service charge.

A 10% service fee will be charged for any additional food and beverage consumption in the hotel's restaurant for the food and beverage not included in the package offer. The Service Provider satisfies the individual dietary needs as per the provisions of clause 6.4.

6.1.2. HOTEL ROOM TYPES

All rooms are air-conditioned, and equipped with room safes, minibars, hair dryers, and telephones.

Standard Double Room:

Two separate but pushed together 90x200cm beds, TV, bathroom (sink, shower, toilet), kettle, tea and instant coffee provided. Standard Double rooms overlook the Pangea Relaxation Garden and do not have a balcony.

Room size: 24m²

Superior Double Room:

Two separate but pushed together 90x200cm beds, TV, bathroom (sink, shower, toilet), kettle, tea and capsule coffee machine provided. Superior Double rooms overlook Lake Sóstó and have a balcony.

Room size: 24m²

Open-plan Family Room:

Bedroom and living room in one space. The bedroom has two 90x200cm beds pushed together. The living room has a sofa bed. The bathroom has a bathtub, sink, toilet, and a private toilet. Open-plan Family rooms overlook the Pangea Relaxation Garden and do not have a balcony.

Room size: 35m²

Standard Connectable Family Room:

2x2 separate but pushed together 90x200cm beds, TV, bathroom (sink, shower, toilet), kettle, tea and instant coffee provided. Standard Connectable Family rooms overlook the Pangea Relaxation Garden and do not have a balcony.

Room size: 48m²

Superior Connectable Family Room:

2x2 separate but pushed together 90x200cm beds, TV, bathroom (sink, shower, toilet), kettle, tea and capsule coffee machine provided. Superior Connectable Family rooms overlook Lake Sóstó and have a balcony.

Room size: 48m²

Pangea Suite:

Large suite with a separate bar area and sofa bed in the living room, separate toilet. The bedroom has two 90x200cm beds, a spacious bathroom with bathtub and shower. Slippers, bathrobes, kettle, tea and exclusive capsule coffee machine provided. The rooms have a double balcony overlooking Lake Sóstó.

Room size: 48m²

Double room with disabled access:

Two separate but pushed together 90x200cm beds, TV, specially designed bathroom (toilet, shower, washbasin) in accordance with regulations. Tea and instant coffee are provided. The room overlooks the Pangea Relaxation Garden and does not have a balcony.

Room size: 34m².

6.1.3. OTHER SERVICES:

- Children's programs:
The hotel organizes programs for children and adults to entertain its guests. The hotel reserves the right to change the program. Hotel Pangea provides information on the program offers and their current prices while booking the accommodation, in the confirmation, and during your stay. The Guests can participate in the individual programs only under the terms and conditions specified in the individual program brochure. The programs are announced and displayed in the hotel's brochures and on the website www.pangeahotel.hu.
- Playroom and playground:
The hotel's playroom can be used by hotel guests up to the age of 12 under the terms and conditions set out in the separate house rules. The Guest is responsible for the proper use of the equipment on the Dino playground. The Guest may use the equipment solely at their own risk; the Hotel does not provide supervision. The house rules are posted in the playroom and on the playground. The Service Provider excludes its liability for any damages resulting from any violation of the house rules, from improper use, or accidents.
- Bicycle rental (for a separate service charge):
The terms and conditions to rent a bike and the current prices are posted at the hotel reception. The service can be used on the basis of a separate order, subject to available bicycles. The Guest using the service is obliged to comply with all the applicable laws, official regulations and the traffic rules (KRESZ), for which they are fully responsible. The Guest is obliged to use, handle and protect the bicycle and its accessories with due care; the Guest bears full financial responsibility for any damages arising from the Guest's non-compliance with the above obligations. The Service Provider is in no way responsible for the physical integrity of the Guest and their passengers, or for any injuries caused by a possible accident. The Guest is fully responsible for the damages resulting from improper use, accidents or theft. The bicycle keys must be returned to the hotel reception no later than by 9 p.m. every day. In the case of late return, 1 additional day's normal daily rate will be charged. In the event of damage to the bicycle,

depending on the extent of the damage, and in the event of its disappearance or loss, the Service Provider will charge the Guest a one-time fee of a maximum of HUF 80,000.

