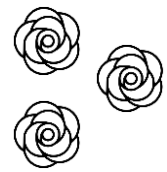




**HOTEL ROSE CITY \*\*\***  
**1024 Budapest, Rózsahegy u. 3/B,**  
**Tel: +36 30 3699497, +36 1 2495963**  
**info@hotelrosecity.en**



## **GENERAL TERMS AND CONDITIONS**

### **HOTEL ROSE CITY\*\*\* BUDAPEST**

PLEASE READ, ACKNOWLEDGE AND ACCEPT THE FOLLOWING  
(V.2024 - 03 - 12)

#### **BOOKINGS FOR INDIVIDUAL GUESTS**

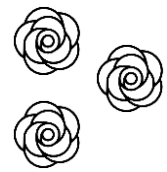
- Reservations are accepted by telephone and must be confirmed by reception or sales at least 24 hours before arrival.
- Reservations can be accepted by e-mail and must be confirmed by reception or sales at least 24 hours before arrival.
- Reservations can be made through the i- Hotel Kft ([www.hotelrosecity.hu](http://www.hotelrosecity.hu)) via the official website, subject to the conditions set out therein.
- Bookings can also be accepted via the official websites of online travel agencies at least 24 hours before arrival, but instant bookings are also possible in some cases. The possibilities for confirmations and cancellations also depend on the payment methods.
- Reservations are also accepted in writing through Hungarian online travel agencies or international online travel agencies, and confirmed by reception or sales at least 24 hours before arrival, or by an automatic confirmation sent by e-mail.
- Walk-in Guests are also welcome in exceptional cases, subject to availability. All costs and charges, including VAT and city taxes, must be paid on arrival.
- All reservations must be secured (guaranteed) by credit or debit card or prepayment (money, card or bank transfer)
- Please note that you will be required to provide credit or debit card details, which are used and stored according to a strict set of rules. The Operator i-Hotels Kft is entitled to pre-authorise the card details provided or to initiate a pre-payment for non-refundable (non-ref) bookings, under strictly regulated conditions.
- Please note that all pre-authorisation or pre-payment procedures are carried out by the Operator i-Hotels Kft and its staff.
- Please note that the POS terminals are provided by the Hungarian OTP BANK NYRT
- Reservations will not be accepted for invalid credit or debit card details
- Reservations are cancelled when the bank transfer is not made within the required time

#### **RESERVATIONS FOR GROUP BOOKINGS (OVER 15 PEOPLE) AND EVENTS**

- Group or event bookings are always accepted on a case-by-case basis and by prior arrangement.
- Reservations are accepted in writing only, by e-mail or post, and must be confirmed in writing by the reception or sales staff.
- Reservations are made through the i-Hotels Kft. operated by the Operator ([www.hotelrosecity.hu](http://www.hotelrosecity.hu)) via the official website, subject to the conditions set out therein.
- Bookings can also be accepted via the official websites of online travel agencies at least 24 hours before arrival, but instant bookings are also possible in some cases.
- Bookings are also accepted in writing through Hungarian online travel agencies or international online travel agencies, and confirmed by reception or sales at least 24 hours before arrival, or by an automatic confirmation response message.
- Walk-in guests are also welcome in exceptional cases, subject to availability. All costs and charges, including VAT and city taxes, must be paid on arrival.



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- All reservations must be secured (guaranteed) by credit or debit card or prepayment (money, card or bank transfer)
- In any case, 50% of the total amount of the reservation, regardless of the total amount, must be paid in advance within 5 days of booking.
- Please note that you will be required to provide credit or debit card details, which are used and stored according to a strict set of rules. The Operator i-Hotels Kft. is entitled to pre-authorise the card details provided, or they can also initiate a pre-payment for non-refundable (non-ref) bookings, under strictly regulated conditions.
- Please note that all pre-authorisation or pre-payment procedures are carried out by the Operator i-Hotels Kft and its staff.
- Please note that the POS terminals are provided by the Hungarian OTP BANK NYRT
- Reservations will not be accepted for invalid credit or debit card details
- Reservations are cancelled when the bank transfer is not made within the required time
- Reservations will be cancelled if the deposit is not received on time
- Reservations will be cancelled if no changes to the deadlines are received, in particular for events

### **CANCELLATION CONDITIONS FOR INDIVIDUAL GUESTS**

- Cancellations will only be accepted in writing
- Cancellation is possible at least 1 (one) day before arrival
- Cancellation is not accepted for prepaid and non-refundable (non-ref) bookings (100% penalty)
- Cancellation not accepted if the guest does not show up (100% penalty)
- Cancellations will be made if invalid or incorrect credit or debit card details have been provided, or if the bank transfer is not made within the required timeframe
- In exceptional and strictly exceptional cases, or due to technical problems, maintenance or force majeure, cancellations may be cancelled by the Service Provider at least 7 (seven) days prior to arrival, except for prepaid and non-refundable (non-refundable) bookings.
- The cancellation terms may differ between online travel agencies, wholesalers and their websites, and between the Service Provider's own website

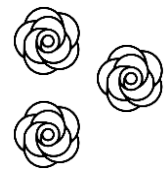
### **CANCELLATION CONDITIONS FOR GROUPS (OVER 15 PEOPLE)**

