

TERMS & CONDITIONS

The service provider:

Company name: Kristilla Szolgáltató és Kereskedelmi Kft.

Headquarter: 9900 Körmend, Rákóczi Ferenc street 154/b.

Tax number: 13688174-2-18

Company registration number: 18 09 106709

A. GENERAL PROVISIONS

A.1. VIEWING AND ACCEPTING THE RULES

- A. 1.1. The scope of these regulations covers the premises operated by the owner of Kristilla Kft., Körmend, Rákóczi street 154. for the entire area and buildings of the MJUS Resort & Thermal Resort. It can be viewed on the official website of our facility
- A. 1.2. By using the services or entering our facility, our guests accept and recognize the provisions of these regulations as binding on them.
- A. 1.3. These regulations can be viewed in 3 languages (Hungarian, English and German). The management of the establishment is not obliged to make the content of the regulations available in additional languages. In the event of such a request, the regulations in English shall govern.

A.2. AMENDMENT OF THE RULES OR OTHER REGULATIONS

- A. 2.1. Due to the service conditions and other factors, the Management of the establishment may modify this policy. Changes will be published in advance.
- A. 2.2. In any matter not covered by these regulations, the laws in force in Hungary shall govern.

A.3. DATA HANDLING

- A. 3.1. We pay special attention to the protection of our guests' data. We handle the data provided in our facility in accordance with the laws in force. Our information on the management of personal data can be viewed on our website.

A.4. PHOTO AND VIDEO RECORDING

- A. 4.1. In order to comply with the law on the protection of personal data, which we inform you about in the data management information published in the facility and on our website, it is prohibited without the prior permission of the Management in the outdoor or indoor areas of the facility, where third parties may be present, to take photographs and video recordings for private purposes that violate the privacy rights of others they can offend.
- A. 4.2. For the reasons described above, it is forbidden to make recordings for commercial purposes, which is only possible with the prior permission of the Management.

A.5.

- A. 5.1. Our company operates an electronic monitoring system in the area of the facility. The recordings can be used as evidence in the event of problems, violations of regulations and violations of the law, in compliance with the relevant legal regulations. In the development and operation of the surveillance system, Act I of 2012, Act CXII of 2011 on the right to self-determination of information and freedom of information, Act CXXXIII of 2005 on the rules of private investigative activity, and the Act on the protection of individuals and the free flow of such data in relation to the processing of personal data The provisions of European Parliament and Council Directive 95/46/EC have been taken into account.
- A. 5.2. The Hotel Reception operates 24 hours a day. At the same time, next to the secondary entrance (close to the bowling alley), there is also a Property Guard service for the safety of our guests. If necessary, the Asset Protection Service is entitled to intervene.
- A. 5.3. For security reasons, it is forbidden to bring food and drinks into the Restaurant, the rooms or any area of the facility that was not purchased in the facility. The facility's management is not responsible for any hygiene or health problems that may arise from this.

FIRE PROTECTION

- A. 5.4. An extract from the Fire Protection Regulations can be viewed below. Please take a few minutes to map the location of fire safety equipment and emergency exits.
- A. 5.5. Smoking is only permitted in designated areas.
- A. 5.6. It is forbidden to bring dangerous objects, such as weapons or explosives, into the hotel rooms or any area of the facility, which may pose a danger or cause damage to other Guests, Employees or the equipment of the facility.
- A. 5.7. It is forbidden to block the path to the fire protection equipment and electrical switch cabinet (for example, with suitcases).
- A. 5.8. There are several fire doors controlled by the fire alarm center in the facility. Propping up and wedging these doors is strictly prohibited.
- A. 5.9. If a Guest notices a fire in the area of the facility, he/she must notify the other Guests of the danger by pressing the hand signal or shouting, and also notify the reception immediately.
Please do not bring valuables or suitcases with you, which can waste valuable time!
- A. 5.10. The escape routes to be used in the event of a fire can be viewed in the hotel rooms, on the floors, and on the escape route maps posted at various points of the facility.
- A. 5.11. The use of electrical equipment such as irons, hotplates, kettles, heaters, etc., whose use has not been previously approved by the Management, is prohibited, and if their use is permitted, they must be used in compliance with safety regulations.
- A. 5.12. Compliance with fire protection regulations is mandatory for all Guests. It is also mandatory to follow the instructions of the employees on duty.

USE OF ELEVATORS

- A. 5.16. In case of fire, use of the elevator is prohibited.
- A. 5.17. Minors under the age of 14 can only use the elevators under adult supervision.

VALUABLES

- A. 5.18. The management of the facility is not responsible for valuables or, in general, for any object brought into the outdoor or indoor area of the facility. Each hotel room has a room safe with a password, which enables the safekeeping of valuables. Valuables of greater value and larger amounts of cash can be secured in the central safe located at the Hotel Reception, if they are handed over for storage.

FACILITY PROPERTY, DAMAGES

- A. 5.19. It is forbidden to remove any object or equipment belonging to the facility (bathrobe, towel, pillow, quilt, light bulb, wires, remote control, etc.) from the premises.
- A. 5.20. Anti-theft gates have been placed in the facility. If the gate signals when crossing, the Employees and Security Guards on duty are entitled to check the packages in order to prevent the intentional or unintentional removal of the items.
- A. 5.21. Any damage caused intentionally or through negligence must be compensated by the person causing the damage.
- A. 5.22. Any damage that may occur must be reported immediately to the Hotel or Spa reception. If the signal is not given and the damage is discovered after the Guest has left, the amount of the damage caused will be charged twice.
- A. 5.23. If the damage was caused by more than one person, they are jointly and severally liable for the damage.
- A. 5.24. The provisions in points B.3.8., B.3.8.a., and B.3.8.b. of these regulations are also applicable.

