

General Terms and Conditions of Use

Data of the Operator:

Company name: Hungarospa Hajdúszoboszló Medicinal and Healthtourism Co.

Represented by: Gyula Czeglédi, CEO

Seat: H-4200 Hajdúszoboszló, Szent István park 1-3.

Tax number: 10605125-2-09

Company registration number: 09-10-000045

Issuing court of registration: Debrecen Tribunal Court

Language of the agreement: Hungarian

Electronic availability: info@hungarospa.hu

Telephone number: +36 52/558-558, +36 30/445-5910, +36 70/625-6256, +36 20/468-2537, +36 20/542-5888

Website: www.hungarospa.hu

General Provisions

The services of Hungarospa Hajdúszoboszló Co. can be used exclusively in compliance with the customer information, the internal policy and other guest information leaflets.

Scope of available services and products:

Complex spa and medicinal care, hotel, bath, swimming pool, water park, indoor leisure pool, camping and catering services, sales of mineral water.

Opening hours and prices

Hungarospa Hajdúszoboszló Co. indicates the opening hours, the available services and the related prices at the entry point(s) of every department, furthermore, in the travel agency.

Our prices indicated at the entry points are gross prices.

A receipt, invoice will be issued at the entry points and in out travel agency for the requisition of services and products.

Terms and conditions of use

In case of a risky weather, guests must leave the open-air swimming pools located in the territory of Hungarospa Co. - they will be warned about it by the loudspeakers. Our associates working in the area shall be authorized to take the measures necessary for ensuring that visitors leave the open-air swimming pools.

In the event that unforeseen circumstances or obstacles (force majeure) occur, including extreme weather conditions, Hungarospa Co. will not refund the price of the purchased tickets either in part or in full.

A surveillance camera system is operated in the area of the corporation, in compliance with the relevant regulations, for the safety of guests.

In order to facilitate the transport of handicapped people, the thermal bath is cleaned, and a special changing room, toilet and shower is created for them.

During operating time, in justified cases, Hungarospa Co. will close the given area in part or in full (e.g. due to technical reasons or events), for which it will not have any compensation obligation towards guests.

The corporation reserves the right and decides at its own discretion whether to apply any repayment of fees or not, if a service reduction occurs that originates from a technical failure. Hungarospa Co. provides a spa service capacity according to the guest traffic.

Garantee and undertaking:

According to the undertaking, the available services and products are provided by the corporation in the expected quality to the customers.

Data management

The customer data learned by the operator will be handled in a controlled manner based on confidentiality requirements.

Customer service and handling of complaints

Hungarospa Co. operates a customer-friendly customer service and complaint handling system that covers all of its areas.

At every entry point of the corporation, customers can get information about the General Terms and Conditions of Use, the internal policy and the availabilities of the Supervision Bodies which can be contacted in case of a need for remedy.

The CEO of the corporation holds office hours every week, in the necessary duration, for which it is possible to check in by a prior telephone appointment and during which the customer has the opportunity to personally tell their observations or complaints. A written reply will be sent to the occurred problems after the investigation of the case.

Customers can record their observations or complaints in the Book of Customers and Guests placed at the entry points, furthermore, they can forward them by mail (or by e-mail), to which the corporation will always send a written reply in 15 days.

Guests can turn to any employees with a personal complaint. The contacted worker shall act at its own discretion or contact the head of the area, in order to take the necessary measures, respectively, to solve the problem.

Handling of cross-border complaints:

In case Hungarospa Co. rejects a consumer complaint submitted by a guests who has their place of residence outside of Hungary in an other Member State of the European Union, respectively, in Iceland or Norway, the guest (consumer) may turn also to the European Consumer Centre operated in the country of their residence, with their cross-border complaint, in order to try achieving an agreement or settlement between the parties. Guests can find the availabilities of the European Consumer Centre, operated in the country of residence at the EU website of the European Consumer Centres' Network at the following link: http://ec.europa.eu/consumers/ecc/index_en.htm.

We wish a pleasant stay, good health and lots of water experience for all our guests!

November, 2013