6.1.4. PRIVATE MEETING ROOM:

The use of a private meeting rooms is only possible with a separate written agreement or a written permission from the hotel. The exceptions are the programs announced by the hotel for the hotel guests in private meeting rooms. If the private meeting rooms are used without the hotel's written permission and written agreement, the hotel is entitled to charge a daily fee for the use of the private meeting room according to the current price list.

6.1.5. LOYALTY PROGRAM:

The hotel operates a loyalty program for its Guests with voluntary participation; its detailed rules are contained in the regulations of the loyalty program.

6.2. THE CONTENTS OF THE SERVICES IN THE CASE OF HOTEL DZSUNGEL:

6.2.1. CONTENTS OF THE HOTEL'S BASIC PACKAGE:

Accommodation with buffet breakfast, unlimited entry to the Nyíregyháza Zoo according to clause 7. WIFI is available in the rooms and in the hotel's main lounge. As a basic service, the Hotel provides buffet breakfast for its hotel guests. The Service Provider reserves the right to serve plate-service breakfast instead of buffet breakfast.

The price of the meals, the buffet breakfast included in the package offer includes a 10% service charge. Taking any food/beverage from the restaurant is strictly prohibited. Depending on the amount of the taken out food, the Service Provider is entitled to charge an extra breakfast on the Guest's invoice in addition to the breakfast. The Service Provider satisfies the individual dietary needs as per the provisions of clause 6.4.

You can inquire about the opening hours, offers and the menu in person or at the hotel's official website www.hoteldzsungel.hu

6.2.2. HOTEL ROOM TYPES

Room equipments:

All hotel rooms have LCD TV, in-room safe, refrigerator and individually controlled air conditioning.

The bathrooms have a bath or shower, a sink and a toilet. Towels, bath towels, a bath mat, a combined shampoo-shower gel and a soap are included in the bathroom. The suites have a minibar and a hairdryer.

All additional room services can be requested at the reception (minibar service, hair dryer).

Available room types:

· Double room:

This room has two single beds pushed together 90 x 200 cm or a double bed 160 x 200 cm. Area: 15 m².

Standard and superior one space family room:

There is a 160 x 200 cm double bed and a sofa bed for two persons in one space. The standard family rooms all have a shower, and some superior family rooms have a bathtub. Area: 25-30 m².

· Flamingo Suite:

It is a 'Romantic' suite. There is a 180 x 200 cm double bed and a sofa bed provides a night's rest for 2 more people. In the lobby of the room there is a dining area / dining table with chairs. The bathroom has a bathtub. Area: 45 m².

· White Tiger Suite:

It is an 'Imposing' suite. There is a 180 x 200 cm double bed and a sofa bed provides a night's rest for 2 more people. In the room, there is a dining area / dining table with chairs and a kitchenette connection. The bathroom has a bathtub. Area: 55 m².

6.3. INFORMATION ABOUT THE MEALS:

The Service Provider is only obliged to provide a meal that meets the individual needs if the Guest has already indicated this request in advance, and the Service Provider has confirmed its granting in writing, in its confirmation. If the Guest notifies the hotel of such a request only during the use of the hotel's services, the Service Provider can only grant such a request, if confirmed, from the day following the day of notification. The Service Provider is not responsible for any damages suffered by the Guest resulting from the failure to notify in advance. The Service Provider only undertakes to provide gluten- and/or lactose-free meals; other requests are subject to individual assessment, however, the Service Provider has the right to refuse to confirm the granting of such requests without giving its reasons. The Guests can find out about the ingredients of the food served by the Service Provider that may cause allergies or intolerances in advance in writing, or from our colleagues in the hotel, or from the posts on the information board.

Warning: If you notify us of your need for a gluten-free or lactose-free diet, dishes will be prepared that, according to the recipe, do not have any lactose and/or gluten-containing ingredients, however, at the same time, the meals are prepared in a kitchen that also uses gluten- and/or lactose-containing ingredients, so it cannot be ruled out during the preparation and/or the processing that, despite our utmost care and attention, the prepared food may be contaminated and thus contain traces of gluten and/or lactose, in addition to other allergenic ingredients.

In the knowledge of the above warning, the Guests, knowing the extent of their allergy, shall make their decisions as to whether to consume the gluten- and/or lactose-free meal offered by the Service Provider at their own risk.

7. ENTRY INTO THE NYÍREGYHÁZA ZOO:

The hotel guests can enter the Zoo free of charge for during their hotel stay.