A.6. SMOKING

- A. 6.1. Smoking and the use of electronic cigarettes are prohibited in the entire facility. In accordance with Hungarian legislation, smoking is permitted in designated places.
- A. 6.2. The Company's obligation is to observe and enforce regulations and legislation. In relation to the subject of this chapter, it is worth mentioning Act XLII of 1999 on the protection of non-smokers and certain rules for the consumption and distribution of tobacco products, according to which the Operator is obliged to draw the attention of persons who violate the rules regarding smoking (and electronic cigarettes) to the immediate termination of the rule-breaking behavior. If the appeal is unsuccessful, the violator must be asked to leave the facility, and the Operator may initiate proceedings against the violator at the state health administration bodies, as a result of which a health protection fine may be imposed.

A.7. ANIMALS

- A. 7.1. For reasons of hygiene and safety, it is forbidden to bring animals into the hotel rooms and the premises, with the exception of the parking lot, the lobby, the pastry shop and the shoe store.
- A. 7.2. Animals that can be brought in according to point A.7.1. must be kept on a leash and, if necessary, must wear a muzzle.
- A. 7.3. Any contamination caused by the animal is the responsibility of the animal's owner. If the owner does not take measures to properly remove the contamination, an extra cleaning fee of 10.000 HUF will be imposed, which must be paid on site.

A.8. GUESTS REST

- A. 8.1. We ask all our Guests not to disturb the peace of other Guests during their stay, especially between 10:00 PM and 8:00 AM, with unpleasant or noisy activities. In case of non-compliance with this rule or disregarding the relevant notices, the disruptive Guest may be removed from the facility without refund of the fee for the booked service. In addition, you may be required to pay an additional 50.000 HUF compensation fee, which will be charged to the room account.

B. HOTEL

B.1. ACCOMMODATION FEE AND SERVICES

- B. 1.1. The published prices are in HUF and include VAT. Any prices published in euros are informative and are calculated at the exchange rate published at the facility's various sales points. The Management of the establishment reserves the right to change the exchange rate, at the same time as it publishes the new exchange rate at the designated points.
- B. 1.2. Room rates and service fees are charged based on the rates in effect at the time of request or reservation.
- B. 1.3. Regardless of the origin of the reservation (direct, online, telephone, e-mail, reservation through reservation portals or travel agents), reservations are always confirmed in writing.
- B. 1.4. The accommodation fees, depending on the selected offer, may include the accommodation fee with breakfast, buffet dinner with half board or full board.
They may also include the following services:
 - B. 1.4.a. Entrance to the spa with free use of the pool and wellness area (except wellness treatments)
 - B. 1.4.b. Use of the play area
 - B. 1.4.c. Animation programs for children and adults
 - B. 1.4.d. A parking space in an unguarded and non-reservable parking lot (up to the capacity of free spaces)
 - B. 1.4.e. Wi-Fi coverage in the entire area of the facility (except in case of possible technical failures)
 - B. 1.4.f. Wellness treatments or other services, if these are specifically indicated
- B. 1.5. In any other cases not included in these regulations or not indicated otherwise, the services are provided for a fee at the published rates.

B.2. CHECK-IN

- B. 2.1. On the day of arrival, the rooms can be booked from 15:00.
- B. 2.2. The rooms can be booked before the specified time by redeeming the "early arrival" service, which can be booked in advance before arrival, or can be redeemed on the spot at the rate in effect at the time of the request, depending on availability.

- B. 2.3. In order to comply with the CLVI Act of 2016, all Guests entering the room must present a valid identity document upon check-in. Our employees will also ask you to fill out the notification form.
- B. 2.4. After the check-in process, all Guests over the age of 16 will be given the electronic room key (card) and the electronic wristbands, which entitle them to enter the thermal bath.
- B. 2.5. The electronic room cards and wristbands are the property of the facility and must be returned at the Hotel reception upon departure.

B.3. CHECK-OUT

- B. 3.1. The rooms must be left behind by 10:30 a.m. at the latest on the departure day.
- B. 3.2. If required, the "late check-out" service can be used at the applicable rate at all times, which ensures the possibility of staying in the room until 3:00 p.m. or 6:00 p.m., and includes the use of the spa. In the event of a stay exceeding 6:00 p.m., an additional night with breakfast will be charged for the given room type at the rate in effect on that day.
- B. 3.3. If the room is not vacated by the departure time corresponding to the reservation, the management of the establishment reserves the right to vacate the room even in the guest's absence. In this case, the Guest's personal belongings will be taken out of the room and stored in a safe place. The reason for vacating the room is also indicated in the protocol. In addition, the Guest will be charged an additional 20.000 HUF room vacating fee.
- B. 3.4. The electronic room cards and wristbands received upon arrival must be returned upon check-out. In case of their absence, a compensation of 2.000 HUF / piece will be charged.
- B. 3.5. We ask our guests to leave the room in order, with the taps turned off.
- B. 3.6. Upon check-out, the Housekeeping Staff may perform an inspection of the room.
- B. 3.7. If the room is unreasonably dirty, an extra cleaning fee of HUF 20,000 may be charged.
- B. 3.8. For any removed or damaged items or equipment, the following compensation fees will be charged to the room account:
TV remote control 6.000 HUF // any type of light bulb 1.500 HUF // bedside lamp 15.000 HUF // telephone 9.000 HUF // television 150.000 HUF // decorative pillow 9.000 HUF / piece // pillow 15.000 HUF / piece // pillowcase 6.000 HUF / piece // sheet and duvet cover 15.000 HUF / piece // quilt 45.000 HUF / piece / piece, // curtain 15.000 HUF / piece, // bathrobe 15.000 HUF / piece, // small and medium towel 5.000 HUF / piece, // bath towel 7.000 HUF / piece, // glass 1.500 HUF / piece, // wellness bag 20.000 HUF / piece
- B. 3.8.a. The Management reserves the right to determine the amount of compensation in the event of the absence or damage of any item not specified in point B.3.8.
- B. 3.8.b. The indicated fees also include the fee for the object or equipment and the fee for compensation.
- B. 3.8.c. The provisions contained in the subchapter "Property of the facility, damages" of point A of these regulations are also applicable.

