

ACCOMMODATION-SERVICE  
GENERAL TERMS AND CONDITIONS  
(APPLICABLE FROM 01.01.2022.)

**1. DATA OF SERVICE PROVIDER:**

Sosto Zoo (Animal Park Nonprofit Ltd. Nyíregyháza)  
Headquarters: 4431 Nyíregyháza, 15010/2 Parcel Number.  
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 15.  
Telephone: + 36 (42) 200 551  
Email: [info@pangeahotel.hu](mailto:info@pangeahotel.hu)  
Web: [www.pangeahotel.hu](http://www.pangeahotel.hu)

**Ózoon Hotel:**

Address: 4400 Nyíregyháza, Csaló köz 2.  
Telephone: +36 42 402 001  
Email: [szallas@ozoonhotel.hu](mailto:szallas@ozoonhotel.hu)  
Web: [www.ozoonhotel.hu](http://www.ozoonhotel.hu)

**Hotel Dzsungel (Jungle):**

Address: 4431 Nyíregyháza- Sóstógyógyfürdő, Blaha Lujza sétány 15.  
Telephone: +36 (42) 479 710  
Email: [szallas@hoteldzsungel.hu](mailto:szallas@hoteldzsungel.hu)  
Web: [www.hoteldzsungel.hu](http://www.hoteldzsungel.hu)

**2. 'GTC' - SCOPE OF APPLICATION:**

The range of service provided by the Service Provider at Hotel Pangea, Ózoon Hotel, Hotel Jungle and the conditions of their use are regulated by the General Terms and Conditions. The special, individual terms and conditions do not form part of these General Terms and Conditions.

**3. CONTRACTING PARTY:**

A person using the accommodation services provided by the Animal Park Nonprofit Ltd. Nyíregyháza according to individual, special or general terms and conditions, Guest.

If the service/services are ordered directly by the Guest from the Service Provider on one of the regular communication channels, or on the spot in person, consider the Guest as a Contracting Party. The contract between the Service Provider and the Guest is concluded in accordance with the conditions set out in the GTC and any separate supplementary agreement if the conditions set out therein are fully met. If the order for the services is given to the Service Provider by a third party (hereinafter referred to as the Intermediary) on behalf of the Guest, the conditions of the cooperation are regulated by the contract concluded between the Service Provider and the Intermediary. In this case, the Service Provider is not obliged to examine whether the third party legally represents the Guest.

**4. PROVISIONS CONCERNING REQUESTS FOR OFFERS, BOOKINGS, CONFIRMATIONS AND CANCELLATIONS:**

**4.1 REQUEST FOR OFFERS**

The Service Provider shall prepare an offer for the request for the quotation by the Guest sent on the spot, orally or by telephone, in writing, by e-mail, as well as through the reservation system operated on the website of the accommodation. In the case of an off-site request for quotation, the Service Provider will send an offer upon receipt of the request. By accepting the offer, the contract is not concluded

between the parties, it is concluded only with the confirmation of the Service Provider. The offer is made on the basis of current free capacity at the time of the request for quotation, so acceptance of the offer does not automatically result in the Service Provider confirming the order with the conditions contained therein. If within 24 hours of sending the offer, if it is earlier, by 10 a.m. the day before the start date of the service, no booking / order is received, the Service Provider will no longer be bound by the offer.

#### 4.2 CONFIRMATION

The contract is concluded between the parties if the reservation / order of the Guest sent in writing, by e-mail or through the reservation system operated on the website of the accommodation, or delivered orally on the spot is confirmed by the Service Provider in written handed over or sent.

If the Guest leaves the room permanently before the expiry of the specified period, the Service Provider is entitled to the consideration for the service stipulated and stated in the full order / confirmation. The Service Provider is entitled to resell the room vacated prematurely.

