

General Terms and Conditions (GTC)

25 Garzon Szolnok

Service Provider	AZORIUM PALATIUM KFT.
Registered office	5000 Szolnok, Kőrösi út 43.
Tax number	24676359-1-16
Company registration no.	16-09-022437
Representative	László Fenyves, Managing Director
Accommodation	25 Garzon Szolnok
Accommodation address	5000 Szolnok, Kőrösi út 45/G
Telephone	+36 70 421 2863
E-mail	connect@hotelszolnok.com
Effective date	20 August 2026
Version	1.2

1. General provisions

1.1. These General Terms and Conditions (GTC) apply to accommodation services provided by the Service Provider at 25 Garzon Szolnok. The Service Provider's registered office (5000 Szolnok, Kőrösi út 43.) and the place of performance, the accommodation address (5000 Szolnok, Kőrösi út 45/G), are different. The contract is concluded between the Service Provider and the Guest and/or Ordering Party; the place of performance is the accommodation.

1.2. The GTC are supplemented by the House Rules, Guest Information, Cleaning Policy, Payment and Cancellation Terms, Booking Guide and Privacy Notice. Together, these documents constitute the full set of contractual conditions.

1.3. If an individual agreement (framework agreement) differs from the GTC, the individual agreement prevails.

2. Definitions

Service Provider: the company named above operating the accommodation.

Guest: the person actually staying at the accommodation.

Ordering Party: the person ordering and paying for the service; typically the employer or labour-hire company in corporate accommodation. The Ordering Party and Guest may be different persons.

Studio: a self-contained residential unit with its own kitchen and bathroom, suitable for three persons.

Allocation: the number of studios reserved for the Ordering Party for a specified period.

Guaranteed booking: a booking for which all three conditions specified in Section 6 have been fulfilled.

Option status: retention of reserved capacity until the payment deadline; after the deadline expires, the capacity is released.

3. Scope, acceptance and amendment of the GTC

3.1. The GTC are effective from the stated effective date until withdrawn or amended.

3.2. The Guest or Ordering Party accepts the GTC by submitting a booking, accepting an offer in writing, or taking possession of the accommodation.

3.3. The Service Provider may amend the GTC unilaterally. An amendment does not affect bookings already confirmed; the GTC effective at the time of booking apply to them.

4. Booking procedure and formation of the contract

- 4.1. Booking procedure: request for quotation → written quotation → acceptance of the quotation by e-mail → order summary → advance invoice or payment request → payment → guaranteed booking.
- 4.2. The contract is concluded by the Service Provider's written confirmation. A booking made verbally or by telephone alone does not create a contract.
- 4.3. Bookings made through Booking.com, Expedia or Tripadvisor are also subject to the booking and cancellation rules of the relevant portal.

5. Prices and VAT

- 5.1. The basic accommodation fee is HUF 22,500 per studio per night. For longer stays, the Service Provider applies tiered pricing; the specific fee is stated in the individual quotation.
- 5.2. Discounts: at least 10% for athletes' bookings; the maximum discount available to a corporate Ordering Party is 20%.
- 5.3. The VAT rate for accommodation services is 5%. Different conditions for long-term stays, including tax conditions, are set out in an individual agreement.
- 5.4. Details of fees and payment are contained in the Payment and Cancellation Terms.

6. Payment, advance payment and guaranteed booking

- 6.1. Payment is made by bank transfer on the basis of an advance invoice or payment request.
- 6.2. A booking is guaranteed when all three conditions are fulfilled: (a) data verification has been completed; (b) the Ordering Party has provided the group details using the form; (c) the invoice or payment request has been paid by the deadline.
- 6.3. If the payment deadline is missed, the order moves to option status and the reserved allocation is released.

7. Cancellation and changes

- 7.1. Cancellation: free of charge up to and including the 10th day before arrival; between 9 and 1 days before arrival, 50% of the cancelled or reduced portion is charged; on the day of arrival or in case of no-show, 100% is charged.
- 7.2. Changes: free of charge up to the 10th day before arrival; thereafter, reductions are subject to the cancellation rules. Increases are free of charge subject to available capacity.
- 7.3. Cancellations and changes must be communicated in writing by e-mail.