B.4. BOOKING CONDITIONS

- B. 4.1. Reservations can be made at the hotel reception, directly with our employees, on our website, by phone, by e-mail, or through booking portals or our travel agency partners.
- B. 4.2. In the case of a quote request, the price/fees and room/rooms will be indicated in the price quote depending on the rate and available capacity at that moment.
- B. 4.3. To make a reservation, the following data can be requested: name and surname, telephone and e-mail contact, arrival and travel date, number of guests, and any other information relevant to making the reservation. We handle the data provided in accordance with data protection legislation.
- B. 4.4. The reservation is considered confirmed at the moment of receipt of the written confirmation. This confirmation has the validity of the service contract between our facility and the Guest. Any additional quotations and exchanges of letters are part of the booking / quotation request.
- B. 4.5. We can request a credit card guarantee or full or partial advance payment of the reservation fee as security for the reservation. The required security is indicated in the bidding process.
- B. 4.6. If the reservation of the stay or the services is made by a third party, our facility is not obliged to check whether the third party is acting legitimately on behalf of the Guest on whose behalf the reservation is made, so if the Guest booking the stay does not fulfill his payment obligation, the third party who originally booked the stay is responsible for all costs.

B.5. CANCELLATION OF BOOKING, EARLIER DEPARTURE THAN PLANNED AND NO-APPEARANCE

- B. 5.1. We can only accept cancellations of confirmed reservations in writing or in another form accepted by our establishment (for example, on booking portals).
- B. 5.2. **Cancellation policy**
The conditions stated in the accepted offer / package are the governing ones.

B. 5.3. **Departure earlier than planned**
In case of departure earlier than the travel date of the reservation, in addition to the fee for the services already used, the fee for the unused nights is also payable, calculated on the basis of room with breakfast. In the case of a reservation made through a travel agent, the rules are contained in the contract between the travel agent and our establishment.

B. 5.4. **No-show**
In case of no-show (the Guest does not report to the Hotel reception for check-in), the fee for the first night of the booked stay is payable.

B.6. ROOM SERVICE

B. 6.1. **Room service breakfast**
The room service breakfast service can be requested at the Hotel Reception (extension 500), in the Restaurant (extension 607), or by filling out the form in the room.

B. 6.2. **Room service**
In addition to the meals included in the booked service, the room service service can be requested from the range indicated on the room service sheet prepared for the room. The fee for this service can be paid locally in the catering unit or charged to the room account.

B.7. MINIBAR

B. 7.1. The products of the minibar in the room can be consumed against the charges according to the minibar price list. Housekeeping employees check the consumption of these products every day during the daily cleaning, replace the products if necessary, and leave a receipt for the consumed products in the room. The price of the products will be charged to the room account.

B.8. VISITORS

B. 8.1. Only Guests who have properly checked in at the Hotel Reception are entitled to enter the hotel rooms. Evening visitors can be received in the lobby or in the common areas of the facility.

B. 8.2. Visitors can only enter the hotel rooms between 8:00 a.m. and 8:00 p.m., if they have checked in at the Hotel Reception in advance by presenting an identity document. The management of the establishment is not responsible for any damages caused to third parties or persons, the Guest staying at the hotel is responsible for them and is obliged to compensate the damages on the spot.

B. 8.3. The Management of the facility reserves the right to remove any Guest who violates the above rule.

B.9. SMOKING

B. 9.1. In Chapter A of these regulations, in addition to the general rules on smoking, we inform you that smoking is prohibited in all rooms of the hotel and on the loggias belonging to the rooms.

B. 9.2. Violation of this rule entails the payment of an extra cleaning and room unavailability fee of 60.000 HUF. Should such measures become necessary, the Guest will be notified with information placed in the room.

B. 9.3. In addition to the provisions of point B.9.2, additional sanctions and fines may be imposed by the competent authorities in accordance with the legislation on smoking.

B.10. SAFETY AND FIRE SAFETY

B. 10.1. The safety and fire protection regulations can be found in Chapter A of these regulations.

B.11. USE OF BATH SHEETS AND BATHROBES

B. 11.1. White towels and bath sheets are provided for use in the hotel room only.

B. 11.2. The bathrobes in the hotel rooms can also be used in the spa area.

B. 11.3. Bath towels that can be used in the Thermal Park area can be requested at the Thermal Park reception upon handing over the vouchers received upon arrival, their use is free of charge. Each voucher entitles you to receive one sheet, the amount indicated on the voucher will be charged to the room account. The vouchers are collected by our employees at the Spa reception and returned to the Guest when the sheets are returned. Upon check-out, the Guest must return the received vouchers to the Hotel Reception. If the voucher is lost or not returned, the value of the voucher must be paid at the time of travel.

B. 11.4. Towels and any other kind of textiles are the property of the establishment, their removal from the establishment is prohibited. In case of misappropriation, damage or loss, the compensation indicated in point B.3.8 of these regulations will be charged to the room account.

B.12. REPORTING PROBLEMS

- B. 12.1. In order to ensure the undisturbed stay of our guests, we ask that you notify us of any detected problems or malfunctions immediately, allowing us to take action as soon as possible.

C. THERMAL PARK

C. 1. GENERAL TERMS AND CONDITIONS

- C. 1.1. People who use the services without authorization, violate the regulations of the House Rules of the Thermal Park or the instructions of our Co-workers on duty may be removed from the area of the facility (if necessary) with the involvement of the Security Service.
- C. 1.2. Use of the Services constitutes automatic acceptance of these policies.
- C. 1.3. In any matter not regulated in the present regulation, the provisions of Hungarian law shall apply, as well as the Regulations of the General Terms and Conditions of the Resort, which can be viewed on our website, at the Hotel or Thermal Bath Reception.

OPENING HOURS

- C. 1.4. The Thermal Park's opening hours are displayed in various locations of the Resort and our Guest can have information on his regard at the Hotel or Thermal Park Reception.
- C. 1.5. The opening hours may vary depending on the season, special events or service necessities.
- C. 1.6. The pools and the various areas of the Thermal Park must be left 15 minutes before the closing hour.

