

General Terms and Conditions

Service provider details

Name: Dr. Andrea Szabó

Location: 8784 Kehidakustány, Hold utca 6. (place of service)

Tax number: 48324427-1-33

General rules

1. These “General Terms and Conditions” (hereinafter referred to as GTC) govern the use of our accommodation facility “Ház a Hold utcában” (House on Hold Street) operated by the service provider at 8784 Kehidakustány, Hold utca 6. and the related services provided by the service provider.
2. These GTC do not preclude the conclusion of special or individual agreements with travel agencies, travel agents, tour operators, or other persons who cooperate with the service provider on a long-term basis for the purpose of selling the service provider’s services.

The contracting party

1. The contracting party is a natural or legal person who orders and uses the services of the service provider. The contracting party is also the natural person who actually uses the services of the service provider. The person ordering and/or using the service is hereinafter referred to as the guest.
2. The service provider and the guest shall become contracting parties to the service agreement, provided that the conditions are met, hereinafter collectively referred to as: contracting parties.

Conclusion of the service contract, booking procedure, modification of the booking, bookable days

1. The service provider shall send a confirmation to the guest within 10 hours of receiving the reservation request sent in writing via the hazaholdutcaban.hu reservation system.
2. The service contract is concluded upon the service provider’s written confirmation of the order/reservation placed by the guest based on the offer, and in view of this written confirmation, the order/reservation shall be considered a contract concluded in writing. Verbal orders or order modifications shall only constitute a contractual obligation if confirmed in writing by the service provider.
3. Reservations for 1 night are only possible by prior arrangement, provided that the reservation affects any day of the weekend (Friday or Saturday night), a minimum of 2 nights must be booked. One-night reservations are not possible in the reservation system; reservations can be made by email or telephone to the accommodation provider.

By ordering the service, the guest accepts these GTC.

4. The contract for the use of the service is for a fixed term.
5. If, before the expiry of the fixed term, the guest decides not to use the service for the entire fixed term or for the entire duration, this (except as specified in Cancellation and modification conditions shall not exempt the guest from paying the full service fee stipulated in the contract. The service provider is entitled to resell any room vacated by the guest before the end of the fixed term.
6. The guest is only entitled to extend the service if the service provider agrees to this in writing no later than the day before the fixed period expires.
7. The service contract may only be modified with the written consent of both contracting parties.

Cancellation and modification conditions

1. The guest (customer) may cancel/modify their reservation free of charge if they notify the service provider of their intention to cancel/modify in writing no later than 6 days prior to arrival.
In the event of cancellation/modification of the service within 6 days prior to arrival, the guest (customer) shall forfeit the full service fee (booking fee) specified in the contract.
2. The service provider reserves the right to establish conditions that differ from the above in individual contracts in the case of products subject to special conditions, such as promotional offers, group travel, or events.

Prices applied by the service provider

1. The current prices can be found at <https://hazaholdutcaban.hu>.
2. The service provider is entitled to change its prices at any time without prior notice, but this does not affect prices already quoted in a price offer made at the request of the contracting party.
3. When communicating prices, the service provider is obliged to indicate the tax content of the prices, e.g. value added tax, tourist tax, as determined by law. The service provider reserves the right to pass on any additional costs to the contracting party and/or the guest without prior notice in the event of changes in legislation.
4. The service provider sets its prices in Hungarian forints.
5. The service provider publishes its current prices, promotions, discounts, and other offers on its website, <https://hazaholdutcaban.hu>.

Method of payment and guarantee

1. The service provider shall indicate the total amount of the services ordered, calculated for the entire stay, in the written confirmation sent to the guest.

The guest may pay the amount calculated for the duration of the stay in several ways:

2. The total amount of the service fee shall be transferred to our bank account within 2 working days of the order confirmation (but in any case before the service is used).
3. The contracting party is entitled and obliged to pay the price of the service in Hungarian forints, as indicated by the service provider in the order confirmation.
4. The service provider may accept cashless payment methods, such as vouchers and coupons, based on a separate agreement, to settle the price of the service(s).
5. The service provider may, at its discretion, pass on to the contracting party any costs associated with the use of payment methods other than cash. The service provider undertakes to provide information on the transferable costs at the prior request of the contracting party, if required.
6. In the case of online bookings made on the accommodation provider's website, payment for the booking can be made in the following ways:
 1. Online credit card payment: OTP SimplePay
 2. Accepted credit cards: Maestro, MasterCard, Visa, Visa Electron, Diners Club, American Express
 3. Online payment with SZÉP card: OTP Szép Card, MBH Szép Card, K&H SZÉP Card

How to use the service and terms and conditions

1. The guest may only take possession of the accommodation ordered and confirmed by the service provider after full payment of the service fee to the service provider. The guest may check in from 3:00 p.m. on the day of arrival and must check out by 10:00 a.m. on the last day of their stay.
2. If the guest wishes to check in before the check-in time specified in point 1 on the day of arrival, they may do so for an additional fee, subject to availability.
3. The service provider is entitled to terminate the accommodation service contract with immediate effect or to refuse to provide the service if:
 1. the guest does not use the property made available to them for its intended purpose, or does not use the services provided by the service provider and/or the premises used to provide them for their intended purpose,
 2. the guest disrupts the house rules of the accommodation and does not cease the disruptive behavior despite being asked to do so,
 3. the guest does not comply with the accommodation's safety regulations, e.g. smokes in prohibited areas and does not stop despite being asked to do so, or behaves in a manner that endangers their own safety or that of others.
 4. the guest behaves in an objectionable or rude manner towards the service provider's employees or guests, is under the influence of alcohol or drugs, or engages in threatening, offensive, or other unacceptable behavior,

5. the guest fails to fulfill the payment guarantee obligation required by the service provider by the date specified by the service provider.
4. If the contract between the contracting parties cannot be fulfilled due to “force majeure,” the contract shall be terminated.
5. The guest shall use all services of the property at their own risk during their entire stay.

