

1) INTRODUCTION

These General Terms and Conditions (hereinafter: GTC) refer to the Ltd. conditions. The terms and conditions are binding on both the Service Provider and the Guest valid.

SERVICE PROVIDER DETAILS

Company name: Tappe Transport and Processing Ltd.

Headquarters: 5600 Békéscsaba, Orosházi út 158.

Tax number: 11866048-2-04

VAT number: HU11866048

Company registration number: 04-09-004661

E-mail: info@arcanumhotel.hu

Phone: +36 30 200 70 70

Website: www.arcanumhotel.hu

Court of Registration: Court of Registration of the Gyula Regional Court

2) METHOD AND CONDITIONS OF USE OF THE SERVICE

a) service:

The Arcanum Hotel, operated by Tappe Transport and Processing Ltd., is a place of relaxation and hotel accommodation services for recreation, as well as related wellness. It offers recreational and gastronomic services. The Guest can use the services of the hotel mutual respect, respect for basic moral and social standards, and generally accepted health and safety rules.

b) Mediated services:

The hotel may also provide services mediated through its partners (e.g. excursions, spa tickets, certain physical well-being services, equipment rental, transfer...). This current list can be found at the hotel reception.

c) Ordering the service:

The service is ordered in writing, typically through an online booking system, by email, telephone or other electronic means. The order must include the Guest's name, contact details, dates of arrival and departure, number of arrivals, in the case of children, their age, the type of room they have chosen and the related services. Tappe Transportation and Processing Ltd. confirms the reservation in writing, and comes with this confirmation the contract between the Guest and the Service Provider. Verbal reservations and confirmations are not contract. If the Guest leaves before the booked period, the The Service Provider is entitled to invoice the fee for the entire period. The hotel is entitled to a vacant rooms to be resold in the city. Extension of stay only after the Service Provider's advance with the approval of the Society. Hotel package offers include basic services, detailed descriptions of which can be found in the current offers. Some packages are different service content.

c) Validity of offers:

Arcanum Hotel offers are valid with limited room capacity. Booking becomes final only upon payment of the advance payment, if the offer stipulates this as a condition.

d) Cancellation, modification and withdrawal:

Order: Written or telephone quotation from our colleague is a written order. With this order, the guest accepts the hotel's payment and cancellation terms. The customer must include the date of arrival, departure, guests, your name, billing address, and date of birth if you have children. Our colleagues based on the customer, they finalize the reservation and prepare a confirmation of this.

Cancellation of services: The guest undertakes to pay the cancellation, modification or any other change in the informs the hotel in writing before the start of the service. Individual orders cancellation free of charge - if the individual agreement concluded with the guest unless otherwise stipulated - it is possible until the date of advance payment. If the guest you do not arrive or cancel the reservation within the specified deadline, the deposit has been paid 100% will be treated as a cancellation fee.

Deposit: 30% of the amount of the services ordered, in the case of peak periods, the 50% of the ordered services are requested to be paid 5 days after booking. The advance payment the deadline and amount of your payment may vary depending on your busy schedule and peak periods. When making a transfer, please indicate the Guest's name, billing address and the name of the Guest in the comment section, reservation ID. The hotel will issue an advance invoice for the advance payment received, which can be picked up at reception upon arrival.

Method of payment: 30% or 50% or 100% of the total amount of the stay to be paid by the hotel. Please pay by bank transfer within 5 calendar days of the confirmation sent to you. If 3 days or less elapse between booking and arrival, or no advance payment is made, the full amount is paid by the guest at the reception upon arrival.

Any additional costs (other food and/or beverage consumption, other services) on the day of departure at the latest. In case of non-payment, the reservation will be automatically cancelled.

Accepted means of payment: cash, bank transfer, SZÉP card (OTP, K&H, MKB), bank card (Visa, American Express, Maestro, Mastercard). For other payment options, please inquire with our colleagues. In the case of SZÉP cards, you can transfer the Amount:

OTP SZÉP card: you can transfer the amount through the SZÉP card website, where select "Arcanum Hotel". In this case, please send the receipt by all means and the name and billing address of the referrer.

