GENERAL TERMS AND CONDITIONS

These general terms and conditions are effective from: 10.12. 2025 (hereinafter referred to as: GTC).

I. General provisions

1. Details of the service provider of the website available under the domain www.nnhotel.hu (hereinafter referred to as: Service Provider):

1.1. Company name: Lombard Gold Zártkórűen Működő Részvénytársaság
1.2. Abbreviated name: Lombard Gold Zrt.
Registered office: 1196 Budapest, Ady Endre út 97-99. 3rd floor, building E. ground floor. 4th door
Company registration number: 01-10-142323
Registered court of registration: Metropolitan Court of Registration
Tax number: 32261754-2-43
Customer service e-mail address: info@nnhotel.hu Telephone: +36 70 555 0265
Website internet address: www.nnhotel.hu
Chamber membership: Hungarian Chamber of Commerce and Industry

2. Name of the website hosting provider: MediaCenter Hungary Kft. (hereinafter referred to as: Hosting provider)
Hosting provider registered office: 6000 Kecskemét, Erkel Ferenc utca 5.
Hosting provider web address: https://www.mediacenter.hu Telephone: +36 21 201 0505
E-mail: mediacenter@mediacenter.hu

3. By accepting these GTC, you agree to 45/2014. (II.26.) Government Decree (hereinafter: Government Decree) pursuant to Section 12, you agree that the Service Provider will provide you with the information required by Section 11 (1) of the Government Decree not on paper, but on another durable data medium, i.e. in .pdf format.

4. The Service Provider provides accommodation services to the customer at the NN Boutique Hotel, located at 18 Tiszavirág utca, 3580 Tiszaújváros, operated by it. The Service Provider provides accommodation services via the Website, i.e. you have the opportunity to book a room or rooms via the Website (hereinafter: Service).

5. In addition to the accommodation service (Service), you can also use the following services at the NN Boutique Hotel:
5.1. event, conference, meeting, team building,
5.2. electric car charging,
5.3. food and beverage service,
5.4. on-site service for photography,
5.5. and all services included in the website.

Since events can also be held at the NN Boutique Hotel, the following may participate in the given event: DJ, decorator, cameraman, and other service providers. The Service Provider excludes liability for any activities that are not provided by the Service Provider, but by other service providers.

6. Detailed information regarding the services specified in Section I./5. of these GTC can be found on the Website.

7. Natural persons and legal entities using the Service are considered guests (hereinafter referred to as: Guest).

8. These GTC define the terms and conditions of the contract between the Service Provider and the Guest (hereinafter referred to as the “Parties”) regarding the Service, as well as the rights and obligations arising between the Parties.

9. In the event of ordering the Service, the Guest enters into a service relationship with the Service Provider. Based on the foregoing, the order for the Service is a contract between the Service Provider and the Guest, in which the Service Provider undertakes to provide the Service, and the Guest pays the consideration for the Service.

10. The contract between the Service Provider and the Guest is concluded for the provision of the Service (fixed-term contract).

11. If the Guest places the order for the Service directly with the Service Provider, the Guest will be the Contracting Party. If the order for the Service is placed by a third party (hereinafter referred to as the Agent) on behalf of the Guest, the terms of cooperation are regulated by the agreement between the Service Provider and the Agent. In this case, the Service Provider is not obliged to check whether the third party legally represents the Guest.

12. The Service Provider is in contact with the following accommodation intermediaries: Booking, Szállás.hu (hereinafter referred to as the Accommodation Agents). The Service Provider reserves the right to modify the list of Accommodation Agents.

13. The Service Provider states that individual conditions do not form part of these GTC, but do not exclude the conclusion of separate, special agreements with travel agents, organizers, sometimes with different conditions appropriate to the given business.

14. According to Act V of 2013 on the Civil Code, a consumer is a natural person acting outside the scope of his profession, independent occupation or business activity.
Based on the above, the Guest can be both a consumer and a non-consumer. In these GTC, the provisions that apply to both consumers and non-consumers are considered to be the Guest, and where the provisions apply exclusively to consumers, the user is the consumer (hereinafter referred to as: Consumer or Consumers).

15. The Service Provider is not a signatory to the code of conduct under the Act on the Prohibition of Unfair Commercial Practices Against Consumers and has not submitted to it.

II. Language of the contract, form of the contract

1. The present GTC The language of contracts subject to the scope of the General Terms and Conditions is Hungarian.

2. Contracts subject to the scope of these General Terms and Conditions are not considered written contracts; they are filed electronically by the Service Provider. The contract includes the order, the order confirmation, and the General Terms and Conditions in effect at the time of the order.

3. A verbal reservation, agreement, modification, or verbal confirmation thereof by the Service Provider does not have the value of a contract.

III. Limitations of the Service Provider's service

1. The Guest acknowledges that due to the characteristics of the Internet, the continuous operation of the Website may be interrupted despite the Service Provider's prior knowledge and intention. Accordingly, the Service Provider does not guarantee the error-free and uninterrupted operation of the Service and the related website, or that access to the service will be continuous or error-free. The Service means the services available on the Website.