ANIMALS

- C. 1.7. Due to hygienic and safety reasons it is forbidden to introduce animals in all the Thermal Park, both inside and outside.

RESORT PROPERTY, DAMAGES

- C. 1.8. It is forbidden to take outside any kind of furniture or materials, be they textiles (bathrobes, towels, sheets, pillows, blankets, etc.) or any other kinds (bulbs, cables, remote controls) owned by the structure.
- C. 1.9. Any lack or damage caused voluntary or involuntary must be recompensed to the Resort Property according to the value established by the Management.
- C. 1.10. Any eventual damage must be immediately reported at the Reception of the Thermal Park.
- C. 1.11. If the damage is caused by more than one person, every person involved is held accountable.

SAFETY AND FIRE SAFETY

- C. 1.12. Our company operates an electronic monitoring system in the facility. The recordings can be used as evidence in case of problems, violations and violations of the law, in compliance with the relevant legal regulations. The monitoring system has been created and is operating in accordance with the 2012. I. law, the 2011. CXII. law on right to information self-determination and freedom of information, the 2005. CXXXIII. law on the rules of private investigative activity and the provisions of Directive 95/46 / EC of the European Parliament and of the Council on the protection of individuals with regard to the processing of personal data and on the free movement of such data.
- C. 1.13. All Guests are required to respect the fire safety regulations. In the event of a fire the escape routes are present in all the areas. It is also mandatory to follow the instructions of the Staff in service.

VIDEO AND PHOTO RECORDINGS

- C. 1.14. In order to protect and respect the privacy and personal data without the permission of the Resort Management it is not allowed to take private photos or video recordings of third parties or our employees, either in the outdoors or the indoors of the facility (see our Privacy Policy published on our website or at the Hotel Reception).
- C. 1.15. The commercial use of the recordings described above is prohibited and may only be used with the written consent of the Resort Management.

C. 2. ACCESS TO THE THERMAL PARK

- C. 2.1. The external Guests (who do not stay in the Hotel) can access the Thermal Park's areas after purchasing the entrance ticket and only during the displayed opening hours. It is mandatory to wear the bracelet received at the moment of the purchase of the entrance ticket, that allows the access depending on the purchased ticket's type and allows to charge the eventual consumptions which are to be paid when exiting the Thermal Park.

- C. 2.2. The bracelets handed over to the adults (over 14 years) has a spending limit of 30.000 huf, while the ones handed to the children (under 14 years) have 6.000 huf of spending limit.
In case of losing the bracelets the amounts of the spending limit are to be paid as penalty.
If we have the possibility to identify in our informatic system the purchases made with lost bracelet (e.g., group tickets), instead of paying the maximum spending limit of the lost bracelet as a penalty, the Guest must pay the actually spent amount plus 2.000 huf for every lost bracelet.
- C. 2.3. The service of the towel or bathrobe rental is available at the rental and deposit prices exposed at the Thermal Park reception.
- C. 2.4. In case of losing the rented towel or bathrobe the caution amount will be withheld and there is the possibility of applying further penalties.
- C. 2.5. The Hotel Guests can access the Thermal Park's areas (pools and Sauna Land) free of charge wearing the bracelet of distinctive colour they received at the check-in. For the Hotel Guests the towels can be requested free of charge at the Thermal Park Reception (see the Resort's General Regulation's B.11. point).
- C. 2.6. The children under 14 years old can access the Thermal Park areas and services only accompanied by an adult. When purchasing a ticket of reduced price for children it is mandatory to present an ID of the child.
- C. 2.7. There are at the disposal of the Guests lockers, hangers and shelves to deposit their personal belongings. The lockers can be rented at the prices exposed at the Thermal Park Reception. The management of the facility is not responsible for valuables or, in general, for any object brought into the outdoor or indoor area of the facility. Valuables of greater value and larger amounts of cash can be secured in the central safe located at the Hotel Reception, if they are handed over for storage.
- C. 2.8. In order to assure the safe use of the services and in case of overcrowding the entrance to the Thermal Park can be temporarily suspended.
- C. 2.9. In case of bad weather there is no possibility to refund the tickets purchased at the Thermal Park, on the website or any resellers.
- C. 2.10. Every Guest accesses the areas of the Thermal Park on their own responsibility, and they are accountable of respecting the House Rules, the displayed sign postings and the instructions of the Staff in service.

C. 3. ACCESS RESTRICTIONS TO THE THERMAL PARK

- C. 3.1. For the public security and hygiene the access to the Thermal Park can be refused to:
 - C. 3.1.a. People with fever, gastrointestinal disturbs, skin diseases or open wounds
 - C. 3.1.b. People suffering of diseases causing convulsions or fainting
 - C. 3.1.c. For people with extensive and visible pathological diseases
 - C. 3.1.d. People under the influence of drugs
 - C. 3.1.e. People under the influence of alcohol
- C. 3.2. Every Guest is obligated to warn our Staff at the entrance of the Thermal Park about their diseases that may cause damages to himself or others. Furthermore, we kindly ask to warn our Staff of any anomalies, damages, dangerous objects or troubling behaviours of other Guests, thus giving us the possibility to intervene immediately.
- C. 3.3. It is forbidden to access the Thermal Park's areas wearing outdoors footwear. Every person in service or visiting will be handed shoe covers free of charge.
- C. 3.4. In the inside areas of the Thermal Park it is mandatory to wear slippers.
- C. 3.5. Adults or children, without regard at the age, can access the Thermal Park, the pools, the SPA and Wellness area only while wearing swimsuits.
- C. 3.6. It is mandatory to shower before entering the pools and before and after using the saunas.
- C. 3.7. The infants (indicatively under 3 years) can access the pools only while wearing swim diapers considering with particular attention the hygienic conditions.
- C. 3.8. It is forbidden the use of inflatable toys of big dimensions in the pools.
- C. 3.9. It is forbidden to jump in the pools, to play with balls (if disturbing the other Guests), to shout or using upraised voice, to introduce foods or beverages in the water or behaving in a way that may disturb the other Guests.
- C. 3.10. It is forbidden the use of musical devices without earphones.
- C. 3.11. It is forbidden to introduce in the pools fragile or dangerous objects that may cause accidents.
- C. 3.12. It is forbidden to introduce explosives or inflammable substances.
- C. 3.13. During the stay in the water or while moving around it is forbidden to occupy the sunbeds with objects, towels or bathrobes. The Staff is authorized to remove any unattended object after 30 minutes.
- C. 3.14. It is mandatory to maintain the cleanness of every area of the Thermal Park. It is forbidden to throw trash, cigarettes on the ground, to get dirt in the water of the pools. The people violating this rule can be obligated to pay a penalty of 15.000 HUF.
- C. 3.15. For security it is forbidden to introduce any kinds of foods or beverages in the Thermal Park areas.

