



GENERAL TERMS AND CONDITIONS (effective date: 01.08.2026)

1. Details of the Service Provider

UNIONE SÁRVÁR Hotel Project Limited Liability Company

Short name: UNIONE Sárvár Kft.

Registered seat: 1123 Budapest, Alkotás út 55-61.

Address of the service: HU-9600 Sárvár, Rákóczi Ferenc utca 28.

Company registration number: 01-09-068756

Tax number: 10400645-2-43

Phone number: +36 95 523 900

E-mail: info@melea.hu

Represented by: Zsolt Bencze, Managing Director

(hereinafter: the "**Service Provider**")

2. General provisions

2.1. These General Terms and Conditions (hereinafter: the "**GTC**") summarize the contractual content on the basis of which the Service Provider enters into a contract with its guests (hereinafter: the "**Guest**") for the use of the accommodation and other services of the "**Melea – The Health Concept**" (address: HU-9600 Sárvár, Rákóczi Ferenc utca 28.) (hereinafter: the "**Hotel**") operated by the Service Provider.

2.2. Special, individual terms do not form part of the published GTC, but do not preclude the conclusion of separate agreements with travel agents or organizers, on a case-by-case basis, with conditions appropriate to the type of business.

2.3. By concluding this GTC, the Guest acknowledges the provisions contained herein, and, in the absence of a different agreement between the Parties, these provisions shall be deemed governing.

3. Contracting parties

3.1. The services provided by the Service Provider are used by the Guest.



3.2. If the order for the services is placed directly with the Service Provider by the Guest, the Guest shall be the contracting party. The Service Provider and the Guest jointly become contracting parties -- provided the conditions are met (the Service Provider and the Guest hereinafter jointly: the "**Parties**").

3.3. If the order for the services is placed with the Service Provider by a third party acting on the Guest's instructions (hereinafter: the "**Intermediary**"), the terms of cooperation shall be governed by the contract concluded between the Service Provider and the Intermediary, as well as by this GTC, which the Guest expressly acknowledges. In the case specified in this section, the Service Provider is not obliged to examine whether the third party lawfully represents the Guest. Online intermediaries also act on the basis of their own general terms and conditions; the Guest accepts the given intermediary's terms for the booking placed through it, but the Service Provider's GTC shall in all cases govern the legal relationship between the Hotel and the Guest.

3.4. In accordance with the statutory requirements applicable to the activity, the Service Provider shall only provide the services if the Guest -- in accordance with Section 9/H (1) of Act CLVI of 2016 on the Governmental Tasks Related to the Development of Tourism Regions (hereinafter: the "Tourism Act") - provides the Service Provider, prior to using the service, with their family and given name, family and given name at birth, place and date of birth, gender, nationality, mother's family and given name at birth, the identification data of their identity document or travel document, in the case of a third-country national the number of the visa or residence permit, the date and place of entry into the country, as well as the start, expected, and actual end date of the use of the accommodation.

3.5. Due to its business philosophy and characteristics, "MELEA - The Health Concept" qualifies as an *adults-only* accommodation, and therefore only accepts guests who have reached the age of 14. If, despite this, a reservation is made with incorrect and/or incomplete data (e.g., regarding age or number of guests), the Hotel may refuse to accept the Guest at check-in, or may withdraw from providing the service at any time once it becomes aware of this.

3.6. Certain services of the Hotel (in particular medical services as well as SPA, beauty and wellness services) are subject to the additional age requirements set out in the relevant sections of the GTC (Sections 8.3 and 19.11). If the Guest does not meet the age requirements set out in this GTC, or does not have the necessary parental or legal guardian consent, the Hotel is entitled to refuse to provide the relevant service.

4. Conclusion of the Contract, method and modification of booking, notification obligation



4.1. In response to the Guest's verbal or written request for a quote, the Service Provider shall send a written offer. If a specific order is not received within the expiry option specified in the offer sent, the Service Provider's binding offer shall cease to be effective.

4.2. The Contract is concluded by the Service Provider's written confirmation of the Guest's booking submitted in writing or verbally, and thus qualifies as a Contract concluded in writing. A booking, agreement, or modification submitted verbally shall be invalid if confirmed verbally by the Service Provider, or if not confirmed at all.