Provision of services

1. If the service provider is unable to provide the ordered services due to its own fault, in particular due to overbooking or temporary operational problems, it shall be obliged to arrange accommodation for the guest.
2. Within the scope of its obligation under point 1, the service provider shall be obliged to:
 1. offer the services confirmed in the order at the price specified therein, for the duration specified therein, or until the obstacle ceases to exist, at another similar or higher category accommodation in the area of Kehidakustány, and to provide it if the guest accepts it. All additional costs of providing replacement accommodation shall be borne by the service provider.
3. If the service provider fully complies with its obligations set out in point 2, or if the guest accepts the alternative accommodation offered to them, the guest may not make any subsequent claims for compensation.
4. In the event of force majeure, the service provider may cancel the accommodation reservation without compensation, subject to immediate and full refund of the reservation fee, in which case the contract shall be terminated.

Guest rights

1. Under the contract, the guest is entitled to use the property ordered and any facilities of the accommodation that are included in the usual range of services and are not subject to special conditions.
2. The guest may lodge a complaint regarding the performance of the services provided by the service provider. The service provider undertakes to investigate any complaint submitted to it in writing within 72 hours of receipt and to provide the guest with a substantive response.

Guest obligations

1. The guest is obliged to pay the service provider for the services ordered in the contract in the manner and by the date specified in the contract.

2. The guest is obliged to use the property and the associated land in accordance with the location, terrain conditions, and usage regulations applicable to the property and its equipment, and to comply fully with the relevant rules of use.
3. When using the service, the guest is obliged to take care of, protect and preserve their personal belongings and valuables on the property at their own responsibility.
4. The guest is obliged to report any damage to the service provider immediately and to provide all necessary information to clarify the circumstances of the damage and to facilitate any administrative or criminal proceedings.

Guest liability for damages

1. The guest is obliged to compensate for any damage suffered by the service provider or a third party caused by the guest, their companion, or any person under their supervision.
2. The guest's liability for damages shall remain in force even if the injured party is entitled to claim compensation for damages directly from the service provider.

Rights of the service provider

1. If the guest fails to fulfill their obligation to pay for services used or ordered but not used (e.g., in the event of a reservation extension, etc.), the service provider shall have a lien on the guest's property brought into the apartment to secure their claims.

Obligations of the service provider

1. The service provider is obliged to provide the accommodation and other services ordered under the contract in accordance with the applicable regulations and service standards.
2. The service provider is obliged to investigate the guest's written complaint and deal with the problem.

The service provider's liability for damages

1. The service provider shall be liable for any damage suffered by the guest within the property that is caused by the fault of the service provider or its employees.
2. The service provider shall be exempt from liability if it proves that the breach of contract was caused by circumstances beyond its control, which were unforeseeable at the time of conclusion of the contract, and that it could not have been expected to avoid the circumstances or prevent the damage.

3. The service provider reserves the right to designate areas within the property that guests are not allowed to enter, and to designate (lock) storage facilities that guests are not allowed to use. The service provider is obliged to clearly mark such areas. The service provider shall not be liable for any damage suffered by the guest or persons under their supervision in areas where the guest is not permitted to enter.
4. The service provider shall only be liable for damages if the guest immediately reports the damage to the service provider by email with the necessary details after it has occurred.
5. The service provider's liability does not extend to the contracting party's luggage and its contents upon arrival and departure, during loading and unloading, or during transport to and from the property.
6. The service provider's liability for damages shall be limited to a maximum of five times the daily apartment price specified in the contract.

Confidentiality

1. In fulfilling its obligations under the contract, the service provider shall act in accordance with the provisions of Act CXII of 2011 on the right to self-determination in relation to information and freedom of information, and the relevant data protection legislation.

Force majeure

1. Reasons and circumstances (e.g., war, fire, flood, adverse weather conditions, damage, power failure, strikes, etc.) over which neither the service provider, the guest, nor the contracting party has control (force majeure) shall release any party from its obligations under the contract for as long as such cause or circumstance persists. The contracting parties agree to do everything in their power to minimize the possibility of such causes and circumstances occurring and to remedy any damage or delay caused thereby as soon as possible.

Applicable law and competent court in the legal relationship between the contracting parties

1. The provisions of Act V of 2013 on the Hungarian Civil Code shall apply mutatis mutandis to the legal relationship between the contracting parties.

The service provider shall specifically inform the guest that the terms and conditions highlighted in these GTC differ significantly from the provisions of the law or customary contractual practice.

Following this special notice, the guest declares that they expressly accept these terms and conditions.

Kehidakustány, February 26, 2026.