C. 4. USE OF THE SAUNAS

- C. 4.1. Using the saunas puts the organism under stress. The saunas are to be used on the user's own responsibility. Saunas can be dangerous for some people, therefore the Guests are required to inform our Staff about any eventual disease they have. In case of respiratory or cardiovascular disorder it is recommended to consult with your own doctor before using the saunas.
- C. 4.2. Saunas can only be entered without clothing. In both indoor and outdoor saunas, it is mandatory to use a towel or sauna sheet, in such a way that the surface of the body does not come into contact with the floor in any way. Exceptions to this are steam baths, which can be used without towels or sauna sheets. The use of slippers is prohibited in the saunas.
- C. 4.3. It is mandatory to keep strictly to the displayed information which regulates the use of the various services, as well as following the indications and advices of our Staff in service.
- C. 4.4. The use of the saunas and the access to the Sauna Land it is allowed only for people above 16 years.
- C. 4.5. For the correct use of the saunas we kindly ask our Guests to see the "Sauna land rules and best practice" posted in the area of the Sauna land.

C. 5. WELLNESS TREATMENTS

- C. 5.1. Booking: it is possible to book a treatment directly at the SPA reception or calling the extension 608 or +3694514 108 or writing to spa@mjusresort.com.
- C. 5.2. At the moment of the booking our Colleagues will ask for further information using a questionnaire regarding the health status of the Guest who wishes to use the offered services. In order to use the service, it is mandatory to fill out the questionnaire. We handle the data in accordance with applicable law. You can view our Privacy Policy on our website or at the Hotel Reception.
- C. 5.3. Spa treatments and massages are available only for Guests over 14 years.
- C. 5.4. We ask you to speak in a low tone of voice so that all our Guests can enjoy the quiet of our Spa. We ask you to turn off your mobile phones or keep them in silent mode.
- C. 5.5. There are at the disposal of the Guests lockers, hangers and shelves to deposit their personal belongings. The lockers can be rented at the prices exposed at the Thermal Park Reception. The management of the facility is not responsible for valuables or, in general, for any object brought into the outdoor or indoor area of the facility. Valuables of greater value and larger amounts of cash can be secured in the central safe located at the Hotel Reception, if they are handed over for storage.
- C. 5.6. Before the treatments showering is mandatory.
- C. 5.7. Please be aware that, in respect for our other guests, if you are not punctual when you arrive, your treatment time may be shortened to accommodate those following you.
- C. 5.8. Cancellations: Unexpected events can always happen. You can cancel your appointment without a charge up to 12 hours before you massage time.
- In case of cancellation within 12 hours, 50% of the treatment fee will be charged, in case of no-show, 100% of the treatment fee will be charged as penalty.
 - In the event of a delay, the treatment time will be shorter or canceled according to the duration of the delay! In the event that the delay is such that it makes treatment impossible, the principle of no-show comes into effect.

D. RESTAURANT AND OTHER CATERING UNITS

D.1. OPENING HOURS, ENTRY, RESTRICTIONS AND OTHER PROCEDURES

- D. 1.1. You can see the opening hours of the catering units operating in the area of our facility posted at the information points or ask for information at the reception of the Hotel.
- D. 1.2. Opening hours may change depending on ongoing events or terms of service. As far as possible, we will inform you about any changes in time.
- D. 1.3. For security and control purposes, our staff may ask Guests staying at the hotel to announce their room number and present their electronic room card.
- D. 1.4. Hotel guests can use meals according to their reservation conditions according to the number of people booked, or once per day for each type of meal.
- D. 1.5. It is necessary to indicate the consumption of external guests who may be hosted, and their consumption must be paid on the spot or charged to the room account of the Hotel guest hosting them.
- D. 1.6. It is forbidden to take food or drink out of the Restaurant or any other catering unit.

- D. 1.7. For safety reasons, it is forbidden to bring food and drinks into the Restaurant area that were not purchased in the establishment. The management of the facility is not responsible for any hygiene or health problems that may arise from this.
- D. 1.8. Special events (such as events or group bookings) may be an exception to the provisions of point D.1.7, if the management of the facility has given this permission in advance. In this case, the organizer of the event must present a document certifying the origin of the products brought into the facility, and pay a corkage fee of 1,500 HUF per person.

D.2. OTHER PROVISIONS

- D. 2.1. Please see the provisions of Chapter A of the General Terms and Conditions of Service.

