

**IMOLA VENDÉGHÁZ KFT.  
GENERAL TERMS AND CONDITIONS FOR THE USE OF**

**IMOLA HOTEL PLATÁN**  
3300 Eger, Csákány u. 7.  
SERVICES

*Effective as of 1 July 2026*

These General Terms and Conditions apply to the services provided by Imola Hotel Platán.

**1) Service Provider details**

Company name: Imola Vendégház Kft.  
Registered office: 3300 Eger, Kossuth u. 6.  
Mailing address: 3300 Eger, Kossuth u. 6.  
Company registration no.: 10-09-022697  
Tax number: 11175085-2-10  
Place of service: **Imola Hotel Platán**  
3300 Eger, Csákány u. 7.  
Telephone: (06-36) 513-888  
E-mail: [recepicio@imolaplatan.hu](mailto:recepicio@imolaplatan.hu)  
Website: [www.imolaplatan.hu](http://www.imolaplatan.hu)

**2) Contracting Parties**

- a) The Guest uses the accommodation services provided by the Service Provider.
- b) If the Guest submits the order for accommodation services directly to the Service Provider, the Guest shall be the Contracting Party. The Service Provider and the Guest/Contracting Party are hereinafter jointly referred to as the Parties.
- c) If the Guest submits the order for accommodation services to the Service Provider not directly, but through a third party acting on the Guest's behalf, the Intermediary shall be the Contracting Party, and the terms of cooperation shall be governed by the agreement concluded between the Service Provider and the Intermediary. In such case, the Service Provider is not obliged to verify whether the third party (Intermediary) is lawfully authorised to represent the Guest.

**3) Method and conditions of using the service; general rules**

*a) Ordering the service:*

Orders must in all cases be submitted in writing (fax, e-mail, etc.) to any of the contact details specified above. An offer or order communicated solely orally shall not be regarded by the Service Provider as an offer or order.

The Service Provider is entitled to request an advance payment from the Guest in an amount of 30-100% (depending on the period). An advance invoice shall be issued to the Guest on the date the advance payment is received. The reservation becomes guaranteed upon receipt of the advance payment.

The order must include the Guest's name and address, the exact dates of arrival and departure, the room type, and the exact description of the services requested (meals, programmes).

As the hotel offers several different room types, the Guest must clearly specify at the time of booking which room category and type the reservation relates to.

*b) Cancellation of the service:*

The Guest undertakes to inform the hotel concerned in writing, prior to the commencement of the service, of any cancellation, amendment or other change affecting the services ordered. For individual bookings, cancellation without a cancellation fee is possible up to five days before arrival, unless the individual agreement concluded with the Guest provides otherwise. If the Guest fails to arrive or fails to cancel the booking by the applicable deadline, the cancellation fee shall be the same as the cancellation conditions stated in the confirmation. For group bookings, the cancellation conditions are determined individually at the time of contracting.

c) Hotel rooms and suites may be booked together with the meal plan specified in the offer published on the Service Provider's website: half board (breakfast and dinner) and/or full board (breakfast, lunch and dinner).

- If "half board" is selected, breakfast and dinner may each be used once per person per day.
- If "full board" is selected, breakfast, lunch and dinner may each be used once per person per day.
  - If "half board" is selected, breakfast and dinner may each be used once per person per day.
  - If "full board" is selected, breakfast, lunch and dinner may each be used once per person per day.

d) The Service Provider serves the main meals using a menu-card system. Depending on the number of guests, the Service Provider may decide to serve the main meals buffet-style.

*e) Arrival at and departure from the hotel:*

Hotel rooms are available from 14:00 on the day of arrival and must be vacated by 10:00 on the day of departure. Early check-in and late check-out may be available for an additional charge, subject to hotel occupancy.

f) Requests and comments relating to the reservation are accepted by the hotel in advance and in writing, no later than the day of arrival. Otherwise, the hotel will not accept a complaint in this regard. Prices differ only by room category and not by specific room features (e.g. west-facing or east-facing orientation).

g) The hotel is a non-smoking hotel. Accordingly, smoking and the use of any smoking-substitute product are prohibited in all enclosed areas of the hotel (including guest rooms), in common areas, and throughout the entire outdoor area belonging to the hotel, except in designated smoking areas. Hotel employees are entitled to warn Guests and any other persons present on hotel premises to comply with this rule and to stop smoking or using any smoking-substitute product.