#### 4.3 AMENDMENT

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 case of extension of the accommodation service, the Service Provider may bind its consent to the full payment of the service provider fee for the period specified in the original order. A written agreement is required to amend and / or supplement the Contract. The Service Provider reserves the right to reject the Guest's request to extend the service depending on the free capacity of the hotel, or if it is accepted, it will be confirmed under different conditions from those set out in the original order and confirmation.

The early arrival service is available before 2 p.m. on the day of arrival, subject to special pre-order and confirmation by the Service Provider and subject to availability.

On the day of departure, the Service Provider will charge a daily room fee for the use of the room after 10 a.m., the amount of which can be found at the hotel reception. The service is only available subject to free capacity, room usage cannot be extended automatically. Guests can request information on the current service charge at the time of booking or in person at the reception.

#### 4.4 CANCELLATION OF SERVICE

The submitted order / reservation cannot be canceled or modified orally. The contract for the use of the accommodation service is for a specified period of time.

The conditions for canceling the service set forth in this section in case of booking within the promotion (discounts, promotions, other offers) announced by the service provider it shall apply with the derogations laid down in the specific conditions indicated therein.

Guests are entitled to cancel the service 5 days prior to arrival free of charge. In case of cancellation within 5 days prior to arrival, the Service Provider will charge 30% of the fee for the ordered services.

Unless otherwise specified in the hotel's offer or confirmation the accommodation can be canceled in writing in a credible manner as follows: according to local time by 10 a.m. until the 5<sup>th</sup> day before the day of arrival in a message sent to an e-mail address:

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

in the case of Ózoon Hotel, szallas@ozoonhotel.hu

in the case of Hotel Dzsungel/ Jungle, szallas@hoteldzsungel.hu

In case of cancellation or no-arrival, the Service Provider will refund the amount to the guest within 60 days at the disposal of the guest, in the same way as the payment method or by prior arrangement of the guest in excess of the amount deducted from the service fee already paid. In case of payment by credit card - unless otherwise provided by the right holder - the refundable service fee will be refunded to the bank account provided by the guest.

The service provider will keep the service included in the confirmation available to the guest until 6 p.m. (18.00) local time. If the guest does not arrive at the hotel by this time, or does not notify the service

provider of his / her later arrival in a credible manner, the service provider is entitled to cancel the reservation and resell the accommodation service. The Service Provider is not liable for any damages arising on the side of the Guest arising from the above.

If the Contracting Party has provided the use of the accommodation services with an advance payment, a credit card guarantee or in another manner specified in the Contract and does not arrive until 6 p.m. (18:00) local time on the day of arrival and does not anticipate arriving later, in this case, the accommodation shall be maintained by the Service Provider for the Contracting Party until 10:00 on the day following the pre-planned arrival date then the Service Provider's service obligation is terminated and it is entitled to resell the accommodation service. The Service Provider is not liable for any damages arising on the side of the Guest arising from the above.

In that case, the guest does not arrive at the time indicated in the booking / order as described above, 100% of the booked services will be charged. In case of early departure, 100% of the remaining service will be charged. It is not possible to refund services (accommodation, meals, etc.) that have been 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 value of the services used or ordered, but not used and not canceled on time, as set out in these GTC.

In the case of the services used or confirmed, or unless otherwise provided in these GTC, the guest is obliged to reimburse the consideration no later than after the use or before leaving the hotel.

The consideration for unused or canceled services will be deducted from the amount paid if the guest has paid in advance, while in the absence of this, the consideration for the service will be billed to the guest.

## **5. PRICES FOR SERVICES, PAYMENT TERMS:**

The conditions set forth in this section regarding the price of the service and the terms of payment shall be applied in the case of booking within the framework of the promotion (discounts, promotions, other offers) announced by the service provider, with the exceptions set out in the specific terms and conditions indicated therein.