E. BOWLING

E.1. GENERAL PROVISIONS

- E. 1.1. Our opening hours can be viewed on our website or posted at the entrance to the Bowling hall. We recommend viewing them in advance, as opening hours may vary depending on the season.
- E. 1.2. The prices of services (games) and products sold in the Bowling Bar can be viewed in the Bowling Bar. Prices are in HUF and include VAT. In case of payment in euro currency, the exchange rate published in the Bowling Bar is used.
- E. 1.3. It is forbidden to bring food and drinks purchased outside the facility into the Bowling hall area.
- E. 1.4. The stay of minor Guests is only permitted under the supervision of an adult.
- E. 1.5. It is forbidden to bring animals into the Bowling hall.
- E. 1.6. Smoking or the use of electronic cigarettes is prohibited in the Bowling hall.
- E. 1.7. The Company's obligation is to observe and enforce regulations and legislation. In relation to the subject of this chapter, it is worth mentioning Act XLII of 1999 on the protection of non-smokers and certain rules for the consumption and distribution of tobacco products, according to which the Operator is obliged to draw the attention of persons who violate the rules regarding smoking (and electronic cigarettes) to the immediate termination of the rule-breaking behavior. If the appeal is unsuccessful, the violator must be asked to leave the facility, and the Operator may initiate proceedings against the violator at the state health administration bodies, as a result of which a health protection fine may be imposed.
- E. 1.8. The Management of the Resort is not responsible for items lost or left unattended in the Bowling hall area.
- E. 1.9. Persons using the services without authorization, violating the rules of the Bowling hall or the instructions of our Employees on duty may be removed from the facility area (if necessary) with the involvement of the Property Guard service.
- E. 1.10. By using the services, our guests accept and acknowledge the provisions of these regulations as binding on them.
- E. 1.11. In any matter not regulated in these Regulations, the provisions of Hungarian law govern, as well as the Regulations of the Resort's General Contractual and Service Conditions, which can be viewed on our website.

E.2. PROPERTY OF THE FACILITY

- E. 2.1. It is forbidden to remove the Bowling hall's equipment and game supplies from the area of the hall.
- E. 2.2. The person(s) who caused the damage or shortage are responsible for any damage or shortage caused to the equipment or games present in the area and are obliged to reimburse their value at a price determined by the Management.

E.3. SAFETY

- E. 3.1. Use of the services and games is at your own risk.
- E. 3.2. The equipment and games of the Bowling hall are to be used as intended. The Management assumes no responsibility for damages and accidents resulting from improper use. The person concerned is responsible for accidents and their consequences, as well as damages resulting from improper use.
- E. 3.3. For the safety of small children, children under the age of 6 are not allowed to use the services (toys).
- E. 3.4. In order to protect our Guests and Employees, an electronic monitoring system is in operation in the Bowling hall area. The recording of video recordings takes place only for security reasons and in accordance with legal regulations. There is also a Guardian-Protection point in the area of the facility with the presence of a Property Guard, who can intervene if necessary.

- E. 3.5. All Guests are obliged to comply with fire protection regulations. The escape routes to be followed in case of fire can be seen on the floor plans posted in the Resort area.
- E. 3.6. Dangerous items, such as weapons, explosives, etc., are prohibited in the Resort area. or bringing in illegal items such as drugs.

E.4. RESERVATION OF SERVICES

- E. 4.1. The services provided can be booked in advance:
 - E. 4.1.a. By phone or in person at the Wellness Reception during the Spa's opening hours,
 - E. 4.1.b. By email (reception@mjusresort.com), or
 - E. 4.1.c. In person at the Bowling Bar during Bowling opening hours.
- E. 4.5. In the event that the Guest does not show up for the booked time, we reserve the reservation up to a maximum of 10 minutes late. A delay of more than 10 minutes will be interpreted as a no-show and the reserved track will become free for other Guests.
- E. 4.6. We also offer group bookings (20+ people or 4+ courses). For more information, contact the Sales Staff (tel.: +36 94 514 111 / +36 94 514 152, sales@mjusresort.com).

E.5. CANCELTION POLICY

- E. 5.1. We do not charge fees for cancellations or no-shows.
- E. 5.2. The Management of the facility reserves the right to cancel reservations in the event of malfunctions that make it impossible to provide the service.
- E. 5.3. In order to alleviate the inconvenience caused by technical malfunctions, we try to notify the Guests with reservations in advance (if available), suggesting the possibility of using another service (game) or changing the reservation, or, in extreme cases, informing them of canceling the reservation.
- E. 5.4. In the event of malfunctions during the game, we will try to provide another course or another service (game) according to the Guest's preference. If this is not possible (e.g. because all courts / games are occupied, or a malfunction makes it impossible to use all games, etc.), the fee for the time played until then (in blocks of 30 minutes) cannot be refunded and the Guest must settle the fee before leaving the Resort.

E.6. SERVICES

E. 6.1. Bowling:

- E. 6.1.1. The minimum playing time that can be booked is 30 minutes, and longer periods can be booked in blocks of 30 minutes.
- E. 6.1.2. Up to 6 people can participate in a game (on a field).
- E. 6.1.3. It is strictly forbidden to enter the rolling zone of the courses (where the ball rolls until it hits the dummy).
- E. 6.1.4. It is forbidden to eat or drink in the starting zone of the track.
- E. 6.1.5. The use of the courts is permitted only in bowling shoes suitable for this purpose.
- E. 6.1.6. In order to ensure proper hygiene conditions, we provide a disinfectant product and mandatory disposable nylon socks.
- E. 6.1.7. You are also allowed to wear your own shoes, if they are suitable bowling shoes. Wearing other types of shoes (e.g. sports shoes, indoor shoes, etc.) is not permitted.
- E. 6.1.8. In order to maintain the proper condition of the lanes, you may not leave the Bowling platform wearing bowling shoes (regardless of whether the shoes are the Guest's own shoes or the property of the Resort).
- E. 6.1.9. Attendants not participating in the game are not required to wear bowling shoes, but since they are wearing street shoes, they cannot enter the starting zone.

