

GENERAL TERMS AND CONDITIONS

CLASSIC HOTEL*** BUDAPEST AND ITS AREA

PLEASE READ, MIND AND ACCEPT THE FOLLOWINGS

v.2017 – 06 – 15

RESERVATIONS

- Reservations are accepted by phone and must be confirmed by Reservations Department at least 24 hours prior of arrival
- Reservations are accepted via e-mail that sent to, and must be confirmed by Reservations Department at least 24 hours prior of arrival
- Reservations are accepted via the official website of the Operating Company Classic Hotel Kft (www.classichotel.hu) that are confirmed immediately by an automatic return mail
- Reservations are accepted via Online Travel Agencies official websites at least 24 hours prior arrival. Confirmations depends on methods of payments.
- Reservations are accepted through Hungarian or Worldwide Travel Agencies in written, and confirmed by Reservations Department at least 24 hours prior of arrival
- “Walkin Guest” are also accepted in exceptional cases. All incurred costs, fees, included VAT and city TAX must be paid on the spot at arrival.
- All reservations must be guaranteed by credit or debit card, or by pre-payment (cash, card or bank wire transfer)
- Please note when providing credit or debit card data Operating Company Classic Hotel Kft is allowed to pre-authorize procedure
- Please note that all pre-authorization procedures are made by POS terminals of Operating Company Classic Hotel Kft
- Please note that POS terminals are provided by the Hungarian OTP BANK NYRT
- Reservations are not accepted when invalid credit or debit card data are given
- Reservations are cancelled when bank wire transfer are not processed on requested time

CANCELLATION POLICY

- Cancellations are accepted only in written
- Cancellations are accepted until 12:00 am at least 3 (three) days prior of arrival
- Cancellations are not accepted when pre-paid and non-refundable reservations are processed
- Cancellations are not accepted when no-show
- Cancellations are in process when invalid credit or debit card data are given, or bank wire transfer are not processed on requested time
- Cancellations might be processed by Operating Company in exceptional cases, or due to technical problems, maintance, until 12:00 am at least 7 (seven) days prior of arrival
- Cancellation policies are might be different on the websites of every each of online travel agencies, wholesalers and its homepages

METHOD OF PAYMENTS

- Cash payments are accepted only on the spot
- Credit or debit card payments are accepted prior of arrival or on the spot
- American Express cards, Euro/Master cards, Visa cards are only accepted
- PayPal payment are accepted to payment@.....com (this MOP is in process)
- Bank transfer payments are accepted using the following bank account data:
Beneficiary IBAN for HUF payments: HU27 1174 2355 2144 8038 0000 0000
Beneficiary IBAN for EUR payments: HU09 1176 3426 7657 6889 0000 0000
Beneficiary BIC/SWIFT code: OTPVHUBH
Beneficiary name: CLASSIC HOTEL KFT
Beneficiary address: H-1118 Budapest, Zólyomi út 6.
Beneficiary Bank name: OTP BANK NYRT
Beneficiary bank address: H-2040 Budaors; Sport utca 2-4

INVOICING METHODS

- In case of a successfully processed full pre-payment, half-price pre-payment, or when a part of the whole price is successfully pre-paid an invoice must to be sent via e-mail.
- In case of cash payment on the spot an invoice must to be given
- Customer data must to be given before of invoicing
- Customer data can be modified after invoicing but within 30 days of payment

GUEST FEEDBACKS

- Uploading data is in process
- Uploading data is in process

GUEST COMPLAINTS

- Can be forwarded directly to OPERATING COMPANY: Classic Hotel Kft
VAT ID Nr: 12156610-2-43 / EU VAT ID Nr: HU12156610 Company Reg. Id. Nr: 01-09-560638
Address: 1118 Budapest, Zólyomi út 6. Tel.: +36 1 3197222 e-mail: info@clssichotel.hu
- Can be aslo forwarded to the MANAGEMENT COMPANY: i-Hotels Kft
VAT ID Nr.: 25114117-2-43 / EU VAT ID Nr: HU 25114117, company Re. Id. Nr.: 01-09-200433
Address: 1119 Budapest, Andor utca 21. fszt, Tel/Fax: +36 1 2466657, e-mail: office@i-hotels.hu
- Or can be forwarded to TRADING AUTHORITY:
Trading Authority of Budapest Főváros XI. kerület Újbuda Önkormányzat Polgármesteri Hivatal Jegyzője,
address: 1113 Budapest, Bocskay út 39-41., Tel/Fax +36 1 3724500
- Or can be forwarded to CONSUMER AFFAIRS AUTHORITY:
Európai Fogyasztóvédelmi Központ, address: 1088 Budapest, József körút 6., Tel.: +36 1 4594832, Fax.: +36 1 2102538, web: www.magyarefk.hu, e-mail: info@magyarefk.hu,
- Budapest Főváros Kormányhivatal XI. kerületi Népegészségügyi és Tisztiorvosi Szolgálat (ÁNTSZ)
Cím/address: 1111 Budapest, Budafoki út 59., Tel.: +36 1 2357050, +36 1 2357054, Fax.: +36 1 2357058,
email: nepegeszsegugy11@11kh.bfkh.gov.hu
- Budapest Főváros Kormányhivatala Hivatal Nemzeti Élelmiszerlánc-Biztonsági Hivatal, cím/address: H-1024 Budapest, Keleti Károly utca 24., Tel: +35 1 3369000, e-mail: felugyelet@nebih.gov.hu
- COURT OF ARBITRATION:
Budapest Főváros Békéltető Testülete, cím/address: 1016 Budapest, Krisztina körút 99., Tel.: +36 1 4882131, +36 1 4882186, e-mai.: bekelteto.testulet@bkik.hu

PERSONAL DATA HANDLING

(ALL PERSONAL DATA ARE KEPT CONFIDENTIAL)

- Uploading data is in process
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This General Terms and Condition is valid from June-15-2017 until it will be revoked, or until the publication of a new General Terms and Condition will be uploaded.

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