The current room prices are available on the website of Hotel Pangea [www.pangeahotel.hu](http://www.pangeahotel.hu), on the website of Ózoon Hotel [www.ozoonhotel.hu](http://www.ozoonhotel.hu), on the website of Hotel Jungle [www.hoteldzsungel.hu](http://www.hoteldzsungel.hu), and on the website of the contracted partners of the service provider or posted at the reception of the accommodation. Price lists for other services are available in that hotel department to which the prices apply (e.g. restaurant). The Service Provider reserves the right to unilaterally change the advertised prices without prior notice. The price change is valid from the date of publication and for bookings made after that. When announcing the prices, the Service Provider shall indicate whether the price provided by it includes the taxes specified in the valid Hungarian legal regulations (VAT, tourist tax) and specify the rate of tourist tax exactly. Current discounts, promotions and other offers will be announced on the above-mentioned websites of the accommodation establishments, as well as through the sales partners of the Service Provider.

In case of pre-booking, the payment terms are included in the confirmation sent to the guest. For guests arriving without a reservation, the service fee will be charged on arrival.

The Service Provider may request a credit card guarantee to guarantee the use of the service in accordance with the contract and the payment of the consideration, during which the consideration for the ordered and confirmed service, or the part thereof indicated in the confirmation, will be debited from the credit / debit card. The Service Provider may also request the payment of a deposit or the payment of an advance for part or all of the service fee. The relevant provisions are included in the offer or order confirmation. Failure to fulfill the reservation / advance payment specified above for any reason beyond the control of the Service Provider will result in the automatic cancellation of the reservation after the expiry of the deadline open for fulfillment.

The Service Provider is entitled to request a deposit for any extra services and damages that may occur upon check-in. The amount of the deposit may vary depending on the services booked, but may not exceed 200% of the value of the services booked. The deposit is payable in cash. The amount of the deposit will be refunded to the guest upon departure, unless otherwise specified by the guest, if the conditions set out in these GTC are met. Service Provider can deduct from the amount of the deposit an overdue claim arising from the service to the Guest, directly related to the service. 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 for all the ordered services, and has paid for any damage and costs incurred as a result of any damage.

The Service Provider accepts the following payment methods:

Cash payment for Ózoon Hotel and Hotel Jungle is only possible in HUF. Possible currencies for cash payment at Hotel Pangea: HUF, EUR. The invoice will be issued in HUF or EUR, depending on the currency of the payment. When paying for the services in Euros, the conversion will be made taking into account the current exchange rate (current daily purchase rate of UniCredit Bank Hungary Zrt.) placed at the Reception at the time of payment. In case of cash payment in Euros, the return payment will be made in Euros or HUF according to the customer's request.

In case of transfer, the Guest is obliged to pay for the ordered services to the service provider's bank account before arrival unless otherwise provided in the contract with the travel agency. The Service Provider only accepts the service fee already credited to its account. The Service Provider accepts the following Bank or credit cards: Visa, Mastercard, Maestro. Service Provider accepts the use of Széchenyi Pihenő Kártya (Széchenyi Resting Card), SZÉP card (OTP, K&H, MKB) in order to use the card properly, the service provider may request the advance payment of the ordered services and the presentation of the Guest's identity document (identity card, driver's license or passport). The Guest is obliged to comply with the identification request. If the identification is not carried out for any reason outside the hotel, the hotel may refuse to accept payment with a SZÉP card. The Service Provider only accepts SZÉP card payments in accordance with the provisions of the Government Decree 76/2018. (IV.20.).

The accommodation gift voucher issued by the Service Provider can only be used in the accommodation indicated within the specified validity period and value, depending on the available capacity. After the redemption period, the voucher will expire. The accommodation voucher cannot be placed on the market, resold or transferred after purchase. Accommodation voucher cannot be exchanged for cash. Accommodation voucher can only be validated by booking by e-mail, it cannot be combined with other discounts.