E. 6.2. Biliards, Air Hockey, Ping-Pong, Foosball

- E. 6.2.1. The supplies needed for the games can be collected from the Employee working in the Bowling Bar and must be returned there after the game.
- E. 6.2.2. The value of any shortage or damage experienced when returning the game accessories shall be reimbursed at the following rates and immediately on site:

E. 6.2.2.a. Biliard cues	7.000 HUF / piece
E. 6.2.2.b. Billiard ball	6.000 HUF / kit
E. 6.2.2.c. Ball storage box	2.000 HUF/ piece
E. 6.2.2.d. Triangle	4.000 HUF/ piece
E. 6.2.2.e. Billiard extension bridge	11.000 HUF/ piece
E. 6.2.2.f. Ping pong racket	2.000 HUF/ piece
E. 6.2.2.g. Ping pong ball	200 HUF/ piece
E. 6.2.2.h. Air hockey puck	1.300 HUF/ piece
E. 6.2.2.i. Air hockey stick	5.000 HUF/ piece
E. 6.2.2.j. Soccer balls	900 HUF/ piece

E. 6.3. Bowling Bar

- E. 6.3.1. We ask our guests to place their orders at the counter, we do not serve at the table.
- E. 6.3.2. In the Bowling Bar, we are unable to accept or serve orders for products that are not provided in this restaurant. Ordering and serving a product provided in another catering unit (Restaurant, Lounge Bar, Patisserie, etc.) is only possible at that point.

F. FITNESS ROOM

F.1. GENERAL PROVISIONS

- F. 1.1. The Fitness Room provides free entry for Hotel Guests and Facility Employees. The hall is open 24 hours a day, every day of the week, however, the Operator reserves the right to temporarily suspend services in the event of unforeseen events.
- F. 1.2. Access to the Fitness Room is not permitted for external Guests.
- F. 1.3. The use of the Fitness Room's equipment is permitted for adults over the age of 16.
- F. 1.4. Guests under the age of 16 may only stay in the Fitness room under adult supervision or for activities that do not require the use of fitness equipment (e.g. group gymnastics, animation sessions, etc.).
- F. 1.5. The use of the Fitness Room can only be used for purposes related to its use.
- F. 1.6. It is forbidden to bring food and drinks purchased outside the facility into the Fitness Hall area.
- F. 1.7. The use of the hall is prohibited for persons under the influence of alcohol, drugs or doping substances.
- F. 1.8. The consumption of alcoholic beverages and drugs is prohibited in the Fitness Room.
- F. 1.9. The use of the Fitness Room is prohibited for persons who:
 - F. 1.9.a. they suffer from diseases or health problems that may pose a risk to exercise;
 - F. 1.9.b. People with fewer, gastrointestinal disturbs, skin diseases or open wounds
 - F. 1.9.c. People under the influence of drugs and alcohol
- F. 1.10. In the Fitness Room, the rules of cultured behavior, appropriate behavior in interpersonal relationships, and general hygiene regulations are mandatory.
- F. 1.11. Keeping the Fitness Room clean and orderly is mandatory.
- F. 1.12. It is forbidden to bring animals into the Fitness Hall area.
- F. 1.13. Smoking or the use of electronic cigarettes is prohibited in the Fitness Hall. Smoking is only permitted in designated areas in accordance with Hungarian legislation.
- F. 1.14. The Company's obligation is to observe and enforce regulations and legislation. In relation to the subject of this chapter, it is worth mentioning Act XLII of 1999 on the protection of non-smokers and certain rules for the consumption and distribution of tobacco products, according to which the Operator is obliged to draw the attention of persons who violate the rules regarding smoking (and electronic cigarettes) to the immediate termination of the rule-breaking behavior. If the appeal is unsuccessful, the violator must be asked to leave the facility, and the Operator may initiate proceedings against the violator at the state health administration bodies, as a result of which a health protection fine may be imposed.
- F. 1.15. The Management of the Resort is not responsible for items lost or left unattended in the Fitness Room area.
- F. 1.16. Persons using the services without authorization and violating the regulations of the Fitness Hall may be removed from the premises (if necessary) with the involvement of the Property Guard service.
- F. 1.17. By using the Fitness Room, our Guests accept and acknowledge the provisions of these regulations as binding on them.
- F. 1.18. In any matter not regulated in these Regulations, the provisions of Hungarian law govern, as well as the Regulations of the Resort's General Contractual and Service Conditions, which can be viewed on our website.

F.2. PROPERTY OF THE FACILITY

- F. 2.1. It is forbidden to remove any equipment, equipment or other objects from the area of the Fitness Hall.
- F. 2.2. The person(s) who caused the damage or shortage are responsible for any damage or shortage caused to the equipment or toys present in the area and are obliged to reimburse their value at a price determined by the Management.

F.3. SAFETY

- F. 3.1. Use of the Fitness Room is at your own risk and responsibility.
- F. 3.2. The Fitness Center is not under the supervision of a sports animator. The correct use of the equipment is shown by the information boards on the side of the equipment. In case of questions or doubts, users can contact the sports animator working in the Thermal Park.

- F. 3.3. The equipment must be used in accordance with its intended purpose. The Management of the Resort assumes no responsibility for injuries or damages resulting from improper use.
- F. 3.4. In order to avoid accidents and injuries, it is mandatory to keep a distance of at least 1.5 meters from the mirror during training.
- F. 3.5. Injuries, consequences and damages resulting from improper use are the sole responsibility of the user.
- F. 3.6. The Guests are obliged to immediately notify the Resort Staff of equipment malfunctions or behavioral deficiencies of other users.
- F. 3.7. In order to protect our Guests and Employees, an electronic monitoring system is in operation in the Fitness Hall area. Video recordings are only recorded for security reasons and in accordance with legal regulations. There is also a Guard-Protection point in the area of the facility with the presence of a Property Guard, who can intervene if necessary.
- F. 3.8. All Guests are obliged to comply with fire protection regulations. The escape routes to be followed in case of fire can be seen on the floor plans posted in the Resort area.
- F. 3.9. Dangerous items, such as weapons, explosives, etc., are prohibited in the Fitness Hall area. or bring in illegal items.

F.4. USE

- F. 4.1. Entry to the Fitness Hall is only permitted in clean, closed training shoes and sports clothing. The use of the hall in street shoes or bare feet is prohibited.
- F. 4.2. It is mandatory to use a towel during training, spreading a clean and dry towel over the surfaces of the equipment in contact with the body.
- F. 4.3. It is forbidden to keep the device occupied without using it.
- F. 4.4. At the end of use, it is mandatory to restore the equipment to its default position, and return the equipment to its regular storage location.
- F. 4.5. After use, it is mandatory to disinfect the used tools and equipment with the available cleaning agent and cloth.
- F. 4.6. It is forbidden to interfere with the exercise of other Guests with your own behavior.
- F. 4.7. It is forbidden to listen to music from your own device in hands-free mode, listening to music from your own device is only permitted using headphones.
- F. 4.8. Sink and showers are available in the restrooms of the Fitness Hall. It is mandatory to wear slippers when using the shower, and it is forbidden to leave clothing or personal items behind after showering.