4.3. The Contract for the use of the accommodation service is concluded for a specified period.

- If the Guest permanently discontinues the use of the service before the expiry of the specified period recorded in the confirmation, and permanently leaves the Hotel, the Service Provider is entitled to charge the full price of the service for the entire ordered period, and is entitled to resell the room vacated before the expiry date to a third party.
- The Service Provider's prior consent is required for any extension of the use of the accommodation service initiated by the Guest. In this case, the Service Provider may stipulate reimbursement of the price of the service already performed.

4.4. As a general rule, a written agreement signed by the Parties is required to modify or supplement the Contract. A written agreement is not required if the modification or supplementation of the Contract is initiated verbally by the Guest, the Service Provider confirms it in writing, and the Guest does not object to the content of the Service Provider's written confirmation.

5. Booking and cancellation conditions

5.1. Booking through the Service Provider's own website

5.1.1. Booking with advance payment

If the Guest books on the **melea.hu** website, they must pay an **advance payment** upon finalizing the booking -- in the amount indicated on the website.

The Guest is entitled to cancel the booking free of cancellation charges until 24:00 (local time at the address of the service) on the 4th calendar day preceding the day of arrival. To validate the booking, the Service Provider requires payment of the advance amount specified on the website. In the event of a free cancellation, the full amount of the advance payment made shall be refunded to the Guest. If the cancellation takes place after 24:00 on the 4th calendar day preceding the day of arrival, or if the Guest does not appear by 18:00 on the day of arrival (no-show), the Service Provider is entitled to retain the full amount of the advance payment as a cancellation fee (kötér).

A credit card guarantee, as well as any other method so designated in the Contract between the Parties and accepted by the Parties, shall also qualify as an advance payment under this Section 5.



5.1.2. Discounted prepayment booking

The Service Provider may offer a discount on the website for bookings where the Guest prepays the full price of the service (100% advance payment) at the time of booking. The Service Provider shall publish the conditions for granting the discount on the website, and shall only provide the discount if the conditions specified by the Service Provider are fully met. The discount specified by the Service Provider may only be granted where payment is made by online bank card.

Bookings under this section cannot be modified or cancelled, and the amount paid is non-refundable, except in cases of force majeure. For these purposes, force majeure includes serious illness that makes staying at the hotel impossible, hospital treatment that becomes necessary due to an unforeseeable cause, and death. The Guest must credibly prove the existence of the force majeure circumstance.

5.1.3. Goodwill (24-hour) cancellation option

Regardless of the type of booking under Sections 5.1.1 and 5.1.2, the Service Provider shall, on a goodwill basis, allow the Guest to modify or cancel their booking free of charge within 24 hours of the booking being made, provided that at least 24 hours remain until the time of arrival.

5.2. Booking through an Intermediary

5.2.1. General conditions

No advance payment is required from the Guest in the case of a booking made through an Intermediary. The Guest is entitled to cancel the booking free of cancellation charges until 24:00 (local time at the address of the service) on the 4th calendar day preceding arrival. If the cancellation takes place after this time, or if the Guest does not appear by 18:00 on the day of arrival (no-show), the Service Provider is entitled to a cancellation fee (kötbér) equal to 50% of the full value of the booking.

5.2.2. Booking secured with a virtual credit card (VCC)

If the booking is secured with a virtual credit card (VCC), the Guest pays the full price of the booking to the Intermediary, and the Service Provider charges the bank account made available by the Intermediary.

The cancellation conditions under this subsection are the same as those set out in Section 5.2.1, except that in the case of a late cancellation, or failure to appear by 18:00 on the day of arrival (no-show), the Service Provider is entitled to a cancellation fee (kötbér) equal to the full (100%) value of the booking.

5.3. Group bookings

For bookings of the Service Provider's products subject to special conditions, group travel, or events, the Service Provider shall establish individual conditions, differing from the above, that are set out in a separate Contract.

5.4. In the event of timely cancellation of the service by the contracting party, the Service Provider shall refund the amount of the advance payment made, calculated according to the cancellation conditions,



by bank transfer or to the bank card used for payment. The Service Provider has 30 days to execute the refund.

6. Prices

6.1. The room rates of the Hotel operated by the Service Provider (Basic Package price), as well as the price lists of other services provided by the Hotel (restaurant, medical treatments, spa), are available at the Hotel's reception.

6.2. The Service Provider may freely change its published prices without prior notice. If the Guest has booked accommodation and the Service Provider has confirmed it in writing, the Service Provider may no longer change that accommodation price.