In the case of MKB SZÉP card: please send us the ID of the SZÉP card and the card holder on the basis of which we will send you a prepayment ID with which MKB SZÉP card.

K&H SZÉP card: K&H SZÉP card: to make the transfer, you need to use the K&H SZÉP card center

To get in touch, the hotel ID is 84030036, this must be provided for the transaction.

In case of non-payment, the room reservation will be automatically cancelled.

In case of bank transfer, the bank account number of our hotel:

Name: TAPPE Szállítási Kft.

OTP Bank account number : 11733003-20125813-00000000

SWIFT (BIC) code: OTPVHUHB

IBAN Bank account number: HU41117330032012581300000000

The Service Provider reserves the right to:

- I) after the confirmation of the order, no later than 30 days before the start of the service withdraw from the contract in writing, with the simultaneous repayment of the advance;
- II) withdraw from the contract if the Guest fails to comply with the payment obligation.

e) Arrival and departure:

Rooms can be occupied from 14:00 on the day of arrival and must be checked out by 10:00 on the day of departure. In case of departure after 12:00 the hotel is entitled to an additional night of the daily room rate shall be charged.

f) Illness or death of the guest:

If the Guest falls ill during the use of the service and is unable to acting in its own interest, the Service Provider may provide for the provision of medical assistance. In the event of illness or death of the Guest, the Service Provider is entitled to request the reimbursement of its costs from a relative, heir or bill payer, including the provision of medical care and administration the costs of the Guest, the fee for the services used by the Guest, and the costs of the as a result of the restoration of any damage to the room or equipment cost. If the Guest becomes an officially ordered home quarantine necessary, in the event of a corresponding extension of the reservation, the extended stay the fee is borne by the Guest.

g) Refusal of Service:

The Service Provider is entitled to terminate the contract with immediate effect if:

1. the Guest behaves contrary to the House Rules;
2. the Guest does not use the room or facility for its intended purpose;
3. The Guest behaves disrespectfully or rudely towards the employees of the Service Provider, is under the influence of alcohol or drugs, or in a threatening, offensive or other way exhibits unacceptable behavior;
4. suffers from an infectious disease;
5. The Guest does not pay the advance payment or the payment guarantee.

3) PAYMENT TERMS

The price of the ordered services can be paid for:

- by bank transfer,
- by cash or credit card payment on the spot,
- Széchenyi Recreation Card (SZÉP card), in accordance with the Hungarian legislation in force,
- other non-cash means of payment accepted by the Service Provider.

Tappe Transport and Processing Ltd. will issue an invoice for the service. The Guest acknowledges that the invoice is issued in accordance with the current legislation. The Service Provider reserves the right to provide a payment guarantee prior to using the service or upon arrival.

This can happen:

- with prior bank card authorization,
- cash advance,
- Transfer
- By prepayment with the Széchenyi Recreation Card (SZÉP card).

In order to validate the SZÉP card payment, the Guest must provide a suitable personal identification pass card. If this is refused, the Service Provider may reject the SZÉP card Adoption. SZÉP card payment is only possible with the cardholder's personal presence and it is valid with your registration as a hotel guest.

In case of payment by bank transfer, the fee for the services must be paid no later than before arrival to the hotel's bank account. If the service is not provided or the contract is cancellation is made, the deposit paid will be refunded within 20 working days. Cash payment can only be done at the hotel reception. The Service Provider is entitled to – within 72 hours of departure – to issue an invoice for services or damages that are caused by the Service Provider's own fault became known afterwards (e.g. minibar consumption, lack of equipment...). All the documentation supporting the legitimacy of the claim (e.g. staff statement, photo). These items are due by the deadline indicated on the invoice.

In case of late performance:

In the event of invoice debts to businesses, Tappe Transport and Processing Ltd. is entitled to:

flat-rate collection costs in accordance with Act IX of 2016 (EUR 40 at the daily exchange rate of the National Bank of Hungary). The flat-rate cost becomes due with the first payment notice and does not exempt other consequences for late payment (e.g. interest). The Service Provider is entitled to the late payment interest. In the event of late payment, the settlement of incoming amounts is carried out in the in the following order: 1) principal debt, 2) procedural costs, 3) flat-rate collection costs, 4) default interest, 5) lawyers' fees.