IV. Liability of the Service Provider

1. The Service Provider is only liable for damages caused by intentional or grossly negligent errors attributable to it. The extent of liability may not exceed the value of the transaction involving the use of the Service.

2. The Service Provider assumes liability for any damage suffered by the Guest within its facilities that occurred due to the intentional error of the Service Provider or its employees.

3. The Service Provider’s liability does not extend to those damage events:
3.1. which occurred due to an unforeseeable, unavoidable cause beyond the control of the Service Provider’s employees and Guests at the time of conclusion of the contract, and it could not have been expected that the Service Provider would have avoided this circumstance or averted the damage, or
3.2. which the Guest caused himself.

4. The Service Provider may designate areas in the hotel where Guests are not permitted to enter. The Service Provider is not liable for any damage or injury that may occur in such areas.

5. The Service Provider is only liable for valuables, other important documents (e.g. personal documents), securities and cash if the item was expressly taken over for safekeeping or the damage occurred for a reason for which it is liable under the general rules. In this case, the burden of proof lies with the Guest.

6. The Guest acknowledges that the Service Provider is not liable for any damage or misuse that occurs during or as a result of payment by bank card.

7. The Service Provider acts with the utmost care in relation to the handling and storage of personal data. However, the Internet and IT are an environment where the Service Provider is not liable for or excludes any damage caused by unavoidable attacks that occur despite the greatest possible care.

8. The Service Provider excludes liability for any damage caused by the contractual or illegal activity or omission of the Guest or a third party.

9. The Service Provider is not liable for any errors that may arise during bank payments.

10. The Parties apply the provisions of Act V of 2013 on the Civil Code (hereinafter: the Civil Code) regarding liability for damage.

V. Operation of digital data content, technical protection measures

1. The availability of the servers providing the data is above 99.9% per year. You can find out more information about the operation of the digital data content and the applicable technical protection measures on the Hosting Service Provider’s website.

VI. Registration, Guest data

1. The Guest does not need to register to order the Service on the Website.

2. The Guest is required to provide some personal data when ordering the Service on the Website (e.g. name, address, telephone number, e-mail address). The Guest is fully responsible for the order and other activities with the data provided by him. The Guest undertakes to immediately notify the Service Provider in the event of any unauthorized use of his data or any other breach of security.

3. The Guest declares and is responsible for providing his real data on the Website. The Service Provider excludes liability for any damage resulting from providing incorrect, incorrect or false data or e-mail address provided during the order. The Guest accepts that the Service Provider will perform and issue an invoice to the Guest in accordance with the data provided by the Guest in the event of online payment. Please notify the Service Provider immediately if any changes occur to your data. The Service Provider is entitled to delete obviously incorrect or false data, and in case of doubt, is entitled to verify the authenticity of the Guest.

4. The Service Provider reserves the right to refuse the Guest's order in justified cases, especially in the event of providing false or incomplete data or any abuse of the Website.

5. If If you order a Service for a third party on the Website, we inform you that the customer is responsible for the fact that the third party has given the Service Provider their consent to process the third party's data in connection with the order.

VII. Information on the Service Fee

1. The Website contains complete information about the Service and its fee, in gross form, with reference to the legal Hungarian currency. The price of the Service includes the VAT payable in each case. However, the Service fee does not include the tourist tax, which must be paid on site. The Service Provider shall pass on any additional charges due to changes in the effective tax law (VAT, IFA) to the Guest, with prior notice. The Service Provider reserves the right to determine the fees in euros, however, the Service Provider shall also ensure payment in forints in this case. Euro price definition: daily euro exchange rate on the day of the order confirmation with contractual value.

2. The Service fee includes certain additional services. You will receive more information about the additional services during the order process.

3. If the Guest and the customer are different, the obligation to pay the fee for the Service is joint and several towards the Service Provider.

4. Current offers, discounts, promotions are announced on the Website.

5. The Service Provider may change the prices displayed on the Website without prior notice. If the Guest has booked an accommodation and the Service Provider has confirmed it in writing, the Service Provider may not change the price already confirmed.

6. The Service Provider does not apply contracts for an indefinite period or flat-rate contracts. The amount of the consideration includes all costs related to the given order (except: tourist tax).

7. The Website may not charge any other fees for the Internet, mobile or other electronic connection of the device used to place the order (mobile phone, telephone, computer with internet connection, tablet, etc.), or for the special payment method (e.g. mobile payment) other than the fee of the telecommunications service provider based on the Guest's individual subscription or other contract. The Operator does not apply premium-rate services.

VIII. Procedure for ordering the Service, payment terms

1. You can book a room online, i.e. order the Service, on the Website under the "Booking" menu item. Furthermore, you can choose from various package offers under the "NN Boutique Hotel Package Offers" menu item on the Website. NN Boutique Hotel also has a Facebook page. The Facebook page redirects the Guest to the Website.

