

General Terms and Conditions

General Terms and Conditions of Bükfürdő Thermal & Spa® Thermal Camping - Booking conditions, terms of use, data management, payment terms, and other information

Please read the General Terms and Conditions and Payment terms before booking!

1. General rules

1.1. These "General Terms and Conditions" regulate the use of the Service Provider's accommodation and its services, the rights and obligations between the Parties.

1.2. Specific, individual terms and conditions do not form part of these General Terms and Conditions, but do not preclude the conclusion of separate agreements with travel agents, tour operators, with different conditions, depending on the type of business.

1.3. Except as otherwise provided in these Terms and Conditions, you may use our services solely for your own purposes. You may not resell or otherwise commercially exploit any service (with or without a margin), whether separately or in combination with any other service, without our prior permission. Likewise, you may not resell, copy, monitor, display, download or reproduce any content or software on the website. This provision does not apply to the private transfer of bookings.

1.4. The services of Bükfürdő Thermal & Spa Thermal Camping can only be used in compliance with the house rules and the guest information, which are available on the website www.bukcamping.hu.

2. Interpretative provisions:

2.1. Service Provider:

Name: Büki Gyógyfürdő Zrt.

Registered office: 9740 Bük, Termál körút 2/A

Company registration number: 18-10-100542

Tax number: 11302605-2-18

EU Tax number: HU11302605

Bank account number: OTP Bank 11747082-20003720

IBAN: HU 41 11747082-20003720-00000000

SWIFT-Code: OTP VHU HB

Phone: +36 94 558-356

E-mail: camping@bukfurdo.hu

2.2. Complaints handling location and contact details:

Address: 9740 Bük, Termál körút 2/A

E-mail: info@bukfurdo.hu

Phone: +36 94 558 080

2.3. Guest: the party that enters into a Service Contract with the Service Provider, who is in practice a natural person using the Service Provider's Services.

2.4. Cost bearer: a natural or legal person or an unincorporated business entity that pays the Service Provider the consideration due to the Service Provider for the use of the Service. The Cost Bearer may be the Guest or a third party.

2.5. Parties: the Guest or the Cost Bearer and the Service Provider

2.6. Value or Price or Fee: a fee payable to the Service Provider for the use of a Service, which is payable by the Guest or the Cost Bearer.

2.7. Accommodation services: the provision of accommodation for overnight stays, including rest, on the territory of the Thermal Camping, and other services directly related to the provision of such accommodation.

2.8. Additional Services: other services provided by the Service Provider to its Guests for the enjoyment of leisure time, the preservation of health, the improvement of physical well-being, which are not part of the given type of Accommodation Service, provided that the Service Provider offers or provides such services to the Guests at the time of the Service. The scope and price of the various types of Additional Services that may be used by the Guests in a given period shall be published by the Service Provider on the Website or, upon request of the Guest(s), shall be separately communicated to the Guest(s) before or during the provision of the Accommodation Service, depending on when the request for the Additional Service(s) arises, but in any case before the use of the Additional Service(s). The scope of the Additional Services may vary or change at different times of the year.

2.9. Service: the collective term for the Accommodation Service and the Additional Service(s).

2.10. Website: the <https://bukcamping.hu> webpage and all its sub-sites, operated by the Service Provider.

2.11. Booking system: the accommodation booking software on the <https://www.bukfurdo.hu/hu/thermal-camping>, www.bukcamping.hu and <https://nethotelbooking.net/hotels/thermal-camping-bukfurdo> pages operated by the Service Provider.

2.12. Credit card: a substitute for cash payments that a bank can give to its customers who have an account with it. The concept of a bank card also covers credit cards and debit cards. The list of credit cards accepted by the Service Provider is available on its website and at the reception desk of the campsite.

3. Contractual relation

3.1. The Contract is concluded upon confirmation by the Service Provider of the Guest's written reservation made through the booking system, and is thus deemed to be a Contract concluded in writing. The conclusion of the Contract is evidenced by the electronically saved booking data provided by the Guest, which the Service Provider keeps for the period specified in the legislation on accounting and taxation. The data recorded by the Guest, the data relating to the Service recorded in the Service Provider's system, the bank confirmation of the transaction and the wording of the General Terms and Conditions together constitute the written contract.

3.2. The Service Contract includes:

The Service Contract includes: the date or duration of the Accommodation Service, i.e. the day of arrival and the day of departure (the booking cannot be shorter than two nights),

- the Guest's name,
- the Guest's email address and/or home address and/or telephone number,
- number of persons arriving with the Guest, age of child(ren),
- the type of Accommodation Service - including the type of mobile home or shelter requested,
- the amount of the Consideration and the payment method requested by the Guest,
- an indication of whether the payment is non-refundable,
- and, if the Guest and the Cost bearer are not the same person, the name, address or registered office of the Cost bearer (company) and, in the case of a company, the tax number of the Cost bearer, it being understood that in this case the Service Provider shall conclude the Service Contract with the Cost bearer.
- The Additional Service(s) requested, if the Additional Service(s) has already been made known to the Guest before the provision of the Accommodation Service commences.

3.3. The Service Contract is for a fixed period (the period between the day of arrival and the day of departure, including these two days).

3.4. By entering into the Service Contract, the Service Provider undertakes to provide the accommodation service(s) specified in the Service Contract and, if such service(s) is (are) specified in the Service Contract, the Additional Service(s) under the Service Contract to the Guest and the person(s) staying with the Guest in accordance with the Service Contract.