6.3. When publishing prices, the Service Provider shall indicate the statutory tax content (VAT, tourism tax) of the prices, applicable at the time the offer is made. The Service Provider shall, with prior notice, pass on to the contracting party any additional charges arising from changes in the applicable tax laws (VAT, tourism tax).

6.4. Current discounts, promotions, and other offers are published on melea.hu, in our newsletters (for those who have subscribed), and on other online platforms.

6.5. Published discounts may not be combined with any other discount.

6.6. For bookings of the Service Provider's products subject to special conditions, group bookings, or events, the Service Provider shall establish conditions set out in an individual contract.

7. Method of payment, guarantee

7.1. The Service Provider requires payment for the services provided to the Guest at the latest after their use, before departure from the Hotel, but may, under an individual agreement, also allow payment afterward.

7.2. As a condition for the use of the service in accordance with the Contract, in order to guarantee full settlement of the price, the Service Provider requires advance payment of the amount specified in the confirmation, as well as, upon arrival, payment of the remaining amount of the total sum shown in the confirmation, reduced by the advance payment already made.



7.3. The contracting party's invoice shall be issued, and may accordingly be settled, in Hungarian Forint (HUF) or Euro (EUR). In this case, the Euro amount shall be determined at the National Bank of Hungary's (MNB) official exchange rate in effect on the day of the Guest's travel. In the case of cash payment in Euro, the Service Provider shall pay any change due in Euro.

The Service Provider accepts cashless means of payment (credit card, Széchenyi Recreation Card, and, under a separate agreement, gift vouchers, vouchers, etc.), the current list of which shall be made available to the contracting party upon request. In the case of a booking, the contracting party is advised to clarify the possibility of payment with the selected cashless means of payment.

7.4. Any cost related to the use of any means of payment, charged by the contracting party's institution, shall be borne by the contracting party or charged to their SZÉP card/credit card.

8. Method and conditions of using the service

8.1. The Guest may occupy the hotel room from 15:00 on the day of arrival (check-in), and must vacate it by 12:00 noon on the last day of stay (check-out), unless, following prior arrangement, the Service Provider allows the Guest an earlier arrival (early check-in) or a later departure (late check-out). The fee for an earlier arrival or later departure is set out in the current price list.

8.2. If the Guest wishes to occupy the room before 10:00 in the morning on the day of arrival, they must pay the Service Provider for the previous night.

8.3. Medical services provided on the premises of the Hotel may only be used by Guests who have reached the age of 18.

9. Digital document reader and VIZA system

9.1. Pursuant to Section 9/H (1) of the Tourism Act and Section 14/C (2) of Government Decree 235/2019 (X. 15.) on the Governmental Tasks Related to the Development of Tourism Regions, issued for its implementation, check-in and room occupancy are conditional upon the handover, at the reception upon arrival, of a photo ID document (identity card, card-format driving licence, or passport) verifying the personal data of the persons using the accommodation service, and its recording by the Hotel using a digital document scanner. Every Guest is required to present a photo ID for identification purposes upon arrival.

9.2. If the Guest does not hand over a personal identification document upon arrival, the Hotel shall refuse to provide the accommodation service.



9.3. In the event that a stay is refused on the basis of the law, the Hotel shall be entitled to the advance payment, cancellation, or modification amount specified in the booking confirmation, and shall be entitled to charge the full amount as a cancellation fee (kötér).

10. Refusal to perform the Contract, termination of the obligation to provide services

10.1. The Service Provider is entitled to terminate the Contract for accommodation services with immediate effect, and thus refuse to provide services, if:

- the Guest does not use the room or the facility made available for its intended purpose;
- the Guest behaves in an objectionable or rude manner with regard to the security or order of the accommodation or its staff, is under the influence of alcohol or drugs, and, in connection therewith, exhibits threatening, offensive, or otherwise unacceptable behavior;
- the Guest suffers from an infectious disease;
- the contracting party fails to fulfil the advance payment obligation specified in the Contract by the specified deadline;
- the Guest does not permit the scanning of their documents at check-in, or refuses to fill in the registration form.

10.2. If the Contract between the Parties is not performed due to "force majeure," the Contract shall terminate, and, in the case of an individual booking (up to 2 rooms), the Service Provider shall not claim payment for the accommodation and shall refund it to the Guest. The Service Provider shall, however, claim payment for its other costs (e.g., catering, procurement of ingredients). In the case of a group booking, the refund in the event of "force majeure" shall be governed by the individually agreed group contract.