2. On the Website, you have the opportunity to select the arrival and departure times, as well as the rooms and the number of people on the "Booking" interface. After that, by clicking the "Continue" button, you will arrive at the "Room Selection" interface. After selecting the room, you will arrive at the "Extra Services" interface, where you have the opportunity to use extra services for an additional fee. By clicking the "Continue" button, you will arrive at the "Data Entry" interface, where you must enter your personal data (name, address, telephone number, e-mail address). The "Data Entry" interface contains the amount to be paid, which is the amount corresponding to 100% of the booked room (hereinafter: Service Fee). Except for Tourist Tax.

3. To pay the Amount, you can choose from the following payment methods during the ordering process:
3.1. bank transfer,
3.2. SZÉP card transfer,
3.3. bank card guarantee,
3.4. bank or credit card payment, as well as via Simple Pay.
Accepted card types: Maestro, Mastercard, Visa.

4. If it is necessary to correct the data, the Guest can do so without any restrictions until he clicks the "Finalize Booking" button. By clicking the "Finalize Booking" button, an order with a payment

obligation is created, and by pressing the “Finalize Booking” button, he accepts the terms of the contract for the Service, as well as the provisions of these GTC. After sending the order, you have the opportunity to correct the data entry errors in the following way: send the correction of the data entry errors to the Service Provider’s e-mail address (info@nnhotel.hu) within 24 hours of sending the order.

5. Bank transfer option for payment of the Amount:

5.1. If you have chosen to pay the Amount by Bank Transfer or SZÉP Card, then after placing the order, the Service Provider will first send you a confirmation (hereinafter referred to as: Confirmation). The Confirmation is a confirmation or advance payment request letter that records the submission of the order and contains information related to the transfer. The Confirmation does not constitute the conclusion of a contract between the Parties. Therefore, the automatic confirmation is actually indicates that your order has been received by the Operator.
5.2. You are obliged to pay the amount of the Service within 24 hours of sending the order.
5.3. The contract between the Parties is concluded after the payment of the Service by the receipt of a second confirmation e-mail (hereinafter referred to as the Contractual Confirmation). After the payment of the Advance Payment, the Service Provider will send the confirmation e-mail (Contractual Confirmation) to the Customer within 48 hours of sending the order.
The Contractual Confirmation contains the fee for the Service, the content of the ordered Service, information on the cancellation of the Service, and the GTC (in .pdf format).

6. Bank card guarantee choice for payment of the Service:

6.1. The contract between the Parties is concluded upon receipt of the order confirmation e-mail, and the Website sends the confirmation e-mail within 48 hours after the Guest places the order. The confirmation e-mail contains the fee for the Service, the content of the Service, information on cancellation of the Service, and the GTC (in .pdf format). In this case, the contract between the Parties is concluded with the confirmation e-mail.

7. The Service Provider sends the confirmation e-mail confirming the order, as specified in Sections VIII./5. and 6. of these GTC, to the e-mail address provided by the Guest. If the Guest provides an incorrect e-mail address, the Guest shall be liable for any damage resulting from this, and the Service Provider shall be excluded from liability.

8. If the Guest does not receive the Confirmation specified in Section VIII./5. of these GTC or the Contractual Confirmation and the confirmation e-mail specified in Section 6. within 48 hours of the purchase, the reason for this may be a technical or other connection error. In this case, please do not repeat the transaction, but contact the Service Provider's Customer Service immediately (the contact details of the Customer Service can be found at the beginning of the GTC). The Customer Service will remedy the problem.

9. If for any reason the Guest does not receive the Confirmation specified in Section VIII./5. of these GTC or the Contractual Confirmation and the confirmation e-mail specified in Section 6. of their order within 48 hours, the Guest is released from the obligation to make an offer, i.e. they are no longer bound by their order and are not obliged to pay for it. If you have already paid for your order, the Service Provider will refund the amount to you immediately, but no later than within 30 days.

10. Selecting the Service does not oblige the Guest. If you do not complete the ordering process, the selected Service will be deleted and the previously selected Service will become available to other users of the Website again.

IX. Method of payment for the Service

1. You have the following options for paying for the Service:
a. bank transfer: to guarantee the reservation, the Advance Payment is required, for which the Service Provider will send the Advance Payment Request Letter together with the confirmation so that you can initiate the transfer
b. SZÉP card transfer: to guarantee the reservation, the Advance Payment is required, for which the Service Provider will send the Advance Payment Request Letter together with the confirmation so that you can initiate the transfer
c. bank card guarantee: you can also guarantee your reservation by dictating your bank card details (card owner, number, validity, CVV or CVC code - the 3-digit code in the upper right corner of the signature panel). If you would like to dictate the details by phone, please inform the Service Provider and the Service Provider will call you back. The card details are only needed to guarantee the reservation, the Service Provider will not pre-charge the card. If the Guest does not arrive on the day of arrival ("no-show") and the reservation has not been canceled in advance, the penalty specified in the cancellation conditions will be charged.
d. by bank or credit card payment, and using Simple Pay: to guarantee the reservation, the Advance Payment is required, which can be settled by bank or credit card instant payment, and using Simple Pay. Accepted card types: Maestro, Mastercard, Visa.