## **6. CONTENT OF THE SERVICES:**

The guest can book the hotel room at the time indicated by the service provider on the day of arrival, and until the published date, the guest is obliged to leave the room on the day of travel, which, unless otherwise specified in the confirmation, is as follows:

Check-in: from 14:00 on the day of arrival

Check-out: until 10:00 on the day of departure

### **6.1. CONTENT OF THE SERVICE FOR HOTEL PANGAEA:**

#### **6.1.1. CONTENTS OF THE HOTEL BASIC PACKAGE:**

Accommodation, welcome drink, unlimited access to the Nyíregyháza Zoo, according to 6.5. point, unlimited use of Pangea Playroom, Dino playground, use of Pangea resting garden, use of Pangea Business Center in public area, computer use with internet access, WIFI use, coffee and tea in the rooms. The hotel offers a standard breakfast buffet and half-board dinner for its guests. The Service Provider reserves the right to serve a plate service breakfast and a four-course plate service dinner instead of the breakfast buffet or buffet dinner.

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

A 10% service charge will be charged for additional food and beverages in the hotel restaurant in addition to the package offer.

From 1 January 2022, the service charge will be 10% in all cases.

Special dietary requirements can be offered by Provider as set out in 6.4. point.

#### **6.1.2. HOTEL ROOM TYPES**

All rooms are equipped with air conditioning, in-room safe, minibar, hairdryer and telephone.

Available room types:

- **Double room:**  
With two separate but pushed together beds (90x200cm), TV, bathroom (sink, shower, toilet), kettle, tea and instant coffee. Area: 24m<sup>2</sup>
- **Single-space Family room:**  
A bedroom and a living room in one space. The bedroom has two beds pushed together (90x200cm). There is a sofa bed in the living room. The bathroom has a bathtub, sink, toilet and a separate toilet. Area: 35m<sup>2</sup>
- **Connected Family room:**  
In our connecting family rooms, the comfort of families is served by 2x2 pushed 90x200cm beds in two separate air spaces at 48 m<sup>2</sup>, as everyone has the same comfort. Two bathrooms with separate shower, kettle, tea and instant coffee.
- **Pangea Suite:**  
Large suite with a separate bar area in the living room and a sofa bed with a separate toilet. The bedroom has 2 beds 90x200 cm, a spacious bathroom with bath and shower, the room has a double balcony overlooking Lake Sóstó. Area: 48m<sup>2</sup>
- **Room for disabled people:**  
It has two separate but pushed together beds (90x200cm), it has a specially designed bathroom (toilet, shower, sink). Area: 34m<sup>2</sup>

#### 6.1.3. OTHER SERVICES:

- **Programs for children:**  
The hotel organizes activities for children and adults to keep guests entertained. The hotel reserves the right to change the program. Hotel Pangea will inform you about the program offers and their current prices when booking, confirming or during your stay. Each program can only be used under the conditions specified in the separate individual program information. The programs will be announced in the hotel's publications and on the website [www.pangeahotel.hu](http://www.pangeahotel.hu).
- **Playroom and playground:**  
The hotel has a playroom for children up to the age of 12, under the conditions set out in the separate policy. The guest is responsible for the proper use of the equipment placed in the Dino playground. The use of the equipment is at the guest's own risk and the Hotel does not provide supervision. Policies will be posted in the playroom and playground. The Service Provider is excluded from liability for damages resulting from improper use or accidents due to violation of the policy.
- **Bicycle rental (for a separate service fee):**  
Bicycle rental conditions and current prices will be posted at the hotel reception. The service is available on special order, subject to availability. The guest using the service is obliged to comply with all applicable laws, official regulations and traffic regulations (Highway Code) for which Guest is fully responsible. The guest is obliged to use, handle and protect the bicycle and its accessories with due care. The guest is fully liable for any damage resulting from the guest's non-compliance with the above obligations. The Service Provider is in no way responsible for the physical safety of the guest and its passengers, as well as for any injuries caused by an accident. Guest is solely responsible for any damage resulting from improper use, accident or theft. Bicycle keys must be handed in at the hotel reception no later than 21:00 each day. In case of late delivery, a further 1 day normal daily rate will be charged. In case of damage to the bicycle, depending on the extent of the damage, in case of disappearance or loss, the Service Provider will charge a one-time fee of up to HUF 80,000 to the Guest.
- **Free use of luggage room on the day of arrival, during the stay and on the day of departure.**
- **Laundry and ironing service, dry cleaning service for an extra charge.**

- Room service is available at an additional cost. The current price of the service will be published in the hotel restaurant as well as on the website.

