

Payment and Cancellation Terms

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. Prices

The basic accommodation fee is HUF 22,500 per studio per night. One studio can accommodate three persons.

For longer stays, the Service Provider applies tiered pricing: the nightly rate decreases as the length of stay increases. The specific rate applicable to the length of stay is stated in the individual quotation and becomes part of the contract upon acceptance of the quotation.

Discounts:

- at least 10% automatically from the tiered rates for athletes' bookings,
- the maximum discount available to a corporate customer is 20%.

2. What the price includes

The price includes use of the studio, utilities, Wi-Fi, use of air conditioning, cleaning and linen changes as specified in the Cleaning Policy, and use of the enclosed parking area.

The price does not include use of the laundry, extraordinary cleaning, or separately requested services (for example breakfast).

3. VAT and tourist tax

The Service Provider invoices the service at the tax rate applicable under law. The VAT rate for accommodation services is 5%. Different conditions for long-term stays, including tax conditions, are set out in an individual agreement.

Tourist tax (IFA): for bookings invoiced as accommodation services, the tourist tax applicable under the local tax ordinance is payable in addition to the accommodation fee and is shown as a separate item on the invoice. Unit price: HUF 450.

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

Exemptions from tourist tax 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 whether an exemption applies based on the data recorded at check-in; where exempt, the tourist tax is zero and the invoice reflects this.

4. Booking procedure and formation of the contract

1. Request for quotation – enquiry from the ordering party.
2. Quotation – written offer from the Service Provider.
3. Acceptance of the quotation – exclusively in writing by e-mail.
4. Order summary – confirmation by the Service Provider of the reserved capacity.
5. Issuance of an advance invoice or payment request.
6. Payment.
7. Guaranteed booking.

5. Three conditions for a guaranteed booking

A booking becomes guaranteed when all three conditions are fulfilled:

- data verification has been completed,
- the ordering party has provided the group details using the designated form,
- the issued invoice or payment request has been paid by the deadline.

Submission of group data and payment are required together; neither is sufficient on its own.

6. Payment methods and deadline

Payment is made by bank transfer on the basis of an advance invoice or payment request issued by the Service Provider, by the payment deadline stated on it.

If the payment deadline is missed, the order moves to option status and the reserved allocation is released, meaning the Service Provider may sell the capacity again. The Service Provider informs the ordering party of this.

7. Invoicing and settlement

The Service Provider issues a VAT invoice for the service. For corporate customers, settlement may also take place by consolidated invoice on a schedule agreed with the ordering party – typically weekly or monthly – as specified in the contract.

8. Cancellation

When cancelled	Consequence
Up to and including the 10th day before arrival	No charge
Between 9 and 1 days before arrival	50% cancellation charge on the cancelled or reduced portion
On the day of arrival or in case of no-show	100% of the reserved capacity is charged

Cancellation must be communicated in writing by e-mail. The date of cancellation is the date on which it reaches the Service Provider.

9. Changes

- Free of charge up to the 10th day before arrival.
- After that, reductions are subject to the cancellation rules: a 50% charge applies to the reduced portion.
- Increasing the number of persons or capacity is free of charge, subject to available capacity.

10. Deposit

The Service Provider does not request or retain a deposit. Damage caused by the guest is enforced under the House Rules on the basis of an itemised calculation.

11. Complaints and legal remedies

Comments concerning invoicing or payment may be submitted to connect@hotelszolnok.com. The Service Provider investigates the complaint and responds in writing within the statutory deadline. In consumer disputes, the consumer may contact the conciliation body competent according to the consumer's place of residence.