

GENERAL TERMS AND CONDITIONS CLASSIC HOTEL* BUDAPEST**

PLEASE READ. MIND AND ACCEPT THE FOLLOWINGS (v.15 – 04 – 2017)

Please be informed, and also understand that the original Hungarian version of this text has been translated by using a google translator software at www.translate.google.hu. so for this reason we do not take any responsibility for any translation mistakes, but we do really sorry for the caused any inconveniences.

RESERVATIONS FOR INDIVIDUALS

- 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

RESERVATIONS FOR GROUPS (15 OR MORE PERSONS) AND FOR EVENTS

- Reservations for groups or events are always accepted upon a prior agreement.
- 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
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- 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
- Reservations are canceled if the amount of the deposit does not arrive in time
- Reservations are canceled if modifications of events are not received until deadlines

CANCELLATION POLICY FOR INDIVIDUALS

- 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

CANCELLATION POLICY FOR GROUPS (15 OR MORE PERSONS) AND FOR EVENTS

- Cancellations are accepted only in written
- Cancellations are accepted until 12:00 am at least 21 (twenty-one) 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 are in process when 50% advance deposit are not transferred or received until final deadline
- Cancellations might be processed by Operating Company in exceptional cases, or due to technical problems, maintenance, 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
- Cancellation conditions and policies may be changed upon prior agreement or contract

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 settings procedure 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: OTPVHUHB
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 and test mode are in process.....
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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@classichotel.hu
- Can be also 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.magyarrefk.hu, e-mail: info@magyarrefk.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.: bekelto.testulet@bkik.hu

PERSONAL DATA HANDLING (ALL PERSONAL DATA ARE KEPT CONFIDENTIAL)

- For further information or data please read and learn more at www.classichotel.hu PRIVACY STATEMENT CLASSIC HOTEL *** BUDAPEST

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

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