11. Accommodation guarantee

11.1. If the Service Provider's Hotel is unable, due to its own fault (e.g., overbooking, temporary operational problems, etc.), to provide the services specified in the Contract, the Service Provider is obliged to arrange immediately for the Guest's accommodation.

11.2. In the above case, the Service Provider is obliged to:

- provide/offer the services specified in the Contract, at the confirmed price, for the stipulated period -- or until the impediment ceases -- at another accommodation of the same category. All additional costs of providing the substitute accommodation shall be borne by the Service Provider;
- provide the Guest, free of charge, with a single opportunity to make a telephone call to notify others of the change of accommodation;



- provide the Guest with a free transfer to move to the offered substitute accommodation, and for any subsequent return move.

11.3. If the Service Provider fully complies with these obligations, or if the Guest has accepted the substitute accommodation offered, the contracting party may not subsequently bring a claim for damages.

12. Illness or death of the Guest

12.1. If, during the period of use of the accommodation service, the Guest becomes ill and is unable to act in their own interest, the Service Provider shall offer medical assistance.

12.2. In the event of the Guest's illness/death, the Service Provider is entitled to claim cost compensation from the sick/deceased Guest's relative, heir, or the party paying the bill, in respect of any medical and procedural costs, the price of services used prior to the death, and any damage caused to equipment or furnishings in connection with the illness/death.

13. Rights of the Guest

13.1. Under the Contract, the Guest is entitled to the intended use of the booked room, as well as of those facilities of the accommodation that fall within the usual scope of services and are not subject to special conditions.

13.2. The Guest may lodge a complaint regarding the performance of the services provided by the Service Provider during the period of their stay at the accommodation. The Service Provider undertakes to handle complaints submitted to it in writing with verifiable proof of delivery (or recorded by it in a report) during this period.

13.3. The Guest's right to lodge a complaint ceases upon their departure from the Hotel. This provision applies to direct complaints; it does not affect the possibility of subsequently submitting reviews on online review platforms.

14. Obligations of the contracting party

14.1. The contracting party is obliged to settle the price of the services ordered under the Contract by the date and in the manner specified in the Contract.

14.2. The Guest may not bring their own food or drink onto the premises of the Hotel.



14.3. The Guest may not receive visitors in the hotel room at the Hotel.

14.4. Pets may be brought into the Hotel following prior arrangement, but may only be kept, under the Guest's supervision, in the hotel rooms on the first floor designated by the Service Provider for this purpose; they may use the common areas to access the rooms, but may not, or may only to a limited extent, visit other areas (swimming pool, SPA, restaurant and communal areas, etc.). The use of a leash and muzzle is mandatory at all times, except while in the room. The pet surcharge is set out in the current price list.

14.5. The Guest is fully liable for any damage caused by the pet, which must be compensated to the Service Provider before departure. The Service Provider is entitled to charge a cleaning surcharge if the room was not used for its intended purpose. If any item/object becomes unusable, the Guest must pay the current replacement (procurement) price. If the Guest does not report soiling, or an item/object becoming unusable, at departure, and the damage can be demonstrably attributed to them, the Service Provider is entitled to enforce its claim for damages against the Guest.

14.6. Smoking (including the use of electronic cigarettes and other similar devices) is prohibited in the enclosed premises of the Hotel -- including hotel rooms as well as communal and other indoor areas -- as well as on balconies and terraces; it is permitted only in the areas designated and appropriately marked for this purpose.

If the Guest violates the above prohibition or restriction, the Service Provider is entitled to:

- charge the Guest a contractual cancellation fee (kötér), in accordance with the current price list available at the Hotel's reception, which covers the costs of intensive cleaning and deodorizing of the room or affected area to remove tobacco smoke, as well as compensation for any damage caused to furnishings (textiles, upholstery, curtains, carpets, etc.);
- pass on to the offending Guest the full amount of any public-health fine imposed on the Service Provider or the Hotel by the competent authority as a result of the violation;
- terminate the Contract with immediate effect pursuant to Section 10.1 in the event of a serious or repeated violation.

The amounts charged as set out above become due upon the Guest's departure, and the Service Provider is entitled to satisfy them out of the Payment Guarantee or the Security Deposit as well.