2. The remaining part of the Service, consumption and the Tourist Tax (IFA) must be paid by the Guest upon departure either in cash, by credit card, by bank or credit card, or via Apple Pay.

3. If the Guest has paid the Service fee in full and checked out of NN Boutique Hotel, the Service Provider will then provide the Guest with a paper invoice.

4. The Guest's departure without payment may result in a police report. In the event of the Guest's departure without payment, the Service Provider will enforce its claim against the Guest through legal means, the costs of which will be charged to the Guest. If the Guest is unable to pay the Service fee, the Service Provider will If the Guest does not fulfill his/her obligation in full, the Service Provider shall have a lien on the personal property of the Guest that he/she brought with him/her to the NN Boutique Hotel to secure his/her claims.

5. The Service Provider shall debit the amount of the subsequently incurred and unpaid fee from the Guest's bank card.

X. Cancellation conditions

1. Cancellation conditions in the case of a Guest (e.g. a company):
1.1. The Guest shall immediately notify the Service Provider of the cancellation of the Service and confirm it in writing. The provisions of the contract cannot be cancelled without penalty after the conclusion of the contract. If the ordered Service is cancelled after the conclusion of the contract, the

following penalty will be invoiced (the penalty is due on the day of cancellation of the Service, or in the absence thereof on the first day of the ordered Service):
▪ Between 30-15 calendar days: 30% of the total value of the ordered Service
▪ Between 14-8 calendar days: 50% of the total value of the ordered Service,
▪ Between 7-3 calendar days: 90% of the total value of the ordered Service,
▪ Within 2 calendar days or in case of no show: 100% of the total value of the ordered Service.
1.2. Ordered meals can be modified or cancelled without penalty up to 72 hours before the use of the Service. The meal times to be taken into account for this determination are 11:00 for lunch and 17:00 for dinner, regardless of the time of the ordered Service.

2. Cancellation conditions In the case of a consumer:
2.1. The prices displayed on the website and in other information materials are the informational accommodation and service prices provided by the hotel. However, the price received in the voucher or confirmation applies to the guest. The prices and services included in the voucher constitute the terms of the contract. The accommodation provider is entitled to change the terms and conditions provided by it in the event of a Major Event.
2.2. - The guest is entitled to cancel the reservation 72 hours before arrival without penalty.
2.3. - In case of cancellation within 72 hours, the hotel will charge 50% of the reservation.
2.4. - In case of cancellation within 24 hours or no-show, the hotel will charge the full amount.
2.5.
2.6. Please send your cancellation by e-mail to info@nnhotel.hu. The cancellation date is determined by the time the e-mail is sent. In the case of cancellations by larger groups, an individual cancellation fee can be negotiated. The accommodation (accommodation provider) does not charge a cancellation fee to the guest in the following cases: death in the family; the guest or his/her relative requires hospital care; in the event of a serious illness; in the event of a natural disaster. After any of the above cases, the guest is obliged to notify the accommodation provider in writing within 3 days at the latest and must prove the occurrence of the event. The General Terms and Conditions are an inseparable part of the reservation and the voucher.
XI. Other information related to the Service

1. The Guest can book the reserved room from 2:00 p.m. on the day of arrival, and the room is available to the Guest until 10:00 a.m. on the day of departure. In case of earlier arrival or later travel, the Service Provider can provide a luggage room (depending on the occupancy of the previous and next day, the rooms may be made available earlier, but this will only be definitively determined on the day of arrival). If the Guest does not arrive on the day of arrival and is not available by phone or e-mail, the Service Provider will reserve the room for the Guest for 24 hours. If the Guest does not appear to occupy the room within 24 hours of the arrival date, the Service Provider has the right to withdraw from the contract, unless a later arrival date has been agreed.

2. In the case of accommodation services, if the Guest permanently leaves the NN Boutique Hotel before the end of the specified period, the Service Provider is entitled to the full price of the Service, depending on the occupancy, unless otherwise agreed. The Service Provider is entitled to resell the room or rooms that become vacant before the end of the specified period.

3. The prior consent of the Service Provider is required for the extension of the Service initiated by the Guest. In this case, the Service Provider may stipulate the reimbursement of the fee for the service already provided, and the Guest is also obliged to pay the consideration for the extension.

4. If the Service Provider is unable to provide the Service due to its own fault (e.g. overbooking, temporary operational problems, etc.), the Service Provider is obliged to arrange for the Guest's accommodation immediately. The Service Provider is obliged to provide/offer the Service at the price confirmed therein, for the period stipulated therein - or until the impediment ceases - in another accommodation of the same or higher category. All additional costs of providing the replacement accommodation are borne by the Service Provider.

5. If the Service is If the Guest falls ill and is unable to act in his/her own best interests, the Service Provider offers medical assistance. In the event of the Guest's illness/death, the Service Provider shall claim compensation from the relative, heir or bill payer of the sick/deceased person; for any medical and procedural costs, the cost of services used prior to death, and any damage to equipment and furnishings caused by the illness/death.

