



Hotel Pancho

H-8086 Felcsút, Fő út 176.

Tel.: +36 22 252 119 +36 22 252 273

E-mail: recepcao@hotelpancho.hu

Website: www.hotelpancho.hu

TERMS AND CONDITIONS

Valid from 1 June 2022

The Terms and Conditions apply to the services provided by Hotel Pancho. The Puskás Ferenc Sport Hotel Nonprofit Kft. publishes these Terms and Conditions on its own behalf, with the understanding that the hotel and related services are provided by the Service Provider indicated in Section 1 and that all rights and obligations in connection therewith are vested in and shall be borne by the Service Provider.

1) Details of the Service Provider:

Hotel Pancho

Operator: Puskás Ferenc Sport Hotel Nonprofit Kft.

Address: 8086 Felcsút, Fő út 176.

Mailing address: 8086 Felcsút, Fő út 176.

Phone: +36 22 252 119 +36 22 252 273

E-mail: recepcao@hotelpancho.hu

Web: www.hotelpancho.hu

NTAK registration number: SZ22037032

2) Terms and conditions of using the service:

a) ordering the service:

The order must be sent to the hotel in writing (email, fax), the contact details of the hotel can be found on the hotel website.

The order must include the name and address of the Guest, the exact dates of arrival and departure, the type of room and the services to be provided.

The hotel will confirm all orders in writing.

Hotel rooms always include half-board. The prices issued by the hotel always include half board.

b) validity of offers:

Hotel Pancho offers – with the exception of daily room rates – only limited room capacity.



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c) cancellation of the service:

The Guest undertakes to inform the Hotel in writing of any cancellation, modification or any other change to the services ordered by them prior to the commencement of the service.

Individual bookings can be cancelled free of charge up to **48 hours prior to arrival**, unless otherwise agreed with the Guest.

If the Guest fails to arrive or does not cancel the order by the due date, the penalty will be 70% of the price of the service ordered, but not less than the price of 1 day's stay as stated in the order.

In the case of a group order, the cancellation conditions will be fixed at the time of the individual transaction.

d) arrival and departure at the hotel:

Hotel rooms are available from 14:00 on the day of arrival and must be vacated by 10:00 on the day of departure for individual guests.

3) Payment conditions

The price of the ordered services can be paid by bank transfer or on the spot by cash, credit card or, in accordance with the legislation in force, by Széchenyi Card (SZÉP card).

Hotel Pancho reserves the right to request a payment guarantee prior to the use of the hotel service ordered by the Guest, but no later than the Guest's arrival. The payment guarantee may be a pre-authorisation with the Guest's credit card, or payment of the ordered service on the spot upon arrival in cash or cash substitutes accepted by the Hotel, or a bank transfer to the bank account of the Hotel in the amount of the value of the ordered service before the service is used.

In the case of payment by SZÉP card, the hotel may request pre-payment for the ordered services and the Guest's identification document (identity card, driving licence or passport) in order to ensure the legitimate use of the card. The Guest is obliged to comply with the identification request. If identification is not provided for any reason beyond the control of the Hotel, the Hotel may refuse to accept payment by SZÉP card. In the case of bank transfer, the Guest is obliged to credit the bank account of the Hotel with the price of the services ordered prior to arrival, unless otherwise provided for in the contract with the Hotel or the reservation agency.



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Hotel Pancho reserves the right to withdraw from the execution of the services ordered and confirmed by the Guest no later than 30 days prior to the commencement of the use of the services, by sending a written statement to the Guest, with the simultaneous refund of any advance payment made by the Guest in cash or, in the case of advance payment by SZÉP card, with the refund to the SZÉP card.

4) Price

The prices issued by Hotel Pancho always include the statutory VAT applicable at the time of publication. However, the prices do not include the tourist tax, which is payable at the place of service. The prices are indicated at the place of provision of the service, in accordance with the law, pursuant to Section 6 of the NFGM-SZMM Joint Decree of 4/2009. The Guest may also obtain appropriate information on the price of the service at the hotel reception desk before the service is provided.

Puskás Ferenc Sport Hotel Nonprofit Kft. reserves the right to change prices!

The hotel will inform you of the current valid prices in the order confirmation. Information on the current hotel rates is available on the hotel website (www.hotelpancho.hu).

The Service Provider and the Guest agree that the date of performance of the provided service (Section 55 (1) of the VAT Act) is considered to be the date of the last service actually used by the guest.

5) Complaints

In case of any complaints during the hotel service, the Guest may lodge a **written** complaint at the hotel reception.

The hotel shall investigate and respond to complaints within three (3) days.

6) Compensation

The hotel shall be liable for any damage caused by it in accordance with applicable law. If the Guest fails to lodge a complaint on the spot, they shall not be entitled to any subsequent compensation.

The Guest declares that they have read and acknowledged the Terms and Conditions