

## **The Nook – Balatonkiliti – General Terms & Conditions**

### **1.**

#### **General terms**

Below terms are valid between the Owners (further on **Owners**) of The Nook – Balatonkiliti (further on **Guesthouse**) and the Guests (further on **Guests**) during the period of the Guests' stay at the Guesthouse.

Under price the amount to be paid is understood for the rented period for the Guesthouse which depends on the number of Guests including textiles and bedding (to be changed weekly once or as per request), consumption of electricity, water and cleaning of the Guesthouse, excluding food and drink consumption.

Owners, who are staying at the Guesthouse and their contact details:

#### **Koczó Gabriella**

E-mail: [gabriella.koczo@gmail.com](mailto:gabriella.koczo@gmail.com)

Tel: 06305996282

On Friday-Saturday-Sunday-Monday

#### **Csutorás Ádám**

Tel: 06302288454

On Friday-Saturday-Sunday-Monday

#### **Koczó Lukácsné**

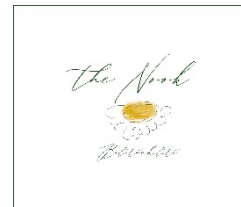
Every day, limited availability, only in emergency

### **2.**

#### **Bookings**

2.1. Future Guests of the The Nook – Balatonkiliti can find useful information on the website of the Guesthouse ([www.thenookbalatonkiliti.hu](http://www.thenookbalatonkiliti.hu)) and the prices, terms & conditions which are needed for a booking. Prices presented on the website are part of the current general terms & conditions.

2.2. Guests can secure the booking through filling in the booking form on the website, directly via email or a phone call. Final booking is confirmed only once one of the Owners confirms that in writing.



### **3.**

#### **Payment**

3.1. Guests need to transfer 50% of the booking price within 10days once the booking was made to the below bank account number. Completion means that the amount on the bank account of the Owner.

Bank name: CIB Bank

Bank account number: 107007328003942351100002

Bank account owner: Koczó Gabriella

Remaining amount is to be paid upon arrival in cash or by bank card by the Guests.

3.2. In case the period between the booking date and arrival time is shorter than a week, 100% has to be paid upon arrival in cash or bank card.

3.3 In case prepayment does not arrive on time, the booking will not be confirmed and it will canceled by the Owners. The Guesthouse can immediately be rented out to a third party in case of a canceled booking due to non payment or prepayment.

3.4 In case of no show or lack of payment, Owners are eligible to charge a cancelation fee based on the conditions list in point nr 7.

3.5. Further costs (for Other services) need to be paid upon departure.

### **4.**

#### **Owners' responsibilities**

4.1. The rented Guesthouse is always handed over to the Guests in clean condition.

4.2. Bed is made with fresh bedsheets and towels which are to be used at the location only.

### **5.**

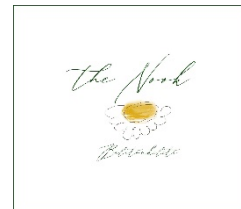
#### **Guests' responsibilities**

5.1. After checking with the Owners, maximum 2 pets are allowed to stay with the Guests in the Guesthouse.

Conditions of hosting pets:

-pets of the Guests are not harmful to any other pets or people staying in the Guesthouse and the whole territory of the property

-pets of the Guests do have their mandatory vaccines which is confirmed by showing the pets' passports / vaccine booklet



-flea and parasite free

-house-trained

- they are in good condition from a hygienic point of view, they are cared for

Any damage caused by the pet is the responsibility of the Guests.

5.2. Price of the Guesthouse includes the following dog-friendly facilities free of charge:

-food bowl

-water bowl

-dog bed

-upon request: toys, leash, other dog equipment, dog food, dog treat

### 5.3. IMPORTANT NOTE FOR DOG OWNERS:

A chow chow female dog is living together with the Owners on the territory of the Guesthouse. Owners do take the responsibility for her behaviour however she is staying mostly in the garden during the day. Therefore the pets of the Guests and the Owner's dog have to get along well. Otherwise pets of the Guests can not use the garden, or only on a leash under supervision. Upon arrival request of the Owners is to take the Guests' pets on leash so that the Owners' dog and the Guests' pet/s get to know each other. Self check-in is only possible for Guests arriving without pets.

5.4. Cat can only stay in the Guesthouse, not to be let out to the garden.

5.5. Only agreed number of Guests can stay in the Guesthouse. In case more Guests arrive to the Guesthouse than indicated at booking, Owners reserve the right to modify the price of the booking. In case the Owners and Guests can not agree on the new price, Owners can cancel the booking.

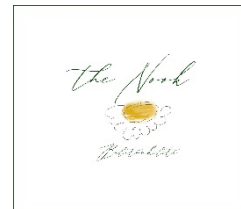
5.6. Capacity of the Guesthouse is limited to a maximum number of 4 Guests. At the moment, there is no separate child bed available in the Guesthouse.

5.7. Visitors can not stay overnight, only by paying an extra fee based on the actual rates. In case the Owners and Guests can not agree on the new price, Owners can cancel the booking.

5.8. In case damage is caused by the Guests by not or not properly closing down the Guesthouse, Guests are responsible for the caused damages.

5.9. Smoking is not allowed inside the house and in the garden – only in front of the house on the street.

5.10. It is strictly forbidden to make a fire or use of any pyrotechnic devices.



## 6.

### **Handover of the Guesthouse**

6.1. The Guesthouse can be occupied by meeting the Owners personally on Friday-Saturday-Sunday-Monday. On Tuesday-Wednesday and Thursday personal handover is possible from 6.30AM in the morning or after 8.00PM in the evening. During those days, no early or late fee applies if Guests choose to arrive before 6.30AM in the morning or after 8PM in the evening.