XII. Guest's rights

1- The Guest is entitled to the intended use of the ordered room and those facilities of the NN Boutique Hotel that are included in the standard range of services and are not subject to special conditions.

2- The Guest's vehicles can park free of charge in the parking lot of the NN Boutique Hotel. The Service Provider excludes liability for any damage to vehicles parked in the parking lot and the objects placed therein (including, for example, but not limited to: breaking into the vehicle and the theft of any object in the vehicle; theft of the vehicle; damage caused by natural phenomena).

XIII. Guest obligations, rules of conduct

1. A dress code is in effect at the NN Boutique Hotel Restaurant. Shorts, Bermuda shorts, swimsuits, robes, or clothing that covers less than this may not be worn at the NN Boutique Hotel Restaurant.

2. The Guest is obliged to use the room and the facility provided to him or her for their intended purpose. The Guest is obliged to compensate for any damage resulting from improper use.

3. The Guest is obliged to vacate his or her room by 10:00 on the day indicated as the departure date upon check-in.

4. The Guest is obliged to pay the full price for the Service.

5. The Guest is obliged to ensure that children under the age of 14 under his/her responsibility are only under adult supervision at the NN Boutique Hotel.

6. In the interest of the peace of other Guests, it is prohibited to make noise after 10:00 PM in the area within the NN Boutique Hotel and on the terraces, including watching television or listening to music at a disturbing volume in the rooms, which the hotel staff is responsible for. The Guest is obliged to comply with the above.

7. The Guest is obliged to throw away the garbage in the garbage containers located in the area of the NN Boutique Hotel and in the rooms. It is prohibited to remove or move furniture from the room or the building.

8. The Guest may use the equipment and facilities on the premises of the NN Boutique Hotel exclusively at his own risk, subject to the mandatory compliance with the posted usage/handling instructions.

9. Pursuant to Act XLII of 1999 on the Protection of Non-Smokers and Certain Rules on the Consumption and Distribution of Tobacco Products, smoking is prohibited in the closed rooms (including guest rooms) and public areas of the hotel. Signs calling attention to the obligation to comply with the referenced legislation have been placed by NN Boutique Hotel in the areas prescribed by the legislation. NN Boutique Hotel employees are entitled to warn the Guest and any other person staying on the premises of the NN Boutique Hotel to comply with the legislation and to cease unlawful conduct. The Guest and any person staying on the premises of the NN Boutique Hotel are obliged to comply with the legislation and to comply with any notice. If the Service Provider is fined by the competent authority based on the cited legislation due to the unlawful conduct of any Guest or other person staying on the premises of the NN Boutique Hotel, the Service Provider reserves the right to transfer the amount of the fine to the person who committed the unlawful conduct or to demand payment from him/her.

10. Guests who use the rooms and the common equipment and furnishings of the NN Boutique Hotel are jointly and severally liable for any damage caused during improper use.

11. The Guest must immediately report the damage to the NN Boutique Hotel and provide all necessary information to the NN Boutique Hotel, which is necessary to clarify the circumstances of the damage, or possibly to file a police report/police procedure.

12. The Guest expressly acknowledges that NN Boutique Hotel operates a closed-circuit camera system in the common areas (except for changing rooms, restrooms, but including the car park and external areas directly belonging to the hotel) for property protection reasons, the recordings of which will be deleted in accordance with the relevant legal provisions.

XIV. Refusal by the Service Provider to fulfill the contract between the Parties, termination of the service obligation

1. The Service Provider is entitled to terminate the contract for the Service with immediate effect, thus refusing to provide the Service, if (non-exhaustive list):
1.1. the Guest does not use the room or facility provided for the purpose intended
1.2. the Guest does not vacate his/her room by 11:00 on the day indicated as the departure date upon check-in and the Service Provider has not previously agreed to extend the stay;
1.3. the Guest behaves in a manner that is objectionable to the safety, order, and employees of the accommodation, is rude, is under the influence of alcohol or drugs, exhibits threatening, offensive, or other unacceptable behavior
1.4. the Guest suffers from an infectious disease

2. If the Service Provider terminates the contract with immediate effect in the cases specified in Section XIII./1. of these GTC, the amount of the Advance Payment paid by the Guest is not refundable and the Guest is obliged to pay the full amount of the Service.

3. Force Majeure:
3.1. Definition: an event that is beyond the reasonable control of the Parties, in particular a strike, labor blockade or other industrial action of a third party, riot, riot, demonstration, terrorist attack or threat thereof, war, threat of war or preparation for it, fire, explosion, storm, flood, earthquake, landslide, epidemic or epidemic restriction (e.g. curfew, state, governmental, official measure) or other natural disaster.
3.2. Neither party is liable for the non-performance or defective performance of its obligations under the contract if it is caused by a Force Majeure event. In the event of a Force Majeure event, the affected party is obliged to notify the other party in writing immediately.
3.3. Force Majeure shall exempt any party from the performance of its obligations under the contract as long as this reason or circumstance exists.
3.4. The Parties agree that they will do everything in their power to minimize the possibility of these causes and circumstances occurring and to repair any damage or delay caused by them as soon as possible.
3.5. Within 1 year after the termination of the Force Majeure, the Guest may use the amount of the service paid up to that point (as a framework amount) and book a new date, so the Service Provider is not obliged to refund the Guest the amount of the Advance Payment already paid, but provides the Guest with the opportunity to use it. In this case, the Service Provider reserves the right to deviate from the fee at the time of use of the Service and to unilaterally modify the amount of the fee.