8. Check-in and check-out

- 8.1. Check-in: 14:00-20:00. Check-out: 06:00-11:00. Arrival after 20:00 is possible by prior arrangement.
- 8.2. Early arrival and late departure are possible by prior arrangement and subject to available capacity.
- 8.3. The Guest must present a valid identity document at check-in.

9. Guest obligations and House Rules

- 9.1. The Guest must comply with the House Rules and use the accommodation and its furnishings for their intended purpose.
- 9.2. In the event of a serious or repeated breach of the House Rules, the Service Provider may terminate the service with immediate effect and evict the Guest; in such case the accommodation fee is not refunded.
- 9.3. Only registered persons may stay and spend the night at the accommodation.

10. Liability, damages and valuables

- 10.1. The Guest is liable for damage caused by the Guest, an accompanying person or a person invited by the Guest. The Service Provider assesses and enforces the claim on an itemised basis; for corporate accommodation, against the Ordering Party.

10.2. The Service Provider has property insurance for the accommodation. The insurance does not cover the Guest's personal valuables; the Service Provider is not liable for cash, jewellery, securities or other valuables left in the studio.

10.3. The Service Provider is not liable for damage to vehicles left in the parking area.

10.4. The fee for a false fire alarm and fire-service call-out resulting from a breach of the smoking ban (EUR 150 per occurrence) may be charged to the Guest or Ordering Party.

11. Deposit

The Service Provider does not request or retain a deposit. Damage claims are enforced on the basis of an itemised calculation.

12. Tourist tax

12.1. For bookings invoiced as accommodation services, the tourist tax under the local tax ordinance is payable in addition to the accommodation fee and is shown separately on the invoice. Unit price: HUF 450.

12.2. The tourist tax is payable by an individual who spends at least one guest night in the municipality under Section 30(1)(a) of Act C of 1990 on Local Taxes. The local ordinance applies the tax base under Section 32(a)(1); therefore the tax is charged per person and per commenced guest night, regardless of the number of persons staying in a studio.

12.3. Exemptions are determined by Section 31 of Act C of 1990 on Local Taxes. Exempt persons include, among others, persons under 18 and persons staying in the municipality for business activity performed for an entrepreneur whose registered office or establishment is located in the municipality, including as an employee of that entrepreneur. The Service Provider determines exemption based on check-in data; where exempt, the tourist tax is zero and the invoice reflects this.

13. Corporate customers and long stays

13.1. The Service Provider's main profile is corporate accommodation and long stays. Medium- and long-term premises rental is also available under individual agreement; its conditions are set out in a separate contract. For corporate accommodation, the parties enter into a framework agreement covering allocation retention, group-data provision, consolidated invoicing and settlement schedule (typically weekly or monthly).

13.2. For long-term accommodation, cleaning and linen-change arrangements are set out in the individual agreement or framework agreement.

13.3. At the Ordering Party's request, the Service Provider issues accommodation-provider documentation necessary for employees' stays.

14. Data processing

Processing of personal data is governed by the Privacy Notice, which forms an inseparable part of these GTC.

15. Complaints and legal remedies

15.1. Complaints may be made verbally on site, in writing to connect@hotelszolnok.com, or by letter sent to the Service Provider's registered office. The Service Provider investigates the complaint and responds in writing within the statutory deadline.

15.2. In a consumer dispute, the consumer may contact the conciliation body competent according to the consumer's place of residence and may also lodge a complaint with the consumer protection authority.

16. Final provisions

16.1. Matters not regulated by these GTC are governed by Act V of 2013 on the Civil Code and the applicable Hungarian legislation concerning accommodation services.

16.2. The parties shall primarily seek to resolve disputes by consultation.

16.3. These GTC were prepared in Hungarian. If a foreign-language version exists and there is any discrepancy, the Hungarian text prevails.