The Zoo can be visited during the opening hours on the day of arrival, after the check-in at the hotel from 2:00 p.m., and during the opening hours on the day of departure.

You can read about the services of the Nyíregyháza Zoo, the terms and conditions of its use, and the opening hours on site, and on the official Facebook page of the Zoo in advance, as well as on the website www.sostozoo.hu.

8. TERMINATION OF THE CONTRACT:

The Service Provider is entitled to terminate the contract for the accommodation service with immediate effect, and refuse to provide the services, if:

- the Guest does not use the room, made available to them, or the facility as intended
- the Guest does not comply with the safety regulations and rules of the hotel, behaves in an offensive and rude manner towards its employees, and it can be assumed that they are under the influence of alcohol or other mind-altering substances, the Guest shows threatening, insulting or other unacceptable behaviour
- the Guest suffers from an infectious disease
- the Contracting Party does not fulfil their advance payment obligation detailed in the Contract by the specified time and date
- the Contract between the Parties is not fulfilled due to "force majeure", the contract is terminated. The force majeure is a cause or circumstance (for example; war, fire, flood, inclement weather, power shortage, strike) over which the Party has no control. Any Party is exempted from fulfilling its obligations arising from the Contract as long as this reason or circumstance exists.
- a measure is introduced that restricts the stay in the hotel area and certain conditions for the provision of the service, and the Service Provider reserves the right to bind the use of the service to additional conditions not specified in the reservation, to change the content of the service, or terminate the contract, and to refuse to provide the service. The non-performance of the contract for the above reasons is considered a force majeure situation, therefore, the amount paid in advance will be refunded within 30 days according to the Guest's instructions, or it can be used for booking within 12 months after the day of the end of the restrictive measure.

The Service Provider will do its best to reduce the possibility of such causes and circumstances to the lowest possible level, and to repair the damage or delay caused by them as soon as possible.

9. RIGHTS OF THE CONTRACTING PARTY:

The Guest is entitled to the intended use of the ordered room and the facilities of the hotel, which are part of the usual range of services and are not subject to special conditions or prohibitions. The Guest is entitled to use the ordered and confirmed services according to the terms and conditions set out in the confirmation.

The Guest may make complaints regarding the performance of the services provided by the Service Provider during their stay at the hotel. During this period, the Service Provider assumes the obligation to handle the complaints sent to it in a verifiable manner (or recorded by the hotel in minutes).

10. OBLIGATIONS OF THE CONTRACTING PARTY

The Contracting Party is obliged to pay the price of the services ordered in the Contract by the time and in the manner specified in the present GTC and the confirmation.

The Guest shall ensure that children under the age of 14, under their liability, stay in the Service Provider's hotel only under the supervision of an adult. The Guest must not bring their own food and drink into the hotel's catering units.

The Guest is responsible for all the damages and disadvantages suffered by the Service Provider or a third party due to the fault of the Guest or their companion, or other the persons under their liability. This liability exists even if the injured party has the right to claim compensation directly from the Service Provider. After occupying the hotel room, the Guest is responsible for any damages caused in the hotel room. If the Guest does not comply with their obligation to pay for the used services, or for the services ordered in the Contract but not used, the Service Provider, to secure its claims, is entitled to a lien on the personal belongings of the Guest that they have brought to the hotel, if no amount has been deposited, or the amount of the deposit does not cover the amount of the used services or the caused damages.

11. OBLIGATIONS OF THE SERVICE PROVIDER

Based on the contract and the confirmation, the Service Provider is obliged to provide the accommodation and other services in a contractual manner, and investigate the Guest's written complaint, and take the necessary steps to deal with the problem and record it in writing.

12. THE SERVICE PROVIDER'S LIABILITY FOR COMPENSATION

The Service Provider assumes liability for any damage caused to the Guest by the fault of the Service Provider or its employees within its premises.

The Service Provider's liability does not extend to damage events that occurred due to unavoidable causes beyond the control of the Service Provider's employees and the guests, or were caused by the Guest him/herself. The Service Provider may designate places in the hotel where the Guest must not enter. The Service Provider assumes no liability for any damage or injury that may occur in such places. The Guest must immediately report any damage, suffered by them, to the hotel and provide the hotel with all the necessary data to clarify the circumstances of the damage event and possibly to record a police report/help a police procedure.