XV. Unilateral modification of the content of the GTC

1. The Webstore reserves the right to modify these GTC pursuant to Section 6:191. (4) of Act V of 2013 on the Civil Code. The initial temporal validity of the GTC is indicated by the date under the title at the top of the page.

2. The modification of the GTC is indicated separately on the Website. Please notify our Website within 15 days if you do not wish to accept the modified GTC. If you do not notify us within 15 days, you will be deemed to have accepted the modified GTC. If you notify us within 15 days that you do not wish to accept the modified GTC, we will acknowledge this, but we will inform you that you will then be unable to use the services of the Website. The GTC may only be amended for good reason, which may mean a significant change in the operation of the Website, a change in legislation, an official decision, promotions, new services, etc., however, the Service fee is an exception to this, as the Service Provider may amend the Service fee at any time via the Website.
XVI. Right of withdrawal, termination

1. In the case of consumers: The Service provided by the Service Provider is not covered by the right of withdrawal and termination pursuant to Section 29 (1) paragraph l) of Government Decree 45/2014. (II. 26.) on the detailed rules of contracts between consumers and businesses, i.e. the Consumer is not entitled to the right of withdrawal and termination pursuant to the Government Decree.

2. In the case of a guest: the provisions of Act V of 2013 on the Civil Code shall govern the withdrawal and termination.

XVII. Copyright

1. The Website is protected by copyright. The Service Provider is the copyright holder or authorized user of all content displayed on the Website that does not originate from users, any copyrighted work, or other intellectual creations (including, among others, all graphics and other materials, the layout and editing of the Website interface, the software and other solutions used, ideas, implementation).

2. The Service Provider is entitled to use all trademarks (brand names, logos, etc.) that do not originate from users on the Website. The use of the Website or any provision of the GTC does not grant the user the right to use or exploit any trade name or trademark on the Website.

3. The display of the Website, the temporary reproduction necessary for this purpose and the making of copies for private purposes beyond this, these intellectual works may not be used or utilized in any other form without the prior written permission of the Service Provider.

XVIII. Warranty

1. The warranty of conformity to which the Guest is entitled shall be governed by the provisions of Act V of 2013 on the Civil Code.

2. We can inform you about the warranty of conformity as a right of the Consumer as follows:

2.1. Warranty of conformity essentially means that in the event of ordering the Service, the Service Provider is liable for the defect of the Service. So, if the Service Provider performs the Service incorrectly, the Consumer is entitled to a warranty of conformity in accordance with the nature of the Service.

2.2. In which cases can you exercise your warranty of conformity right?
In the event of defective performance by the Service Provider, you may assert a warranty claim against the Service Provider in accordance with the provisions of the Civil Code.

2.3. What rights do you have based on your warranty claim?
You may - at your choice - exercise the following warranty claims:
You may request repair or replacement, unless the fulfillment of the claim you have chosen is impossible or would entail disproportionate additional costs for the Service Provider compared to the fulfillment of your other claim. If you did not or could not request repair or replacement, you may request a proportionate reduction in the consideration or you may repair the defect yourself at the Service Provider's expense or have someone else repair it.
You may also switch from your chosen warranty right to another, but you will bear the cost of the switch, unless it was justified or the Service Provider gave a reason for it.

2.4. Within what time limit can you assert your warranty claim?

You are obliged to notify the defect immediately after its discovery, but no later than within two months of the discovery of the defect. However, we would like to draw your attention to the fact that you can no longer assert your warranty rights beyond the two-year limitation period from the performance of the contract.

2.5. Against whom can you assert your warranty claim?
You can assert your warranty claim against the Service Provider.

2.6. What other conditions are there for asserting your warranty rights?
There are no other conditions for asserting your warranty claim within six months of the performance, other than the notification of the defect, if you prove that the Service was provided by the Service Provider. However, after six months from the date of performance, you are obliged to prove that the defect you have identified already existed at the time of performance.

XIX. Method of handling complaints

The provisions of this chapter apply exclusively to Consumers.

1. The registered office of the Service Provider, the place of complaint handling, the mailing address, e-mail address, internet address and telephone number of its customer service can be found in Section I of the GTC.

