

GENERAL TERMS AND CONDITIONS

Balance Medical Centre

Date of entry into force: 20 May 2025

1. GENERAL PROVISIONS

1.1. Service Provider's details

- **Name of the Service Provider:** Gyógyvíz Medicina Bt.
- **Service Provider's registered office:** 8960 Lenti, Táncsics utca 2/A.
- **Service Provider's tax number:** 21014163-2-20
- **Company registration number:** 20-06-036760
- **Represented by:** Dr Nikolett Szolnoki, Medical Director
- **Email address:** nikolett.szolnoki@balancemedical.hu
- **Telephone number:** +36 20 778 5943
- **Website:** www.medical.balanceresort.hu

1.2. Scope of the General Terms and Conditions

These General Terms and Conditions (hereinafter: GTC) apply to all healthcare services and treatments provided by Balance Medical Centre (hereinafter: the Service Provider) and to the use of such services. The GTC set out the general terms and conditions of the contractual relationship between the Service Provider and the person using the service (hereinafter: Patient).

1.3. Amendments to the GTC

The Service Provider is entitled to amend these GTC unilaterally. The Service Provider shall notify Patients of any amendments by publishing them on its website. The amended provisions shall enter into force on the 15th day following publication and shall apply to services used after they have entered into force.

2. SCOPE OF SERVICES

2.1. Services Provided

The Service Provider provides the following main services:

- Musculoskeletal rehabilitation
- Hyperbaric oxygen therapy
- Physiotherapy treatments

- Wellness treatments
- Treatments subsidised by NEAK
- Other healthcare services

2.2. Detailed description of the services

A detailed description of the services, including their content, duration and current prices, is available on the Service Provider's website (www.medical.balanceresort.hu) and at the Service Provider's reception.

3. USING THE SERVICES

3.1. Booking an appointment

Services are available by prior appointment, which may be made:

- In person at reception
- By telephone: +36 20 778 5943
- By email: spa@balancemedical.hu

3.2. Health assessment

Before treatment begins, the Patient is required to undergo a health assessment, provided that the nature of the treatment warrants it. Based on the assessment, the Service Provider's specialist will make a recommendation regarding the treatment plan.

3.3. Cancellation or alteration of appointments

A booked appointment may be cancelled or rescheduled free of charge no later than 24 hours before the start of the appointment. If the cancellation is made within 24 hours, or if the Patient fails to attend the booked appointment, the Service Provider is entitled to charge 50 per cent of the service fee as a cancellation fee.

3.4. Late Arrival

If the Patient arrives late for the booked appointment, the Service Provider will provide the service for the remaining duration but is entitled to charge the full fee. In the event of a delay exceeding 15 minutes, the Service Provider is entitled to cancel the treatment and charge a cancellation fee.

4. PAYMENT OF FEES, INVOICING

4.1. Prices

The current prices for services are available on the Service Provider's website and at reception. Prices include VAT. The Service Provider reserves the right to change prices.

4.2. Payment methods

The following payment methods are available:

- Cash
- Credit/debit card
- SZÉP Card
- Bank transfer (by prior arrangement)
- Health insurance card (a list of accepted insurance providers is available at reception)

4.3. Issuing of invoices

The Service Provider shall issue an invoice for the services provided in all cases. The invoice shall include the description of the service, the amount payable and the date of service.

4.4. NEAK subsidies

In the case of treatments subsidised by NEAK, the Patient is required to present their medical referral and their TAJ card. The conditions for receiving subsidised treatments are set out in the applicable legislation.

5. HEALTHCARE DOCUMENTATION

5.1. Processing of health data

The Service Provider processes the Patient's health data in accordance with the provisions of Act XLVII of 1997 on the processing and protection of health and related personal data, as well as the European Union's General Data Protection Regulation (GDPR).

5.2. Retention of documentation

The Service Provider shall retain medical documentation relating to treatments for the period prescribed by law. The Patient is entitled to inspect the medical documentation held about them and to request a copy thereof.

6. LIABILITY

6.1. The Service Provider's liability

The Service Provider accepts responsibility for the professional performance of the services it provides. The Service Provider's liability does not extend to any damage arising from a breach of the Patient's duty to cooperate or from the withholding of information.

6.2. The Patient's liability

The Patient is obliged to inform the Service Provider of any medical condition, illness or medication that may affect the performance of the treatment or its effectiveness . The Service Provider accepts no liability for any consequences arising from a failure to provide such information.

6.3. Valuables

The Service Provider accepts no liability for valuables left on its premises. The Patient may store their valuables in a locked cupboard in the valuables storage area on the ground floor whilst undergoing treatment.

7. COMPLAINTS PROCEDURE

7.1. Submitting a complaint

The Patient may submit a complaint regarding the service in the following ways:

- In person at reception
- In writing, by post to the Service Provider's address
- By email: spa@balancemedical.hu
- To the patient rights representative: Dr Roland Baranyai (telephone: +36 20 489 9567, email: roland.baranyai@ijsz.bm.gov.hu)

7.2. Investigation of complaints

The Service Provider shall investigate the complaint within 30 days and respond to the Patient in writing. Should the investigation of the complaint take longer, the Service Provider shall inform the Patient accordingly.

8. DATA PROTECTION

8.1. Data Protection Notice

The Service Provider's privacy notice is available on the website www.medical.balanceresort.hu and at reception. The privacy notice sets out the detailed rules governing the processing of the Patient's personal and health data.

8.2. Consent

By using the service, the Patient consents to the processing of their personal and health data in accordance with the provisions of the data protection notice.

9. OTHER PROVISIONS

9.1. Accident and fire prevention

The Patient is obliged to comply with the accident and fire safety regulations published by the Service Provider.

9.2. House Rules

The Patient is obliged to comply with the Service Provider's house rules, which are displayed at reception and in the treatment rooms.

9.3. Dispute Resolution

The contracting parties intend to settle any disputes arising between them primarily by amicable means. Should this prove unsuccessful, the parties agree to submit to the jurisdiction of the Hungarian courts.

9.4. Governing Law

In matters not covered by these General Terms and Conditions, Act V of 2013 on the Civil Code, Act CLIV of 1997 on healthcare, and the provisions of applicable Hungarian legislation shall apply.

These General Terms and Conditions shall enter into force on the date of publication and shall remain in force until revoked.

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