14.7. The Service Provider is entitled to charge the Guest an extra cleaning fee, in accordance with the current price list available at the Hotel's reception, if cleaning the room or other area used by the Guest requires justified additional work beyond the usual daily cleaning routine. The following shall in particular constitute a justified case for charging an extra cleaning fee, if:



- the Guest violates the smoking prohibition set out in Section 14.6, resulting in the smell of tobacco smoke, ash, or burn marks in the room;
- the room or area becomes soiled beyond the extent of ordinary use, in particular due to food, drink, bodily-fluid, blood, or vomit contamination, paint, or cosmetic products;
- removing the contamination requires the use of special cleaning equipment, materials, or an external professional service;
- the furniture or textiles (bedding, towels, carpets, upholstery, curtains) become soiled or damaged to an extent that cannot be restored by ordinary cleaning, and require replacement or professional cleaning;
- the pet causes soiling or damage in the room as set out in Sections 14.4--14.5;
- the room is left in such a condition that it cannot be prepared for the next Guest within the usual cleaning time (e.g., extraordinary disorder, rearranged furniture, accumulation of rubbish).

The extra cleaning fee becomes due upon determination of the soiling or damage, at the latest upon the Guest's departure, and the Service Provider is entitled to satisfy it out of the Payment Guarantee or the Security Deposit as well.

15. The Guest's liability for damages

The Guest is liable for all damage and disadvantage suffered by the Service Provider or a third party due to the fault of the Guest, their companion, or other persons for whom they are responsible. The Guest is liable for any damage caused by them and must pay it to the Service Provider. This liability also applies where the injured party is entitled to claim compensation for their damage directly from the Service Provider.

16. Rights of the Service Provider

16.1. The Service Provider reserves the unilateral right to request, upon arrival, from the Guest or the party bearing the costs, a payment guarantee -- a bank card pre-authorization, cash deposit, or settlement of the price of the pre-ordered services (accommodation, meals, and other services) -- for basic and extra services not paid in advance (hereinafter jointly: the "**Payment Guarantee**").

16.2. The Service Provider shall inform the Guest, upon arrival, of the fact and extent of the requirement for the Payment Guarantee, and the Guest shall accept in writing the amount and conditions of the Payment Guarantee.

16.3. The daily amount of the Payment Guarantee may not exceed the daily room rate specified in the Service Contract, provided that the Service Provider reserves the unilateral right to request, in addition to the Payment Guarantee, further security of a deposit nature (hereinafter: the "**Security Deposit**")



from the Guest or the party bearing the costs. The Service Provider reserves the right to terminate the Service Contract with immediate effect if the Guest or the party bearing the costs refuses to provide the Payment Guarantee and/or the Security Deposit.

16.4. The purpose of the Advance Payment, the Payment Guarantee, and the Security Deposit alike is to serve as security for the Service Provider in the event that the party providing the security fails to fulfil its obligations undertaken under the GTC or the individually determined service contract; in that case, the Service Provider may satisfy its claims arising under the GTC or the individually determined service contract out of the Payment Guarantee or the Security Deposit. In view of the foregoing, both the Payment Guarantee and the Security Deposit constitute security of a deposit nature under the Hungarian Civil Code.

16.5. If the Guest or the party bearing the costs fails to fulfil their obligation to pay for extra services used, or for services ordered under the service contract to be paid for by the Guest or the party bearing the costs, the Service Provider is entitled to enforce this claim directly against the Guest or against the party bearing the costs as a surety.

16.6. If the Guest fails to fulfil their obligation to pay for services used, or ordered under the Contract but not used, that are subject to a cancellation fee (kötér), the Service Provider shall have a lien, to secure its claims, over the Guest's personal belongings brought by them to the Hotel. In every case, an official report must be drawn up, on which a member of the Hotel's staff (department head or duty manager), the Guest, and two witnesses shall certify by their signatures the veracity of the events recorded in the report.

16.7. The Service Provider's security service is entitled to remove from the premises any person who endangers the peace and safety of any of the Service Provider's activities -- while respecting personal rights. The Service Provider shall not be liable for damages, either to the Guest or the party bearing the costs, or to the person concerned, in respect of such action taken by the Service Provider's security service.