The Guest and any other person present on hotel premises are obliged to comply with this rule and with any related request made by hotel staff. If, by failing to comply with the above rule, the Guest causes damage on hotel premises - in particular if a hotel employee observes that the Guest has used or left the room in a condition where tobacco smoke or the smell of tobacco is present - the Guest shall be required to pay liquidated damages in the amount of HUF 50,000.

If, due to the unlawful conduct of any Guest or other person present on hotel premises, the competent authority imposes a fine on the hotel under the applicable legislation, the hotel is entitled to pass the amount of the fine on to the person who committed the unlawful conduct and to demand payment from that person.

#### **4) Prices of services**

Prices published by Imola Hotel Platán always include the statutory VAT applicable at the time of publication, but do not include the local tourism tax, which must be paid at the place where the service is provided, except for offers where Imola Hotel Platán expressly states that "the prices shown also include the local tourism tax".

Prices also do not include the costs of travel to and from the hotel or tour-guiding services. Pursuant to Section 6 of Joint Decree 4/2009 (I.30.) NFGM-SZMM, prices are displayed at the place where the service is provided in the manner required by law. Before the provision of the service begins, the Guest may also obtain appropriate information on service charges at the hotel reception.

Imola Hotel Platán reserves the right to change its prices. The prices currently applicable are communicated by the hotel in the booking confirmation.

The Service Provider and the Guest agree that, for the purposes of determining the date of performance of the service (Section 55(1) of the VAT Act), the date of the last service actually used by the Guest shall be considered the date of performance.

## **5) Payment terms**

The price of the services ordered may be paid by bank transfer or, on site, in cash, by bank card, or with a Széchenyi Recreation Card (SZÉP Card).

In the case of payment with a SZÉP Card, in order to enable use of the card, the hotel may require advance payment of the services ordered and may request the Guest to present an official identity document suitable for identification (identity card, driving licence or passport). The Guest is obliged to comply with the request for identification. If identification cannot be completed for any reason beyond the hotel's control, the hotel may refuse to accept payment by SZÉP Card.

In the case of bank transfer - unless the agreement concluded with the hotel or booking office provides otherwise - the Guest is obliged to ensure that the amount payable for the services ordered is credited to the relevant hotel's bank account before arrival.

The Service Provider is entitled to request an advance payment from the Guest in an amount of 30-100% (depending on the period), and shall issue an advance invoice to the Guest on the date the advance payment is received.

## **6) Special services**

### *a) Programmes:*

Information on available programmes and their current prices is provided by the hotel at the time the accommodation is booked and during the Guest's stay. Certain programmes offered by Imola Hotel Platán are operated only if a specified minimum number of participants is reached. The Guest must coordinate programme participation at the same time as making the reservation.

## **7) Complaints**

a) If a complaint arises during the hotel service, the Guest may submit an objection in writing at the hotel reception up to the time of departure. The hotel is obliged to investigate complaints and provide a substantive response within thirty days.

b) The Guest's right to submit a complaint ceases after leaving the accommodation establishment.

The Service Provider is obliged to inform the Guest of the Service Provider's registered office, the place and method of complaint handling, and the Service Provider's postal address, e-mail address, website and telephone number for the purpose of submitting complaints. In the event of a consumer dispute, the information must also include the possibility of applying to the conciliation board competent according to the Guest's place of residence or stay, together with the conciliation board's contact details.

## **8) Rules for using the Jacuzzi in rooms equipped with a Jacuzzi**

Certain rooms of the hotel are equipped with Manhattan Life Delux or Firenze Life Delux whirlpools with chlorinated disinfection and an external sand-filter system, compliant with public health regulations, and fitted with one lounger and two seats.

The Jacuzzi may be used only at the Guest's own risk. The hotel accepts no liability for damage resulting from improper or careless use of the pool.

Climbing onto the thermal cover or jumping into the pool is strictly PROHIBITED. The area around the pool may be slippery due to water, so please exercise particular caution.

The Jacuzzi is intended for relaxation and massage, not for bathing. Thorough showering before use is mandatory, which also helps reduce the amount of foreign matter and other contaminants entering the pool water.

Bringing food or drinks into the pool is PROHIBITED.

Only clean swimwear may be worn in the pool.

A maximum of 2 persons may use the pool at the same time in order to help preserve water quality.

For safety reasons, the hydromassage system switches off automatically every 15 minutes. It may be restarted as desired; the same applies to the bubble-massage function.