#### 6.1.4. FUNCTION ROOMS:

Use of the function rooms is subject to a separate written agreement or written permission from the hotel. Exceptions are the programs advertised in the private/function rooms by the hotel for hotel guests. If the use of the function rooms is without the written permission and written agreement of the hotel, the hotel is entitled to charge a daily fee for the use of the function rooms according to the current price list.

### 6.2. CONTENT OF THE SERVICE FOR ÓZOOM HOTEL:

#### 6.2.1. CONTENTS OF THE HOTEL BASIC PACKAGE:

Accommodation with buffet breakfast, unlimited access to the Nyíregyháza Zoo, according to 6.5. point. Unlimited use of the playground and play corner from 08:30 until 20:00. Use of Ozone terrace. Wi-Fi access is available throughout the hotel, and the suites have coffee, tea and a kettle.

The Service Provider reserves the right to serve a plate service breakfast for the guests instead of the buffet breakfast. It is strictly forbidden to take food / drink out of the restaurant. Depending on the quantity taken, the Service Provider is entitled to record an extra breakfast charge on the guest's account in addition to breakfast. The hotel's restaurant offers à la carte main meals, which are charged separately and are not included in the room rate. Special dietary requirements can be offered by Provider as set out in 6.4. point.

#### 6.2.2. HOTEL ROOM TYPES

Room equipments:

All rooms are equipped with individually controlled air conditioning, in-room safe, hairdryer, TV, telephone, refrigerator, bath / shower. Towels, bathtub and bath towels are provided in each room.

Available room types:

- Double room:  
At least 20 square meters, 2 separate but pushed together beds (90x200 cm). The room has a TV, bathroom (toilet, sink, bath / shower) and some rooms have a balcony.  
Connecting double room: At least 2x 20 square meters, in a separate air space, separated by a door, there are 2x2 (180x200 cm) double beds or 2x2 (90x200 cm) separate but pushed together beds with two separate bathrooms, TV and balcony.
- Family room:  
On at least 30 square meters, there is 1 180x200 cm double bed or two 90x200 cm separate but pushed-out beds and 1 pull-out sofa in a separate air space. The room has a TV, bathroom (toilet, sink, bath / shower) and some rooms have a balcony.
- 'Kádár' Suite:  
On 52 square meters, in two air spaces, there is a 180x200 cm double bed and 1 double sofa bed. The room has a TV, bathroom (toilet, sink, bathtub) and a balcony overlooking the Sóstó forest.
- Oak Forest Suite:  
On 40 square meters, in two air spaces, there is a 90x200 cm separate but pushed together bed and 1 double sofa bed.  
The room has a TV, bathroom (toilet, sink, bathtub) and a balcony overlooking the Sóstó forest.

#### 6.2.3. OTHER SERVICES:

- Programs for children:  
The hotel organizes activities for children and adults to keep guests entertained. The hotel reserves the right to change the program. Ózoon Hotel will inform you about the program offers and their current prices when booking, confirming or during your stay. Each program can only be used under the

conditions specified in the separate individual program information. The programs will be announced in the hotel's publications and on the website [www.ozoonhotel.hu](http://www.ozoonhotel.hu).

- **Playroom and playground:**

The hotel has a playroom for children, which can be used under the conditions set out in the separate policy. The guest is responsible for the proper use of the equipment placed in the playground. The use of the equipment is at the guest's own risk and the Hotel does not provide supervision. Policies will be posted in the playroom and playground. The Service Provider is excluded from liability for damages resulting from improper use or accidents due to violation of the policy.