17. Obligations of the Service Provider

The Service Provider is obliged to:

- perform the accommodation, catering, and other services ordered under the Contract, with the assistance of appropriately qualified staff, in accordance with applicable regulations and service standards;
- investigate the Guest's written complaint and take the steps necessary to address the problem, and document the results of the investigation and the measures taken.



18. The Service Provider's liability for damages

18.1. The Service Provider assumes liability for any damage suffered by the Guest within its premises that occurred due to the fault of the Service Provider or its employees.

- The Service Provider's liability does not extend to damage events that occurred due to an unavoidable cause beyond the control of the Service Provider's employees and other Guests, or that were caused by the Guest themselves.
- The Service Provider is entitled to designate areas of the Hotel that the Guest may not enter. The Service Provider assumes no liability for any damage or injury occurring in such areas.
- Use of the Hotel's SPA area is at the Guest's own risk. There is an increased risk of slipping in wet areas, and the Guest is therefore required to exercise reasonable care. The Hotel is not liable for damage arising from the Guest's improper use, or from violation of the prescribed safety rules.
- The Guest must report any damage they suffer to the Hotel immediately, and must provide the Hotel with all information necessary to clarify the circumstances of the damage event, or, if necessary, for drawing up a police report / for police proceedings.

18.2. The Service Provider also assumes liability for damage suffered by the Guest through the loss, destruction, or damage of items customarily brought into the Hotel, where the Guest kept them in a place designated by the Service Provider, or handed them over to an employee of the Service Provider. Based on the Hotel's liability, the amount of compensation shall not exceed fifty times the daily room rate.

18.3. The Service Provider is liable for valuables, securities, and cash only if it has expressly accepted them for safekeeping.

18.4. The Service Provider assumes no liability for valuables left in a vehicle parked in the Service Provider's parking lot; the Service Provider shall investigate any damage occurring to vehicles in the parking lot, and shall compensate for such damage if it was caused by negligence attributable to it.

18.5. We assume no liability for valuables left in other areas of the Hotel.

19. House rules of the SPA and wellness department

19.1. By entering, guests of the SPA and wellness department acknowledge that the provisions of these house rules are binding on them in connection with the use of the bathing and sauna services associated with the hotel room booking. The Guest may only enter the SPA and wellness area wearing a hotel bathrobe or leisurewear and rubber-soled bathing slippers, and may use its services at their own risk.



The Service Provider notes that in-room guest slippers do not qualify as bathing slippers. Any person attempting to enter without authorization may be refused entry to the department's premises.

19.2. The SPA reception and bathing area may be visited according to the current opening hours; the area may not be visited at other times. The Hotel's management may unilaterally change the operating hours in justified cases (storm, technical fault, etc.). Trained staff supervise the entire department to ensure safe and pleasant relaxation.

19.3. Guests who have a fever, an infectious or skin disease, an open wound or injury, or who are particularly intoxicated, or under the influence of drugs or other intoxicating medication, may not use the sauna or bathing area services, or the SPA treatments. This shall be decided unilaterally by our trained staff, the department, and the Hotel manager, and a record shall be kept of it.

19.4. Littering in the department, and smoking throughout the entire SPA and bathing area, is prohibited. Eating and consuming any beverage is only permitted in the SPA lobby and on the outdoor terraces. Making noise, and endangering one's own or others' physical safety in any way, in the swimming pools and their immediate vicinity is not permitted.

19.5. Jumping, shouting, playing ball, and using inflatable mattresses or diving goggles, or bringing in toys, in the pools is not permitted, in order to avoid accidents.

19.6. Use of the shower before entering the pool is mandatory in all cases.

19.7. The Service Provider and the Hotel assume no liability for valuables left in the relaxation areas and changing rooms of the bathing department.

19.8. First aid in the SPA and bathing area is provided by the qualified spa receptionist, sauna attendant, and lifeguard. The MediSPA manager must be informed immediately of any accident suffered by a bathing guest. We are not in a position to accept subsequent complaints from our guests with reference to an unreported accident.

19.9. Bathing guests are required to comply with the rules governing the use of the pool. The operator is entitled, if necessary, to request the assistance of an authority official in order to maintain order in the pool.

19.10. The Service Provider is entitled to compensation from the Guest if the Guest intentionally or negligently damages the equipment or furnishings of the bathing department.