4) OUR PRICES

Accommodation fees and service prices determined by Tappe Transport and Processing Ltd. always include the value added tax (VAT) in force at the time of booking, unless otherwise indicated by the Service Provider. Prices do not include tourist tax (tourist tax), which must be paid by the Guest on the spot, unless the offer in question it also explicitly includes IFA. Prices do not include travel expenses, guided tours, as well as any separately ordered services that are part of the basic package. The current prices of the hotel – the relevant legislation – are clearly and clearly displayed at the property and in the Arcanum Hotel official website (www.arcanumhotel.hu). About current prices and package offers detailed information can be requested at the hotel's reception and online interface. Tappe Transport and Processing Ltd. reserves the right to change prices, which can be changed by prior notice.

You can change it freely. The price change will not affect bookings that have already been confirmed, unless the price increase becomes necessary due to a change in the law (e.g. an increase in the tax rate). The date of performance of the ordered service is determined by the last, actual date of use.

5) SPECIAL SERVICES

a) Child Discounts:

Child discounts at Arcanum Hotel apply exclusively to children staying in the same room as their parents. Discounts cannot be applied to student groups. Current child discounts and their conditions are provided on the hotel's website and during the booking process.

b) Board Services:

Board services – depending on the offer and the hotel's current capacity – typically start with dinner on the day of arrival and last until breakfast or lunch on the day of departure. Individual package offers may vary, therefore the details of the specific offer shall prevail in all cases.

c) Programs:

The hotel offers programs organized by the hotel itself as well as those provided by partners, all aimed at enhancing guests' relaxation and overall experience. Information on the programs, their fees, and the conditions for participation (e.g., minimum number of participants) is available from guest relations staff. It is recommended to confirm participation in advance.

6) COMPLAINTS

The Guest is entitled to submit a complaint in the event of any deficiencies or problems experienced during the provision of hotel services. Complaints should primarily be reported on-site at the hotel reception, preferably in writing, no later than the last day of using the service.

Tappe Szállítási és Feldolgozó Kft. is obliged to investigate the complaint within 5 working days and provide a substantive response to the contact details supplied by the Guest. The hotel strives to resolve complaints in a peaceful and guest-oriented manner. If the Guest does not make use of the opportunity to submit a complaint on-site, the Service Provider will not accept any subsequent claims for compensation due to lack of supporting evidence.

7) COMPENSATION

The Service Provider is liable for damages caused by its actions in accordance with the applicable legal regulations. The Guest is entitled to compensation only if their complaint related to the service was reported in writing on-site during the stay. The Guest is fully responsible for any damages caused by themselves, their companions, or any persons under their supervision or responsibility, to the property of the Service Provider, other Guests, or third parties. The Service Provider supports its claim for damages with appropriate documentation (e.g., photographs, staff statements) and is entitled to issue an invoice or payment notice for the amount of the damage. The Guest is obliged to fulfil their compensation obligation within the specified deadline.

The Service Provider does not assume liability for:

- accidents occurring outside the hotel premises,
- damages resulting from the Guest's negligence or improper use,
- the loss of valuables left in unsecured, public areas,
- damages resulting from natural wear and tear or extreme weather conditions.

8) OTHER PROVISIONS

For any matters not regulated in these General Terms and Conditions (GTC), the provisions of the Civil Code, the applicable Hungarian laws, as well as the sector-specific regulations governing the hospitality and tourism industry shall apply. Tappe Szállítási és Feldolgozó Kft. reserves the right to unilaterally amend the provisions of the GTC. The current and valid version of the GTC is always available on the official website of Arcanum Hotel (www.arcanumhotel.hu), or, in the absence thereof, at the hotel reception. By making a reservation or beginning to use the services, the Guest declares that they have read, understood, and accepted the General Terms and Conditions as binding, and also undertakes to comply with the Hotel Rules. In the event of legal disputes, the parties stipulate the exclusive jurisdiction of the Békéscsaba District Court or the Gyula Tribunal, depending on competence.

**These General Terms and Conditions are effective from 01 September 2014.
Date of last revision: 01 September 2025; this policy remains in effect until withdrawn.**