- **Bicycle rental (for a separate service fee):**

Bicycle rental conditions and current prices will be posted at the hotel reception. The service is available on special order, subject to availability. The guest using the service is obliged to comply with all applicable laws, official regulations and traffic regulations (Highway Code) for which Guest is fully responsible. The guest is obliged to use, handle and protect the bicycle and its accessories with due care. The guest is fully liable for any damage resulting from the guest's non-compliance with the above obligations. The Service Provider is in no way responsible for the physical safety of the guest and its passengers, as well as for any injuries caused by an accident. Guest is solely responsible for any damage resulting from improper use, accident or theft.

Bicycle keys must be handed in at the hotel reception no later than 21:00 each day. In case of late delivery, a further 1 day normal daily rate will be charged. In case of damage to the bicycle, depending on the extent of the damage, in case of disappearance or loss, the Service Provider will charge a one-time fee of up to HUF 80,000 to the Guest.

- Free use of luggage room on the day of arrival, during the stay and on the day of departure.
- Laundry and ironing service for an extra charge.

### 6.3. CONTENT OF THE SERVICE FOR HOTEL DZSUNGEL ('JUNGLE'):

#### 6.3.1. CONTENTS OF THE HOTEL BASIC PACKAGE:

Content of the service until 31th of August 2022: Accommodation with buffet breakfast and half-board dinner, unlimited entry to the Nyíregyháza Zoo according to 6.5. WIFI is available in the rooms and in the hotel's main lounge.

As a base service, the hotel provides buffet breakfast and board dinner for its guests. The Service Provider reserves the right to serve a plate service breakfast and a four-course plate service dinner instead of the buffet breakfast or the board dinner.

Content of the service from 1th of September 2022: Accommodation with buffet breakfast, unlimited entry to the Nyíregyháza according to 6.5. Computer use with internet access, WIFI use is available in the rooms and in the hotel's main lounge. The hotel provides a buffet breakfast as a base service for its guests. The Service Provider reserves the right to serve a plate service breakfast instead of a buffet breakfast.

#### 6.3.2. 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 rooms 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 m<sup>2</sup>.

- 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 m<sup>2</sup>.
- 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 m<sup>2</sup>.
- 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 m<sup>2</sup>.

#### 6.3.3. OTHER SERVICES:

- Free use of luggage room on the day of arrival, during the stay and on the day of departure.

#### 6.4. INFORMATION RELATED TO MEALS:

The Service Provider is obliged to provide meals in accordance with individual needs only if the guest has already indicated his / her request in advance and the Service Provider has confirmed its fulfillment in writing in his / her confirmation. The Service Provider can only fulfill such a request announced in the hotel during the use of the service from the day following the day of the notification, if it is confirmed. The Service Provider shall not be liable for damages of the Guest resulting from the failure to notify in advance. The Service Provider undertakes to provide only gluten and / or lactose-free diet, other claims are subject to individual assessment, which the Service Provider is entitled to refuse to confirm or provide the fulfillment of the claim without the justification. You can find out about the ingredients of the food served by the Service Provider that cause allergies or intolerances in advance in writing or on the spot from our colleagues or on the information board.

Warning: In the event of a claim for a gluten-free, lactose-free meal, foods that do not contain lactose and / or gluten-containing ingredients will be prepared, according to recipe, however, meals are prepared in kitchens that also use gluten and / or lactose-containing ingredient. Thus, during our preparation and / or processing, it cannot be ruled out that, despite our utmost care and attention, the finished food may become contaminated and thus contain traces of gluten and / or lactose in addition to other allergenic ingredients.

It is the responsibility of the guest to make a decision on the consumption of gluten and / or lactose-free food provided by the service provider in the knowledge of the above warning.

#### 6.5. ENTRY TO THE NYÍREGYHÁZA ZOO:

Access to the Zoo is free for hotel guests during their stay at the hotel.

