

Booking, Cancellation and Guarantee terms of Hotel Belvedere Budapest

Valid from 1st September 2019

Reservations and Inquiry:

The below conditions for booking, modification and cancellation are only valid for individual (booking maximum 3 units) reservations. Booking 4 or more rooms have unique conditions and they are stated in confirmation.

Guaranteed reservations are only accepted by e-mail or through the website.

Hotel Belvedere Budapest is providing a booking system on its website (www.belvederehotels.hu) to make the reservation and contact easier.

Please fill all necessary details on inquiry form or in reservation system, and take attention to provide correct contact details. Data provided through the website are handled according to our Privacy policy. egtelálható adatvédelmi illetve adatkezelési tájékoztatóban foglaltaknak megfelelően kezeljük. By sending an inquiry or booking a room you must read and accept our privacy policy.

It is the customer's responsibility to ensure that the information provided in the booking is correct. In case the provided contact details (phone number, e-mail address) are incorrect, and it is not possible to confirm the reservation, Hotel Belvedere Budapest can cancel the reservation request, and has no obligation to provide accommodation service.

We ask our guests to enter all special requests, questions according to reservation at remarks section. The age of children shall be also entered correctly, the hotel may check the ages upon arrival.

In case booking via e-mail, please provide the same information requested in our online booking system. Over phone we can give you information on availability, but guaranteed reservations are registered only in our system when received by e-mail/or via booking system.

The guest acknowledges with his / her reservation that he / she has read and accepted the booking and cancellation policy.

In case of a price request, Hotel Belvedere will send its offer to the provided e-mail address. The price offer is not considered as confirmed. If the guest accepts the offer in writing, the reservation becomes guaranteed when the hotel sends the confirmation after registering the reservation.

Minimum length of stay:

In some special periods (holidays, events) or in case of packages the hotel can set a minimum number of nights required to accept a reservation. Please always be aware of the minimum stay requirements, especially in peak periods.

Deposit or credit/bank card guaranty:

In case of standard booking conditions (can be modified, cancelled) the hotel requires only a credit card guaranty. The hotel keeps the right to check the validity and available funds on card before arrival, but will never block any amount.

For reservation with standard booking conditions we never ask for a deposit.

In case of peak periods or packages, the hotel may ask for a deposit, but this will be notified during the booking process, or latest the confirmation is including the information of prepayment/deposits.

In case of non-cancellable reservations (and non-refundable) the hotel will charge the provided credit card within 24 hours after receiving the reservation. A nem lemondható, kedvezményes áron történő foglalásokhoz hitelkártya adatokat kérünk, melyet a foglalást követő 24 órán belül a foglalás teljes összegével terhelünk meg. If you indicate that you would like to pay by bank transfer instead of credit card, you will have 48 hours from the time of booking to process payment.

In case of non-cancellable/non-refundable reservations, the hotel may cancel the reservation if payment is not processed in 48 hours, or if the provided credit card is incorrect, or not possible to charge. The hotel will notify the client about it.

If your arrival date is within 4 calendar days of your booking date, the credit card is charged after reservation/or bank transfer has to be done on same day.

If the guest does not arrive, despite the paid reservation, the hotel will consider the paid accommodation as used. In such case the hotel will keep the paid deposit, and it has no obligation to provide service on a different date.

Conditions of cancellation and modification

Standard Booking conditions: bookings can be modified or cancelled free of charge until the deadline, which is 48 hours prior to arrival. Different cancellation deadlines are applied for special periods, which are always included in the confirmation sent by the system or reception.

Non cancellable reservations: the reservation can not be cancelled or modified without charges after the booking is made. In case of cancellation or no show the hotel keeps the paid deposit (non-refundable), and it has no obligation to provide service on a different date.

Valuables, cash:

Please note that our hotel accepts no liability for valuables or cash lost at the hotel. We recommend our guests to store their valuables in the free central safe in the lobby during their stay.

Smoking:

The hotel is non-smoking, smoking is not allowed in rooms. In spite of non-smoking pictograms and signs, smoking guests are required to pay penalty.

Parking:

The hotel is located in a parking zone, in surrounding streets the parking shall be paid at the machines. The hotel's secured, non-guarded underground garage can be used by guests (pre-booking is needed), the actual parking fee is 12 EURO (or equivalent HUF)/day.

The hotel accepts no liability for the vehicles left in the parking lot or for valuables stored in them..

Check in and check out from rooms:

Check in is from 14:00 and we ask our guests to vacate the room latest until 11:00. In case the guest would like to have a later check out, the following fees apply:

until: 12:00 10 EURO/room

until: 13:00 15 EURO/room

until: 14:00 20 EURO/room

until: 15:00 30 EURO/room

In case check out after 15:00, the full daily price will be charged. Late check out fees can be paid at reception.

Accepted payments:

Cash, bank card, SZEP card, credit card and bank transfer (in advance) are the accepted method of payments.

Booking conditions for guests via travel agents (and online travel agents)

For reservations made through our booking partners (agents, booking websites, coupon sites etc) the booking conditions can be different. The conditions specified by the partner are always relevant.

Group bookings:

The above mentioned booking conditions are not valid for groups. The hotel provides always unique conditions on each group request.

Others:

In all cases, the Parties shall endeavor to resolve their disputes arising from the Accommodation Agreement by amicable means. If the amicable settlement fails, the parties shall bring the dispute to legal resolution. The parties shall submit to the exclusive jurisdiction of the Metropolitan Court to resolve their disputes arising from this contract.

Budapest, 2019.09.01.

Hotel Major Kft.