- Cancellations will only be accepted in writing
- Cancellation is possible at least 21 (twenty-one) days before arrival
- Cancellation is not accepted for prepaid and non-refundable (non-ref) bookings (100% penalty)
- Cancellation not accepted if the guest does not show up (100% penalty)
- Cancellations will be made if invalid or incorrect credit or debit card details have been provided, or if the bank transfer is not made within the required timeframe
- Cancellations will be made if the minimum 50% deposit requested in advance is not paid on time according to the fee request
- In exceptional and strictly exceptional cases, or due to technical problems, maintenance or force majeure, cancellations may be cancelled by the Service Provider at least 7 (seven) days prior to arrival, except for prepaid and non-refundable (non-refundable) bookings.
- The cancellation terms may differ between online travel agencies, wholesalers and their websites, and between the Service Provider's own website
- Cancellation conditions may vary for individual assessments and contracts

### **PAYMENT OPTIONS**



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- Cash payment only available on the spot
- Credit or debit card payments can be made either before arrival or on the spot
- Acceptance of American Express cards, Euro / Master cards, Visa cards, OTP SZÉP, K&H SZÉP, MKB SZÉP cards is allowed
- PayPal payment method is being set up
- You can prepay your reservation via the Simple Pay service of OTP Bank Nyrt.
- Bank transfers are paid using the following bank account details:
  - Beneficiary IBAN for payments in HUF: (HU74) 1174 2355 2000 3579 0000 0000
  - Beneficiary IBAN for EUR payments: (HU37 1176 3426 6921 0886 0000 0000
  - Beneficiary BIC / SWIFT code: OTPVHUHB
  - Beneficiary name: I-HOTELS KFT
  - Beneficiary's address: H-1119 Budapest, Andor u 21./C., fszt. 1.
  - Beneficiary Bank Name: OTP BANK NYRT
  - Beneficiary bank address: H-2040 Budaörs; Sport Street 2-4

## **PAYMENT METHODS**

- In the case of a successfully processed full prepayment, half-price prepayment, or if part of the full price is successfully prepaid, the invoice will be sent by e-mail (e-invoice), but a printed copy will also be handed over or posted on arrival
- Cash on the spot payment is invoiced immediately
- Customer details must be provided at the time of booking, before billing
- In case of group bookings, the deposit must be paid on the basis of a fee request or an advance invoice
- A final invoice is issued for the amount paid on the basis of the fee claim or advance invoice when the full amount is paid

## **GUEST REVIEWS**

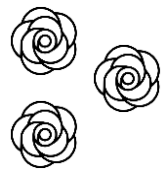
- Our guests can leave review on our partners' system where the booking made after their stay
- After bookings on our own website, the system for guest reviews is being developed
- Guest reviews are constantly followed and monitored
- Based on guest reviews, we identify errors and constantly correct them

## **COMPLAINT HANDLING**

- The relevant data and information can be found at [www.hotelrosecity.hu](http://www.hotelrosecity.hu) in the basic principles and rules set out in the Complaint Handling Regulations, which are also displayed on our website.
- You can contact directly the representative of the Operating Company: i-Hotels Kft., VAT identification number: 25114117-2-43 / EU VAT number: HU 25114117, company Re. Id. No.: 01-09-200433, Address: 1119 Budapest, Andor utca 21. fszt, Tel / Fax: +36 1 2466657, e-mail: [office@i-hotels.en](mailto:office@i-hotels.en)
  - or forward to the responsible Authority:
- Budapest Capital II. District Municipality Clerk of the Mayor's Office, 1024 Budapest, Mechwart liget 1, postal address: 1277 Budapest, Pf.: 21., Tel / Fax +36 1 346-5600
- Consumer Protection Authority: European Consumer Protection Center, 1088 Budapest, József körút 6., Tel.: +36 1 4594832, Fax: +36 1 2102538, web: [www.magyarrefk.hu](http://www.magyarrefk.hu), e-mail: [info@magyarrefk.hu](mailto:info@magyarrefk.hu),



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- Budapest Capital City Government Office II. District Office Public Health and Medical Officer Service (ÁNTSZ) Address / address: 1035 Váradi Sándor utca 15., Tel.: +36 1 2502110, +36 1 2124730, Fax .: +36 1 2357058, email: nepegyszsegugy02@05kh.bfkh.gov .en
- Budapest Metropolitan Government Office, 1024 Budapest, Keleti Károly utca 24, Tel.: +35 1 3369000, e-mail: felugyelet@nebih.gov.
- ARBITRATION COURT: Conciliation Board of Budapest Capital City, address / address: 1016 Budapest, Krisztina körút 99., Tel .: +36 1 4882131, +36 1 4882186, e-mail: bekelteto.testulet@bkik.en

**PERSONAL DATA PROCESSING (ALL PERSONAL DATA PROVIDED TO US WILL BE TREATED IN STRICT CONFIDENCE)**

- The relevant information can be found at [www.hotelrosecity.hu](http://www.hotelrosecity.hu)
- You can find out more about our privacy policy in our Privacy Policy and in the Legal Notice also published on our website.

**The General Terms and Conditions (GTC) above are valid from 2024 - 03 - 12 days until revoked or until new General Terms and Conditions (GTC) are published on our website.**

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