19.11. Guests who have reached the age of 14 but have not yet reached the age of 18 may only use the SPA, beauty, and wellness services provided by the Hotel with the prior written consent of a parent or legal guardian. The form provided for this purpose may be requested at the Hotel's SPA reception.

20. Confidentiality

In performing its obligations under the Contract, the Service Provider is obliged to act in accordance with the provisions of Act LXIII of 1992 on the Protection of Personal Data and the Disclosure of Data of Public Interest and other applicable data-protection legislation, and -- if the contracting party has notified the Service Provider thereof -- in accordance with the contracting party's relevant internal rules.

21. Force majeure

21.1. Any cause or circumstance beyond the Parties' control that is unforeseeable and unavoidable (in particular: war, fire, flood, extreme or unusual weather conditions, energy-supply disruption, strike, epidemic, as well as serious illness or death making performance of the Contract impossible) (hereinafter: "force majeure"), which prevents either Party from fulfilling its obligations under the Contract, shall release the affected Party from the legal consequences of breach of contract for the duration of the force majeure.

21.2. The Party invoking force majeure is obliged to notify the other Party immediately of the occurrence of the circumstance and its expected duration, and to do everything reasonably expected of it to mitigate the effects of the force majeure and to restore performance as soon as possible.

22. Governing law and competent court

22.1. The legal relationship between the Service Provider and the contracting party shall be governed by the provisions of Act V of 2013 on the Civil Code. Any legal dispute arising from the Contract shall fall within the competence of the court having jurisdiction according to the location of the service.

22.2. If a medical service is provided on the premises of the Hotel (in particular: medical care, medical treatment, physiotherapy), the provisions of the relevant healthcare legislation shall apply to such services. The Service Provider (or the person actually providing the medical service) shall ensure that patients' rights are enforced in this regard, in particular the right to information, self-determination, and data protection. The contact details of the patients' rights representative shall be posted in a clearly visible place on the Hotel's premises.

23. Website

23.1. References and links



The Service Provider has no influence over the design and content of third-party material linked or referenced on its website.

23.2. Copyright

The layout of the websites, the diagrams, images, and logos used, as well as the collection of individual contributions, are protected by copyright. Copying or using any such material -- such as images or texts -- in any other electronic or printed publication is not permitted without the Service Provider's written consent.

23.3. Cookies

When you visit our websites, a recurring cookie (a small text file) is created and saved on your computer's hard drive. The cookie allows us to recognize you when you visit our website, making it easier for you to browse the site and personalizing your online experience.

23.4. Analytics

We use a website analytics tool that generates a set of data and tracks how our visitors use our website. When you visit our website, we create cookies for the purpose of recording what you search for on our website, and to obtain information about this that is not personally identifiable. This tool helps us improve your online experience and increase the user-friendliness of our website. We never use it to collect personal information. Most browsers automatically accept these cookies; however, you may delete them, or have your browser decline them automatically. Since every browser is different, please refer to the "Help" section of your browser's toolbar to find out how to set your cookie preferences. Please note, however, that you may not be able to use certain features of our website if you choose not to accept cookies.

23.5. SSL security

To guarantee your security and ensure highly confidential handling of your data, our website uses SSL data-encryption software for online bookings. Your credit card number, and any other information you enter when completing the various forms, is automatically encrypted for data protection and is protected during transmission over the network. Once the information reaches our server, it is decrypted using a unique private key. SSL allows your browser to connect to our website and to agree, in a transparent manner, on a secure communication channel. SSL is currently the most widely used and most successful secure transaction system. To use this system, you simply need to check your browser's compatibility. For further information regarding data processing, please consult the Service Provider's Public Privacy Notice (https://melea.hu/wp-content/uploads/2025/10/Melea-Adatkezelesi-Tajekoztato_HU-20251007.pdf).



23.6. Newsletter subscription

By voluntarily providing their name and e-mail address when subscribing to the newsletter, the user consents to UNIONE Sárvár Kft. sending them electronic mail. UNIONE Sárvár Kft. ensures that the user may unsubscribe from the newsletter at any time via the link found on the melea.hu website.

23.7. Remarketing code

On the website, we use remarketing codes to track visits to certain specific pages, so that we can subsequently provide targeted marketing messages to visitors of these pages. Visitors to the website may disable the cookies that provide the remarketing codes by adjusting the settings of their respective browser.

This GTC enters into force on 01.08.2026.

Budapest, 1 August 2026

UNIONE Sárvár Kft.