



Dear Guest,

Please note the following about the transfer service to be reserved in our hotel:

If there is any change – such as a change in the date of departure, arrival or venue of your flight, please notify our hotel immediately (Phone: +36 83 501 100).

If you cannot find the driver sent by the hotel, please stay near the information desk and notify this to our hotel by telephone.

If that does not happen and you order a taxi at the airport and arrives at our hotel by that, then we can not refund your cost, furthermore, the transfer sent by the hotel will also be charged, even though you have not used it.

Since a contractor provides the transfer service to our hotel, therefore our hotel also has to pay the charge to the service provider, regardless of whether the traveller has taken the ordered service or not.

If hotel transfer has been ordered, the waiting time is: 1 hour

If you have not indicated the delay of your flight to our hotel, and according to the information service of the airport, the flight arrived in time, the transfer car will not wait for longer than 1 hour, but the transfer charge will also become payable in that down.

If your plane cannot land owing to some kind of force majeure in the airport indicated in your order, please notify us immediately.

The hotel will also arrange for the transfer in the venue of the landing, however, our transfer sent to the original venue will also be charged, unless it was cancelled in time!

If you have indicated the delay and ask that the driver doing the transfer should wait for you, and the information service of the airport confirms the delay of the flight, then we will charge a fee of 20 euros/hour for the time exceeding 1 hour compared to the time indicated on the original order.

Transfers not cancelled in time – at least 4 hours before the time indicated in the order – will always be charged, regardless of whether they occurred owing to personal failure to report or other causes - e.g. the decision of the airline to change the flight.

If the delay, cancellation or redirection of the flight is the consequence of an unplanned, fast decision of the airline, then please raise any compensation needs you may have to the airline you flew.

We trust your kind understanding and cooperation and we are happy to take your order.

Best regards:

Hotel management

Hévíz, 31st August 2016