Do not use the pool if the protective elements designed to prevent body parts and hair from being drawn into the system have been removed. Do not sit in front of or above the water-filter opening, as this may obstruct water circulation and cause personal injury.

When you no longer wish to use the pool, please switch off the massage functions and lighting, then fold the thermal cover back into place and secure it with the combination-lock buckle.

Pregnant women, persons undergoing medical treatment, or persons with circulatory problems should seek medical advice before using the pool.

Exercise caution when entering and exiting the pool. Switch off the massage functions before entering so that you can see where you are stepping. Do not use electrical equipment (such as a mobile phone, lamp, hairdryer, radio or television) within 1.5 metres of the pool.

The hotel accepts no liability for objects, such as mobile phones, dropped into the pool during use. Please pay particular attention to such items.

These devices are not intended for use by persons with reduced physical, sensory or mental capabilities, or persons lacking experience or knowledge, unless they are supervised or instructed in the use of the device by a person who is also responsible for their safety.

To avoid loss of consciousness and possible drowning, do not use narcotic drugs and do not consume alcohol before or during use of the pool.

If the pool water must be replaced due to improper use (e.g. a drink being spilled into it, food falling into it, too many people using it at the same time, bathing in dirty or sandy clothing, use of suntan lotion, etc.), an additional charge will apply. Please ask at reception for further information. Replacing the water takes approximately 3 hours, during which time the pool cannot be used.

The combination-lock buckle on the pool cover has two independently adjustable number rows. When set to the correct number combination, the buckle opens easily by pressing both sides, allowing the Jacuzzi cover to be removed. To remove the pool cover, first open the combination-lock buckles and then carefully fold up the thermal cover. In extreme weather conditions, such as strong winds, use of the pool and opening of the thermal cover are PROHIBITED.

If you have any questions or experience any problems, please contact the hotel reception without delay.

### **9) Refusal to perform the Contract; termination of the obligation to provide services**

The Service Provider is entitled to terminate the Contract for the provision of services with immediate effect and therefore to refuse to provide the services if:

- a) the Guest does not use the facility or the room provided for its intended purpose;
- b) the Guest behaves in an objectionable or rude manner in relation to the safety or order of the accommodation establishment or towards its employees, is significantly under the influence of alcohol or drugs, or displays threatening, abusive or other unacceptable behaviour;
- c) the Guest suffers from an infectious disease;
- d) the Contracting Party fails to fulfil the deposit or advance-payment obligation specified in the Contract by the deadline agreed by the Parties;
- e) if the contract between the Parties cannot be performed due to force majeure, the contract shall terminate.

### **10) Bringing pets into the hotel**

Animals may not be brought onto the premises of Imola Hotel Platán, with the exception of assistance dogs wearing a harness and distinctive identification, and service dogs.

The hotel is entitled to refuse accommodation services with immediate effect and terminate the related contract in respect of any Guest who breaches the provisions concerning bringing pets into the hotel. In such case, the Guest must leave the hotel together with their luggage, at their own expense, within the period specified in the hotel's notice of termination. In addition, the Guest shall pay liquidated damages in the amount of HUF 50,000.

### **11) Data security**

- a) The User is responsible for the accuracy and authenticity of the personal data provided by the Guest.
- b) Only the employees of the data controller may have access to the personal data provided by the User. The data controller shall not disclose personal data to third parties other than those specified, except with the prior and express consent of the data subject.
- c) The Service Provider protects the data, in particular against unauthorised access, alteration, transmission, disclosure, deletion or destruction, as well as against accidental destruction or damage.
- d) The User acknowledges that, on the basis of statutory authorisation, the Service Provider is obliged to disclose personal data to a requesting authority where the statutory conditions for such disclosure are met. The User may not object to data disclosure based on law or on an administrative or court decision.

### **12) Confidentiality**

In performing its obligations under the Contract, the Service Provider is required to act in accordance with the rules of the legislation on the protection of personal data and the disclosure of data of public interest.

### **13) Force majeure**

Any cause or circumstance beyond the control of a Party (force majeure), such as war, fire, pandemic, flood, adverse weather conditions, power failure, burst pipe or strike, shall relieve either Party from the performance of its obligations arising from the Contract for as long as such cause or circumstance continues. If such a circumstance occurs, the affected Party must notify the other Party immediately in writing.