2. The Consumer may communicate his complaint regarding the conduct, activity or omission of the Service Provider directly related to the provision or sale of the Service to the Service Provider orally or in writing. The Service Provider shall immediately examine the oral complaint and, if possible, remedy it immediately. If the Consumer does not agree with the handling of the complaint or if an immediate investigation of the complaint is not possible, the Service Provider shall immediately record the complaint and its position on it and, in the case of an oral complaint submitted in person, hand over a copy of it to the Consumer on site, or, in the case of an oral complaint submitted by telephone or using other electronic communications services, send it to the Consumer at the latest simultaneously with the substantive response.

3. The Service Provider shall respond to the written complaint in writing within thirty (30) days of its receipt and shall send it to the Consumer together with the above minutes by e-mail. The Service Provider shall justify its position rejecting the complaint. In case of rejection of the complaint, the Service Provider is obliged to inform the Consumer in writing about which authority or conciliation body he can initiate the procedure with his complaint - depending on its nature. The correspondence address of the competent authority or the conciliation body based on the registered office of the Service Provider must be provided.

4. In case of rejection, he can contact the independent conciliation bodies operating under the county (capital) chambers of commerce and industry:

• Baranya County Conciliation Board Address: 7625 Pécs, Majorosy Imre u. 36.
Mailing address: 7602 Pécs, Pf. 109.
Telephone number: (72) 507-154 Fax number: (72) 507-152
President: Dr. József Bodnár

E-mail address: kerelem@baranyabekeltetes.hu
, info@baranyabekeltetes.hu

• Bács-Kiskun County Conciliation Board Address: 6000 Kecskemét, Árpád krt. 4.
Telephone number: (76) 501-525, (76) 501-532 Fax number: (76) 501-538
President: Dr. Zsuzsanna Horváth
E-mail address: bekeltetes@bacsbekeltetes.hu

• Budapest Conciliation Board Address: 1016 Budapest, Krisztina krt. 99. You Phone number: (1) 488-2131
Fax number: (1) 488-2186
President: Dr. György Baranovszky
E-mail address: bekelteto.testulet@bkik.hu

• Csongrád County Conciliation Board Address: 6721 Szeged, Párizsi krt. 8-12.
Phone number: (62) 554-250/118 ext. Fax number: (62) 426-149
President: Dr. Károly Horváth
E-mail address: info@csmkik.hu

• Békés County Conciliation Board Address: 5600 Békéscsaba, Penza ltp. 5.
Telephone number: (66) 324-976, 446-354, 451-
775
Fax number: (66) 324-976
President: Dr. László Bagdi
E-mail address: bekeltetes@bmkik.hu; bmkik@bmkik.hu

• Borsod-Abaúj-Zemplén County Conciliation Board
Address: 3525 Miskolc, Szentpáli u. 1.
Telephone number: (46) 501-091, 501-870 Fax number: (46) 501-099
President: Dr. Péter Tulipán
E-mail address: bekeltetes@bokik.hu
• Jász-Nagykun-Szolnok County Conciliation Board
Address: 5000 Szolnok, Verseghy park 8.
Telephone number: (56) 510-610 Fax number: (56) 370-005
President: Dr. Lajkóné dr. Judit Vígh
E-mail address: bekeltetotestulet@jnszmkik.hu

• Komárom-Esztergom County Arbitration
Board
Address: 2800 Tatabánya, Fő tér 36.
Telephone number: (34) 513-010 Fax number: (34) 316-259
President: Dr. György Rozsnyói
E-mail address: bekeltetes@kemkik.hu

• Fejér County Arbitration Board Address: 8000 Székesfehérvár, Hosszúséta tér 4-
6.
Telephone number: (22) 510-310 Fax number: (22) 510-312

President: Dr. József Vári Kovács
E-mail address: fmkik@fmkik.hu;
bekeltetes@fmkik.hu

• Győr-Moson-Sopron County Arbitration
Board
Address: 9021 Győr, Szent István út 10/a.
Telephone number: (96) 520-202; 520-217 Fax number: (96) 520-218
President: László Horváth
E-mail address: bekeltetotestulet@gymskik.hu

• Hajdú-Bihar County Arbitration Board Address: 4025 Debrecen, Petőfi tér 10. Administrative location: 4025 Debrecen
Vörösmarty u. 13-15.
Phone: 06-52-500-710, 06-52-500-745 Fax: 06-52-500-720
President: Dr. Zsolt Hajnal
E-mail address: bekelteto@hbkik.hu

• Heves County Conciliation Board Address: 3300 Eger, Faiskola út 15.
Mailing address: 3301 Eger, Pf. 440.
Telephone number: (36) 416-660/105 ext. Fax number: (36) 323-615
President: Dr. Csaba Gordos
E-mail address: bekeltetes@hkik.hu

• Tolna County Conciliation Board Address: 7100 Szekszárd, Arany J. u. 23-25.
Phone number: (74) 411-661 Fax number: (74) 411-456
President: Dr. Ferenc Gáll
E-mail address: kamara@tmkik.hu

• Vas County Conciliation Board Address: 9700 Szombathely, Honvéd tér 2.
Phone number: (94) 312-356 Fax number: (94) 316-936
President: Dr. Zoltán Kövesdi
E-mail address: vmkik@vmkik.hu