The Zoo can be visited from 14:00 on the day of arrival, after arrival at the hotel, during the Zoo's opening hours, as well as on the day of departure.

You can find information about the services of the Nyíregyháza Zoo, the conditions of its use, and its opening hours, on the spot or in advance on the official Facebook page of the Zoo, as well as on the [www.sostozoo.hu](http://www.sostozoo.hu) website.

#### 7. TERMINATION OF CONTRACT:

The Service Provider is entitled to terminate the Contract for the accommodation service with immediate effect, thus refusing to provide the services if:

- the Guest does not use the provided room or facility for its intended purpose
- the Guest does not comply with the safety regulations and order of the accommodation, behaves inappropriately and rudely with its employees, it is presumed that he/she is under the influence of alcohol or other mind-altering substances, shows threatening, abusive or other unacceptable behavior



- the Guest has an infectious disease
- the Contracting Party fails to fulfill its obligation to pay an advance specified in the Contract by the specified date
- the contract between the parties is not fulfilled due to “force majeure” reasons, the contract is terminated. Force majeure is a cause or circumstance (e.g., war, fire, flood, weather, power outage, strike) over which a party has no control. Either party is released from its obligation under the Contract for as long as this cause or circumstance exists.
- when a measure will be introduced restricting the stay in the hotel and certain conditions for the provision of the service then the Service Provider reserves the right to make the use of the service subject to additional conditions not specified in the booking, taking into account the regulations in force, change the content of the service or terminate the contract, refuse to provide the service. Failure to perform the contract for the above reasons will be considered a case of force majeure, according to which the amount of the advance paid will be refunded within 30 days or can be used for bookings within 12 months from the date of termination of the restrictive measure.

The Service Provider will make every effort to keep the possibility of these causes and circumstances to a minimum and to repair the damage or delay caused as soon as possible.

#### **8. RIGHTS OF THE CONTRACTING PARTY:**

The guest is entitled to the proper use of the booked room and the facilities of the accommodation, which are included in 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 conditions set out in the confirmation.

The Guest may file a complaint regarding the performance of the services provided by the Service Provider during the stay at the accommodation. The Service Provider undertakes to handle any complaint submitted to it in writing (or recorded in the minutes), during this period.

#### **9. OBLIGATIONS OF THE CONTRACTING PARTY:**

The Contracting Party is obliged to pay for the services ordered in the Contract by the date and in the manner specified in these GTC and in the confirmation.

The guest shall ensure that the child under the age of 14 under his / her responsibility stays in the service provider's hotel only under the supervision of an adult. Guests are not allowed to bring their own food and drink into the hotel's catering facilities.

The Guest is responsible for all damages and inconveniences that the Service Provider or a third party suffers due to the fault of the Guest or his/her companion or other persons under his/her responsibility. This liability also exists if the injured party has the right to claim compensation from the Service Provider directly. After receiving the hotel room, the guest is responsible for any damage to the hotel room.

If the Guest fails to fulfill his obligation to pay the fee for the services used or ordered in the Contract but not used, the Service Provider is entitled to a lien on the personal belongings of the Guest that he/she took with him/her to the hotel to secure his/her claims, if the amount of the deposit has not been deposited or the amount of the deposit does not cover the amount of the services or damage used.

#### **10. OBLIGATIONS OF THE SERVICE PROVIDER**

The Service Provider is obliged to perform the accommodation and other services in accordance with the contract and confirmation, and to investigate the guest's written complaint and to take the necessary steps to resolve the problem in writing.

#### **11. SERVICE PROVIDER'S LIABILITY**

The Service Provider shall be liable for any damage caused to the Guest due to the fault of the Service Provider or its employees within its facilities.

The Service Provider's liability does not extend to damages that have occurred due to an unavoidable cause outside the Service Provider's employees and guests, or caused by the Guest himself/herself.

The Service Provider may designate places in the hotel that the Guest cannot enter. The Service Provider shall not be liable for any damage or injury that may occur in such places.