### **14) Liability for damages**

- a) The Guest is obliged to compensate the Service Provider for damage suffered by the Service Provider in accordance with the relevant provisions of the Hungarian Civil Code.

- b) The Guest is liable for all damage and disadvantages suffered by the Service Provider or a third party as a result of the fault of the Guest, the Guest's companion, or other persons, objects, pets, etc. for whom or which the Guest is responsible. This liability shall also apply where the injured party is entitled to claim compensation for the damage directly from the Hotel.
- c) The Service Provider is obliged to compensate the Guest for damage suffered by the Guest in accordance with the relevant provisions of the Hungarian Civil Code.
- d) The Service Provider may designate areas of the hotel that the Guest is not permitted to enter. The Service Provider accepts no liability for any damage or injury occurring in such areas.
- e) The Service Provider shall be liable for valuables, securities and cash only if it has expressly accepted the item for safekeeping (against a receipt) and the damage occurred for a reason for which the Service Provider is liable under the general rules, in which case the Service Provider's liability shall not be limited. In such case, the burden of proof lies with the Guest.
- f) The Guest must immediately report any damage suffered to the hotel and provide the Service Provider with all information necessary to clarify the circumstances of the incident and, where applicable, to prepare a police report or conduct police proceedings.
- g) The Guest is obliged to report the damage without delay. If the Guest fails to do so, the Service Provider shall remain liable for the damage in accordance with the general rules, but the consequences of any failure of proof shall be borne by the Guest.

#### **15) Gift vouchers purchased in the webshop and the Purchaser's right of withdrawal**

Through the [www.imolaplattan.hu](http://www.imolaplattan.hu) website, operating as a webshop, the Service Provider offers the possibility to purchase "Accommodation", "Wellness & Spa" and "BORÁG Restaurant" gift vouchers under the conditions described there.

Pursuant to Government Decree 45/2014 (II.26.), a person purchasing a gift voucher (hereinafter: the Purchaser) online through the [www.imolaplattan.hu](http://www.imolaplattan.hu) website has the right to withdraw from the purchase without giving any reason within 14 days from the documented date of purchase of the voucher.

The Purchaser may exercise the right of withdrawal by using the withdrawal declaration available through the [www.imolaplattan.hu](http://www.imolaplattan.hu) website, which may be completed, signed, scanned and sent to the Service Provider by e-mail to [recepcio@imolaplattan.hu](mailto:recepcio@imolaplattan.hu). The withdrawal declaration shall contain the following:

Addressee [insert the business name, postal address and e-mail address of the undertaking here]:

I/We, the undersigned, hereby give notice that I/we exercise my/our right of withdrawal/termination in respect of the contract for the sale of the following goods or for the provision of the following service:

Date of conclusion of contract / date of receipt:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only in the case of a declaration made on paper):

Date:

The Service Provider shall, without undue delay, send the Purchaser an acknowledgement of receipt by e-mail confirming that it has become aware of the withdrawal. The acknowledgement shall include the content of the withdrawal, together with the date and time it was sent.

If the Purchaser notifies the Service Provider of the withdrawal within the statutory time limit by completing the declaration, the Service Provider shall reimburse, without undue delay and no later than fourteen days from becoming aware of the withdrawal, the full amount paid by the Purchaser as consideration, including costs incurred in connection with performance, using the same means of payment as that used by the Purchaser. With the Purchaser's express consent, the Service Provider may use a different means of payment for the reimbursement, but the Purchaser may not incur any additional fee as a result.

**16) Place of performance, governing law and competent court**

- a) The place of performance is the place where the hotel providing the accommodation is located.
- b) The Eger District Court - or, in cases falling within the jurisdiction of a regional court, the Eger Regional Court - shall have exclusive jurisdiction in all disputes arising from the accommodation contract.
- c) The legal relationship between the Service Provider and the Guest shall be governed by Hungarian law, in particular by the provisions of Act V of 2013 on the Hungarian Civil Code.

The Service Provider and the Contracting Party jointly declare that they acknowledge these General Terms and Conditions and any supplementary provisions agreed directly between them as binding and voluntarily undertake to comply with them.

These General Terms and Conditions apply equally to contracts concluded with individual Guests and - unless otherwise jointly agreed - to ad hoc contracts concluded with group Guests, natural persons, companies and other organisations.

The Guest declares that they have read and understood the provisions of these General Terms and Conditions and acknowledge them.

Dated: Eger, 1 July 2026