The Service Provider also assumes liability for the damage that the hotel guest suffers as a result of the loss, destruction or damage of their property, in the event that the Guest has put it at a place designated by the Service Provider. The Service Provider assumes no liability for valuables or cash placed in the hotel room or in the safe. The Service Provider is only responsible for valuables, securities and cash if the Service Provider has expressly received it/them for safekeeping, in which case the Guest bears the burden of proof. In this case, the amount of the compensation is fifty times the amount of the daily room price according to the Contract, unless the damage is lower than this.

13. PLACEMENT GUARANTEE

If the Service Provider is unable to provide the services included in the Contract due to its own fault (e.g. overbooking, temporary operational problems, etc.), and if the Guest announces their request for this, the Service Provider is obliged to arrange accommodation for the Guest immediately.

The Service Provider shall provide/offer the services included in the Contract, at the price confirmed therein, and for the period stipulated there - or until the obstruction is removed - at another hotel of the same or higher category. All additional costs of providing substitute accommodation are borne by the Service Provider. The Service Provider shall provide the Guest with the opportunity to make a free phone call to inform anyone of a change in the accommodation. The Service Provider shall provide a free shuttle service for the Guest to move to the offered substitute hotel and to move back, if necessary. If the Service Provider meets the above obligations, and/or the Guest accepts the alternative option of accommodation offered to them, the Contracting Party cannot claim compensation from the Service Provider later.

14. MEDICINES, FIRST AID KIT

In the light of the special legal requirements for the distribution of medicines, the Service Provider is not entitled to keep medicines in stock and hand them over to the Guest. The above regulation also applies to commonly used medicines available without a prescription. A thermometer and bandages (first aid kit) are available at the hotel's reception.

15. PROTECTION OF CONSUMER INTERESTS, DATA PROTECTION

The Service Provider considers the protection of personal data to be of utmost importance during its operations. During its data management, the Service Provider acts in accordance with the provisions of its Data Management Regulations.

The data management policy is available at: <https://www.sostozoo.hu/adatvedelem>

The Clerk the City of Nyíregyháza or the Nyíregyháza District Office exercises their supervisory rights over the service activities of the Service Provider.

Security cameras are operating in the hotel area. The recordings are deleted after the time specified in the relevant law.

In the area of the hotel, photo and video recordings may be made on behalf of the Service Provider from time to time; the detailed rules regarding such recordings are contained in the data management policy and its annex.

16. LOST AND FOUND OBJECTS

The Guest is obliged to hand over any object found on the hotel premises to the Service Provider's employees without delay. According to its relevant provisions of the Civil Code, the finder cannot claim ownership of the found object. If the person entitled to receive the found item can be determined, the Service Provider will ensure that they are notified and, if possible, the object is returned to them without delay. Any certified costs arising in connection with the return must be borne by the person authorized to receive it. If the rightful owner cannot be determined, the Service Provider will hand over the found object to the Clerk within 8 days.

17. SMOKING

In accordance with the provisions of Act XLII of 1999, smoking is prohibited in the entire area of the hotel, including on the balconies belonging to the rooms. Smoking is only allowed outside the building, at the designated area. In case the Guest smokes in the hotel area, in the room or on the balcony, the Service Provider will charge an extra cleaning fee of HUF 50,000/day. The payment of the fee does not exempt the Guest from the legal consequences resulting from the violation of the provisions of Act XLII of 1999, or the applicable laws and regulations in force.

18. PARKING

The Service Provider provides the option of parking a vehicle in the specially designated, unguarded parking lot, which is equipped with cameras and can be used free of charge. The Guest may use the parking lot at their own risk and responsibility; the Service Provider is not liable for any damage or theft

that may occur to the vehicles parked in the parking lot. The Service Provider assumes no liability for the objects and valuables placed in the vehicle.

19. PETS

For animal health reasons, no pets (animals) are allowed to be brought into the hotel and to the area of the Nyíregyháza Zoo. The stay of an assistance (service) dog may be permitted in the Hotel area, based on individual assessment.

20. LAW APPLICABLE IN THE LEGAL RELATIONSHIP OF THE PARTIES

The legal relationship between the Service Provider and the Contracting Party is governed by the provisions of the Hungarian Civil Code.

21. MODIFICATION OF THE GTC

The Service Provider is entitled to amend these GTC, any provision of the GTC or all of them.