G. PLAYHOUSE RULES

G.1. GENERAL PROVISIONS

- G. 1.1. Persons who use the services without authorization, who violate the regulations of the Playhouse or the instructions of our Employees on duty may be removed from the facility area (if necessary) with the involvement of the Property Guard service.
- G. 1.2. By using the services, our guests accept and acknowledge the provisions of these regulations as binding on them.
- G. 1.3. In any matter not regulated in these Regulations, the provisions of Hungarian law govern, as well as the Regulations of the Resort's General Contractual and Service Conditions, which can be viewed on our website.

G.2. RECEIVING THE SERVICE

- G. 2.1. Access to the playhouse and the use of the service are reserved for Hotel Guests and Day Guests who redeem an entry ticket to the playhouse. In the event of a violation of this point, the Animation or Security Guard Employees on duty have the right to remove the persons violating the rule.
- G. 2.2. Entitlement to enter and use the service is checked based on the wellness watch for hotel guests and colorful, single-use wristbands for day guests, which our guests can collect either at the hotel reception upon arrival at the hotel or at the point of sale where the ticket is purchased. In order to avoid possible misunderstandings, we ask our dear Guests that children and accompanying adults always wear wristbands. The right of entry and the use of the service are paid for both children and accompanying adults at the published prices or according to the procedure.
- G. 2.3. The use of the children's playground and its game elements is permitted up to 12 years of age.
- G. 2.4. The use of the children's playground is only permitted when accompanied by a supervising adult.
- G. 2.5. It is forbidden for adults without children to stay in the playhouse.
- G. 2.6. Use of the paddling pool and toys is solely at your own risk.

G.3. RESTRICTIONS

- G. 3.1. The playhouse can only be used without shoes, only in socks.
- G. 3.2. It is forbidden to bring animals into the playhouse area.
- G. 3.3. It is forbidden to bring food or drink into the playground area.
- G. 3.4. Rings and chains worn while using the playhouse can cause injuries, so please remove your jewelry before entering.
- G. 3.5. Smoking or the use of electronic cigarettes is prohibited in the playhouse area.
- G. 3.6. The Company's obligation is to observe and enforce regulations and legislation. In relation to the subject of this chapter, it is worth mentioning Act XLII of 1999 on the protection of non-smokers and certain rules for the consumption and distribution of tobacco products, according to which the Operator is obliged to draw the attention of persons who violate the rules regarding smoking (and electronic cigarettes) to the immediate termination of the rule-breaking behavior. If the appeal is unsuccessful, the violator must be asked to leave the facility, and the Operator may initiate proceedings against the violator at the state health administration bodies, as a result of which a health protection fine may be imposed.

G.4. SAFETY

- G. 4.1. For safety reasons, people who are not guests of our resort are not allowed to use the playhouse.
- G. 4.2. In order to ensure safe play, we ask accompanying adults and older children to pay special attention to younger children.
- G. 4.3. Please protect the integrity, order and cleanliness of the equipment and tools of the playhouse.
- G. 4.4. The toys and equipment in the playground are to be used as intended.
- G. 4.5. The attendant assumes responsibility for accidents and damages resulting from improper use.
- G. 4.6. The person who caused the damage or lack of equipment and tools of the playhouse must compensate for the price set by the management of the facility.
- G. 4.7. The children's playground is supervised by our Animation Staff during the day, who offer various animation programs, but do not provide childcare services. Dear Parents, we therefore ask that children only be allowed into the area under the supervision of an accompanying adult.
- G. 4.8. For safety reasons, if an accompanying adult is under the influence of alcohol or mind-altering drugs, he/she will be removed with immediate effect, together with the accompanying child.
- G. 4.9. For safety and hygiene reasons, in order to preserve the health of other children, the Playhouse cannot be used by people with fever, stomach or intestinal complaints, or people suffering from skin diseases.
- G. 4.10. In order to protect our Guests and Employees, an electronic monitoring system is in operation in the Playhouse area. Video recordings are only recorded for security reasons and in accordance with legal regulations. There is also a Guard-Protection point in the area of the facility with the presence of a Property Guard, who can intervene if necessary.
- G. 4.11. The Management of the facility is not responsible for items lost or left unattended in the playhouse area.

H. PARKING LOT, CAR PARKING AND ELECTRIC CAR CHARGING STATION

- H. 1.1. An unguarded parking lot is available free of charge in our facility, up to the capacity of available spaces. The management of the facility is not responsible for any damage or theft that may occur to cars parked on the facility's premises.
- H. 1.2. The use of the parking lot is provided to the Guests staying in the Hotel, the Guests using the Thermal Spa, the restaurant and any of the facilities' services, as well as our Employees and suppliers for the duration of deliveries.
- H. 1.3. Vehicles using the parking lot without authorization may be removed or towed.

RESERVED PARKING SPACES

- H. 1.4. Certain parking spaces are reserved or can be maintained depending on a specific package offer. Reserved parking spaces are always marked appropriately.

ELECTRIC CAR CHARGING STATION

- H. 1.5. Our facility has three charging stations for Tesla or other brands of electric cars. Their use is free for all Hotel or external Guests who use the facility's services. For more information, please contact the Hotel Reception.

MOTORHOME - PARKING AND CHARGING - DUMPING STATION

- H. 1.6. It is not possible to use the parking lot without using the facility's services, even for a parking fee.

- H 1.7 The use of the caravan filling and emptying station is possible against payment of the service fee, which allows a 3-hour stay. If you have any questions about the service fee or other information, please contact the Hotel Reception.