• Nógrád County Conciliation Board
Address: 3100 Salgótarján, Alkotmány út 9/a Phone number: (32) 520-860 Fax number: (32) 520-862
President: Dr. Erik Pongó
E-mail address: nkik@nkik.hu

• Pest County Conciliation Board Address: 1119 Budapest, Etele út 59-61. II. floor 240.
Tele number: 06-1-269-0703 Fax number: 06-1-269-0703
President: dr. Károly Csanádi
E-mail address: pmbekelteto@pmkik.hu

• Somogy County Conciliation Board Address: 7400 Kaposvár, Anna utca 6.
Tele number: (82) 501-000 Fax number: (82) 501-046
President: Dr. Ferenc Novák

E-mail address: skik@skik.hu

• Szabolcs-Szatmár-Bereg County Conciliation Board
Address: 4400 Nyíregyháza, Széchenyi u. 2.
Telephone number: (42) 311-544, (42) 420-180 Fax number: (42) 420-180
President: Mrs. Görömbeiné dr. Katalin Balmaz
E-mail address: bekelteto@szabkam.hu

• Veszprém County Conciliation Board Address: 8200 Veszprém, Budapest u. 3.
Telephone number: (88) 814-111 Fax number: (88) 412-150
President: Dr. Csaba Vasvári
E-mail address: info@bekeltetesveszprem.hu

• Zala County Conciliation Board Address: 8900 Zalaegerszeg, Petőfi utca 24.
Telephone number: (92) 550-513 Fax number: (92) 550-525
President: Dr. Sándor Molnár
E-mail address: zmkik@zmkik.hu;
zmbekelteto@zmkik.hu

5. Name of the competent conciliation board according to the registered office of the Service Provider:

• Budapest Conciliation Board Address: 1016 Budapest, Krisztina krt. 99. Telephone number: (1) 488-2131
Fax number: (1) 488-2186
President: Dr. György Baranovszky
E-mail address: bekelteto.testulet@bkik.hu

6. In the event of a complaint, the conciliation body at the Consumer's place of residence is primarily competent.

7. The conciliation body is responsible for the out-of-court settlement of disputes (consumer disputes) between the consumer and the enterprise regarding the quality and safety of the product, the application of product liability rules, the quality of the service, and the conclusion and performance of the contract between the parties. For this purpose, the conciliation body attempts to reach an agreement between the parties, and if this fails, it makes a decision on the case in order to ensure the simple, fast, efficient and cost-effective enforcement of consumer rights. The conciliation body shall, at the request of the consumer or the business, advise on the rights and obligations of the consumer.

8. We inform you that the Website is registered with the conciliation body of its registered office or – with effect for all conciliation bodies – with the Hungarian Chamber of Commerce and Industry may make a general declaration of submission in writing, valid until withdrawn, in which it undertakes to submit to the conciliation board procedure and, in the absence of an agreement, to the decision made in such procedure. In the declaration of submission, the webshop may limit the extent and scope of its commitment to the value of the subject of the dispute determined by it or in another

way. The Website is exempt from the binding force of this declaration if it proves that it has withdrawn it in the same way as the commitment until the conclusion of the contract.

9. We inform you that the Service Provider is obliged to cooperate with the conciliation board procedure.

10. In the event of a consumer protection complaint, you can contact the regionally competent government offices. The list of district offices of the regionally competent government offices can be found at:
http://jarasinfo.gov.hu/.

11. If you wish to make a complaint regarding a product or service purchased online, you can initiate an out-of-court settlement of the complaint on the following website. The portal can only be used if you live in the EU and the trader is also based in an EU country.
https://webgate.ec.europa.eu/odr/main/?event=main.home.show;
https://ec.europa.eu/consumers/odr

12. In case of infringement of competition law rules, you can contact the Hungarian Competition Authority:
• Hungarian Competition Authority 1054 Budapest, Alkotmány u. 5.
Mailing address: 1245 Budapest 5. Pf.1036
Telephone: (1) 472-8900
Fax: (1) 472-8905

13. We would like to draw the attention of our Consumers residing in the European Union that if they have a cross-border consumer dispute - i.e. their usual place of residence is not in Hungary - they can also use the online dispute resolution platform in connection with the service provided via the Internet. The online dispute resolution platform is available at the following link:
https://webgate.ec.europa.eu/odr/main/?event=main.home.show

14. The Service Provider does not perform public service activities, so the special legal rules applicable to service providers performing such activities do not apply to it (operation of special customer service, extended customer reception hours, advance appointment booking, continuous availability, five-minute check-in time, etc.).

XX. Final provisions

1. These GTC are primarily governed by Act V of 2013 on the Civil Code, Government Decree 45/2014. (II. 26.) on the detailed rules for contracts between consumers and businesses, Act CLV of 1997 on consumer protection, REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL (27 April 2016) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Regulation 95/46/EC (General Data Protection Regulation) (GDPR), Act CVIII of 2001 on electronic commerce services and certain aspects of information society services, and the Hungarian legislation in force.