

Booking Information for BalatonHost.com

Reservations made on www.balatonhost.com are managed by the accommodation operator company, BalatonHost. Based on the agency agreement, BalatonHost is authorized to act on behalf of and in lieu of the accommodation providers, organize the entire process of accommodation booking, confirm reservations, and request payment from the guests to the account of the accommodation owner. Our office does not charge an extra service fee for our assistance.

We handle the entire process of accommodation booking through the Digithotel accommodation management software. Confirmation emails, messages regarding the booking and arrival, invoices, and guest details to be filled in before arrival can all be managed through this platform. To access our system and manage your reservation, or to send a message, please use the link provided in the email with the subject "Booking" sent from szallas@balatonhost.com.

Booking Conditions:

1. The accommodation fee includes the cost of accommodation, hot water and electricity, cleaning, and bed linen. The tourist tax (660 HUF/night/person for guests over 18 years old) is payable separately.
2. A reservation made on www.balatonhost.com is recorded in the Digithotel accommodation management system at the time of submission. After the reservation, our staff will send a detailed confirmation to the email address provided. This confirmation will include the booking conditions, as well as the account number of the accommodation owner for the guest's payment. If you accept the conditions, please transfer the deposit according to the invoice details provided.
3. The deposit, based on the confirmation, is approximately 50% of the accommodation fee and is payable by the guest. Our office collects the deposit on behalf of the owner according to the contract between us, and it is included in the accommodation fee. (For shorter stays, the deposit may be higher!)
4. Upon receipt of the deposit, we will send a confirmation to the payer. The contract is concluded upon payment of the deposit. An invoice for the paid deposit amount will be issued, which can be downloaded from the Digithotel software even after departure.
5. If the guest fails to pay the deposit, their reservation will be canceled within 7 days, resulting in the termination of the pre-contract. Before the actual cancellation, we will send an email titled "Notice of Pre-booking Expiry", which allows for a 24-hour extension of the pre-booking period.
6. The accommodation reservation is valid for the details provided during booking, for the number of persons specified, for the entire period indicated, and for the specified method of payment. Any changes to the reservation details require separate agreement.
7. The accommodation provider reserves the booked accommodation for the entire period based on the reservation and does not accept other guests for that period. Therefore, the full amount for the reserved period must be paid, even if the guest arrives for fewer nights than originally booked. If the guest fails to arrive and does not notify us at least 7 days in advance, they are still obligated to pay 100% of the accommodation fee.

8. The price of the reserved accommodation depends on the number of persons staying, so an additional accommodation fee of 20,000 HUF/night is payable for any unannounced guests. Please inform us in advance if more persons will be using the service.
9. Cancellation policy:
Cancellation outside 60 calendar days is free of charge.
Cancellation within 60 days is subject to the following conditions:
Cancellation between 60-30 calendar days: the paid deposit will be refunded.
Cancellation within 30-00 calendar days: the paid deposit is considered as cancellation fee.
The cancellation date is the date when the guest informs us in writing of their intention to cancel, and when the accommodation provider becomes aware of it. If the guest fails to arrive and does not notify us at least 7 days in advance, they are obligated to pay 100% of the accommodation fee.
10. Before arrival, an automatic email will be sent from the Digithotel software for filling in the tourist tax-related data. From September 1, 2021, it is mandatory to scan our guests' documents into the VIZA system. Please upload your documents using the link provided before your arrival.
11. The accommodation can be occupied from 14:00 on the day of arrival and must be vacated by 10:00 on the day of departure.
12. For our accommodations in Balatonfüred, key collection does not take place at the accommodation address. Check-in and registration are from 14:00 to 18:00 at the BalatonHost office. Please save this address for your arrival. After the administration, our staff will accompany the guests to the booked accommodation. BalatonHost Check-in 8230 Balatonfüred, Lóczy Lajos u. 2. Google Plus Code: XV7W+5R Balatonfüred (Just around the corner after the railway crossing, in the middle of the intersection) Any remaining accommodation fee and tourist tax can be paid in cash or by bank transfer at the beginning of your stay. If you plan to arrive after 18:00, please inform us in advance. In this case, we can either meet you in person or provide you with the keys using our key safes.
13. For some of our BalatonHost accommodations, key collection is done without personal presence, using key safes. In the case of these accommodations, we will contact you via email before your arrival to provide all necessary information. For these accommodations, we kindly ask you to transfer the remaining accommodation fee and provide the necessary data for the tourist tax before your arrival. Once these are arranged, we will send you a detailed arrival information letter containing all the important details regarding your booked accommodation, as well as the code for the key safe. Please read the arrival information carefully so that you can access the booked accommodation even in case of late arrival. We are available by phone until 21:00 on the day of arrival to assist you if you encounter any difficulties, but please try to follow the provided instructions first, as our customer service may be busy.

BalatonHost complies with its data management policy throughout the entire accommodation booking process: https://www.balatonhost.com/data_handling_policy.pdf

BalatonHost

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Tax number: 27268803-2-19

Company registration number: 19-06-504309

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