6.2. On Tuesday-Wednesday and Thursday for Guests arriving without pets, self check-in is also available during the day as per the check-in time set in the general terms & conditions and in the house rules. Owners have to be informed by the Guests about self-check in request in advance so that the Owners can send the self check-in details before arrival.

6.3. On Friday-Saturday-Sunday-Monday Owners show the Guests around (how to use the appliances) and show the actually known damages.

6.4. On the day of departure, Owners are eligible to charge a half-day fee extra to the Guests in case check-out happens after 10.00AM in the morning. In case Guests move a furniture, those must be placed back to their own location before departure.

6.5. In case of damages, lost items or mechanical failure Owners have to be notified immediately. Guests are responsible for all damages caused by their fault. All costs related to damages caused by the Guests have to be covered by the Guests.

## 7.

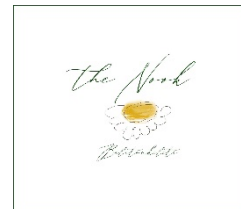
### **Cancelation or modification of booking by the Guests**

7.1. In case booking is made through our website or by phone, booking becomes valid after email confirmations sent to the Guests by the Owner. In case of booking through booking sites, the terms of the site apply.

7.2. In case the arrival date, length of the booking or number of the Guests is modified within 14 days before arrival to the detriment of the Owners, 50EUR is charged by the Owners.

7.3. In case booking is modified to a more expensive period, 50EUR is not charged.

7.4. Cancelation has to happen in written form via email sent to the Owners to: [gabriella.koczo@gmail.com](mailto:gabriella.koczo@gmail.com)



7.5 For cancelations after booking confirmations, the following cancelation fees will be charged:

In case cancelation happens more than 10days before the arrival, 50% of the whole booking fee is charged.

In case cancelation happens less than 10days before the arrival, 100% of the whole booking fee is charged.

7.6. At early arrival or late departure an extra full daily fee has to be paid.

7.7. The Owners are entitled to a legal lien on the property of the Guest in the territory of the Guesthouse up to the value of the reservation and other costs pursuant to § 6: 370 of the Civil Code.

## **8.**

### **Cancelation or modification of booking by the Owners**

8.1. Owners can cancel the booking in the following cases:

- a) Vis major (fire, death, natural catastrophe, extreme weather conditions, robbery, technical issue)
- b) In case Guests do not keep the house rules during the rental period.

8.2. Any amount paid for the reservation is transferred back to the Guests within 2weeks in any case other than circumstances described in b).

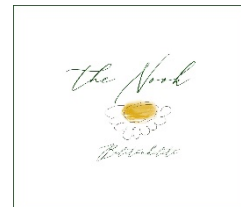
8.3. Owners do not take any kind of responsibility for damages suffered by the Guests due to the cancelation of the booking.

## **9. pont**

### **Liability**

9.1. Owners do not take responsibility for the below:

- a) Lost, stolen or damaged items during the rental period;
- b) Damages caused by the technical failure or malfunction of technical items in the Guesthouse;
- c) Full or partially canceled stay due to vis major including all scenarios which occur due to the negligence of the Owners' contractors;
- d) Accidents while using the items of the Guesthouse or around the Guesthouse.



9.2. Guests are jointly and severally liable for any loss and / or damage to the Guesthouse, whether or not these resulted from the omission or act of a third party staying on the property with the consent of the Guests.

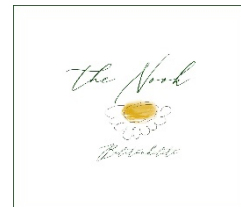
While compiling the website and information about the Guesthouse, Owners have paid close attention to the reliability and accuracy of the data.

However, Owners cannot guarantee the correctness and completeness of this information and therefore cannot be held liable for damages resulting from inaccuracies or omissions.

## **10. Complaints**

10.1 Guests may, despite the efforts of the Owners, consider that they have a legitimate complaint about the accommodation. In order to maintain any claim for (partial) compensation, it must always be possible for the Owners and Guests to find a suitable solution to the complaint together.

10.2. Independent involvement of an early departure, late arrival or other venue than that offered by the Owners will in this case release the Owners from any refund obligation.



## **Annex 1.**

### **House rules**

- The Guesthouse and the whole territory of the garden is non-smoking therefore we kindly ask our Guests to smoke outside of the gate only.
- Check-in from 1PM.
- Self check-in for Guests without pets available.
- Check-out til 10AM.
- For check-out after 10AM Owner can charge 50% of the daily rate.
- For check-out after 6PM Owner can charge an extra night's fee on daily rate.
- The Guesthouse is fully equipped therefore we would kindly request our Guests to sign the inventory list upon the handover of the Guesthouse.
- In case the inventory is missing items, please inform the Owners within an hour of arrival so that Owners can replace the missing items.
- Please do not leave your key in the lock.
- When leaving the Guesthouse, please always close the doors and the windows and turn off the electronic devices, including air conditioner.
- Please meet the Owners 20minutes before leaving the Guesthouse to check the inventory.
- In case a damage or missing item is noticed when checking the inventory, the amount of the damage will be charged to the Guests as per the amount listing in the inventory.
- In case of longer stay, please place the garbage in front of the Guesthouse door.
- In the Guesthouse and in the shared garden and area, please refrain from all behaviors and activities that disturb the peace of others, regardless of the time of day.
- The Owner has the right to bill for his service at all times or for interim settlement.
- You can stay in the Guesthouse use its' devices at your own risk.
- For any securities held by the Guests or stored in the Guesthouse, in respect of cash or other valuables, the Owners shall not be liable under Civil Code. 6: 369th § (2).
- Other provisions listed in the General Terms and Conditions..