The Guest must report the damage to the hotel immediately and provide the hotel with all necessary information to clarify the circumstances of the damage or to record a police report / police procedure.

The Service Provider shall also be liable for any damage suffered as a result of the loss, destruction or damage of the property of the hotel guest, in the event that the Guest has placed it in the place designated by the Service Provider. The service provider is not responsible for the valuables and cash placed in the hotel room, in the safe.

## **12. PLACEMENT WARRANTY**

If the Service Provider is unable to provide the services specified in the Contract due to its own fault (eg overcharging, temporary operating problems, etc.) if the guest announces his / her request, he / she is obliged to arrange the accommodation of the Guest immediately.

To provide / offer the services included in the Contract, at the price confirmed therein, for a specified period of time - or until the impediment ceases - in another accommodation of the same or higher category. All additional costs of providing replacement accommodation shall be borne by the Service Provider. Provide a free telephone call to the Guest to communicate changes to the property. Provide a free transfer for the Guest to move to the replacement accommodation offered and for any subsequent relocation.

If the Service Provider fulfills the above obligations or the Guest accepts the alternative accommodation offered to it, the Contracting Party may not make a subsequent claim for damages against the Service Provider.

## **13. MEDICAL PRODUCT, FIRST AID MEASURES**

Subject to the special legal regulations concerning the distribution of medicines, the Service Provider is not entitled to keep medicines in stock and hand them over to guests. The above requirement also applies to commonly used over-the-counter medicines. A thermometer and bandage (first aid kit) are provided at reception.

## **14. CONSUMER PROTECTION, DATA PROTECTION**

The protection of personal data is of paramount importance in the course of its activities. During the data management of the Service Provider, it acts in accordance with the provisions of the Data Management Regulations.

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

The City Clerk of Nyíregyháza and the District Office of Nyíregyháza exercise supervisory rights over the service activities of the service provider.

Security cameras are available on site. Recordings will be deleted after the time specified in the applicable law.

In the territory of the hotel, photographs and videos may be taken from time to time on behalf of the Service Provider, the detailed rules of which are contained in the data management policy and its annex.

## **15. FOUND ITEMS**

The guest is obliged to hand over the object found on the hotel premises to the employees of the Service Provider without delay. According to the relevant provision of the Civil Code, the proprietor may not claim ownership of the object found. If the person entitled to receive the found thing can be determined, the Service Provider shall ensure that it is notified and, if possible, released to the thing without delay.

The certified costs incurred in connection with the expenditure shall be borne by the person entitled to receive them. If the right holder cannot be determined, the Service Provider shall hand over the found object to the city clerk within 8 days.

## **16. SMOKING**

In accordance with the law 1999. XLII, smoking is prohibited throughout the hotel, including on the balconies of the rooms. Smoking is only allowed in designated areas outside the building. In case of smoking in the hotel, in the hotel room or balcony, the Service Provider will charge an extra cleaning fee of HUF 50,000 / day. Payment of the fee does not release from the provisions of Act XLII of 1999.

from the legal consequences arising from the violation of the provisions of the law, as well as the relevant applicable laws and regulations.

**17. PARKING**

Parking is provided by the Service Provider in the specially guarded car park, which is not guarded, but is equipped with a camera and can be used free of charge. The Parking Lot may be used by the Guest at his/her own risk and at his/her own responsibility, the Service Provider shall not be liable for any damage or theft that may occur in the vehicles parked in the Parking Lot. The Service Provider is not responsible for the objects and values placed in the vehicle.

**18. PETS**

For animal health reasons, no animals may be brought into the accommodation and the Nyíregyháza Zoo. A guide dog is allowed in the Hotel on a case-by-case basis.

**19. LAW APPLICABLE TO THE LEGAL RELATIONS OF THE PARTIES**

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

**20. AMENDMENT OF GTC**

The Service Provider is entitled to amend these GTC in respect of any provision or the whole of the GTC.