3.5. The Guest undertakes to use the Service together with the person(s) staying with him/her, if any, and shall be responsible for the conduct of the person(s) staying with him/her, and shall pay the Service Provider the Service fee for the Service used in due time, even if the Cost Bearer is a person other than the Guest, but the Cost Bearer fails to perform within the time limit.

3.6. The Service Provider and the Guest shall be entitled to modify the content of the Service Contract at their mutual and unanimous will.

4. The Service Provider's accommodation services:

4.1. Campsite I - Spacious pitch of over 80 sqm, separated by a hedge - for families, larger caravans, motorhomes, tents. All pitches have access to water and electricity, electricity available at extra cost. Guests of the campsite have unlimited access to Bükfürdő Thermal & Spa® during the opening hours of the spa (sauna area is extra charge). There is a kitchen with cooking facilities and a modern bathroom block on the campsite.

4.2. Campsite II. - The parking area is less than 80 sqm, separated by a hedge - for caravans, motorhomes, tents. All pitches have water and electricity connections, electricity is available at extra cost. Guests of the campsite have unlimited access to the Bükfürdő Thermal & Spa® during the opening hours of the spa (sauna area is extra charge). There is a kitchen with cooking facilities and a modern bathroom block on the campsite.

4.3. Campsite III. - Typically a parking space area of less than 80 sqm, the parking space has a tree and a pole, which provides limited space for manoeuvring. All stalls have access to water and electricity, electricity is available for an additional charge. Guests of the campsite have unlimited access to the Bükfürdő Thermal & Spa® during the opening hours of the spa (sauna area is extra charge). There is a kitchen with cooking facilities and a modern bathroom block on the campsite.

4.4. The Bükfürdő Mobile Homes have bathroom with shower and toilet, kitchen with fridge, gas stove and all necessary cooking equipment (dishes, plates, cutlery, microwave, coffee maker, kettle). Mobile Homes can accommodate a maximum of 5 adults and 1 child. One of the two bedrooms has a double bed and the other has three single beds (bunk or fold-down). The sixth guest can be accommodated on a fold-out sofa bed in the living room. All mobile homes are equipped with air conditioning, mosquito nets and WIFI connection. Each mobile home comes with a covered wooden terrace with garden furniture (for 6 persons) and sun loungers (for 2 persons). Mobile home guests have unlimited access to the Bükfürdő Thermal & Spa® during the opening hours of the spa (sauna area is extra charge).

5. Prices

5.1. Service charges are published at the campsite reception and on the website.

5.2. The Service Provider is free to change its advertised prices without prior notice, unless it is not committed to do so for a specific period.

5.3. The prices include the statutory rate of value added tax (VAT) applicable at the time of the offer. The Service Provider shall pass on to the Guest, with prior notice, any additional charges due to changes in the applicable tax law (VAT).

5.4. Tourist tax is payable in addition to the accommodation fee.

5.5. Current discounts, promotions and other offers are announced on the website.

6. Payment terms

6.1. 50% of the total amount of the reservation must be paid in advance by bank transfer or credit card within 3 calendar days after the confirmation sent by the Service Provider. No advance payment is possible at the campsite reception.

6.2. If the reservation is made on the day of arrival, the full amount will be paid by the guest at the reception upon arrival.

6.3. In the case of special offers, the terms of payment may vary and will be set out in the written confirmation sent to you.

6.4. In case of non-payment of the deposit, the reservation will be automatically cancelled.

6.5. Payment methods accepted: cash (HUF or EUR), bank transfer, debit or credit card (except for Amex), SZÉP card.

6.6. When booking online at the hotel's website, you can pay for your reservation using the methods indicated below:

Online credit card payment: OTP SimplePay

Accepted credit cards: Maestro, MasterCard, Visa, Visa Electron, Diners Club, American Express

Online payment with SZÉP card: OTP Szép card, MKB Szép card, K&H SZÉP card

6.7. The cost of any payment method is charged to the Guest or their SZÉP card/credit card.

7. Cancellation terms

7.1. Cancellation of the order must always be made in writing.

7.2. Reservations can be cancelled or modified up to 7 days before arrival without penalty.

7.3. In the event of cancellation from the 7th day before arrival until the day of arrival, the full 50% deposit will be charged as a cancellation penalty. The deposit paid and the card details provided at the time of booking may be used to charge the penalty in the event of late cancellation.

7.4. If the Contracting Party has secured the use of the accommodation services by advance payment and does not arrive by 18:00 local time on the day of arrival or does not indicate in advance that he/she will arrive later, the Service Provider will claim the full amount of the 50% advance payment as a penalty. In this case, the Service Provider shall reserve the accommodation for the Guest until 10:00 a.m. on the day following the day of arrival, after which the Service Provider's obligation to provide the service shall cease.

7.5. For individual and promotional offers, cancellation conditions are subject to the terms and conditions set out in the offer.

7.6. No refund is possible for services (accommodation, etc.) booked but not used or modified during the Guest's stay.

7.7. The withdrawal of the Contracting Party is governed by Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses.

8. Amendments to the General Terms and Conditions

8.1. In particular, but not exclusively, in order to protect its own economic interests or those of its business partners, the Service Provider has the right to unilaterally modify the General Terms and Conditions in the future. The amendment shall not have retroactive effect on legal transactions already concluded.

8.2. The Service Provider shall notify its prospective contractual partners of the changed clauses in a separate notice on its website at least 8 (eight) days before the entry into force of the amended General Terms and Conditions.

9. Refusal to perform the contract, termination of the service obligation

9.1. The Service Provider is entitled to terminate the Contract with immediate effect, and thus refuse to provide the Services, if:

- the Guest does not make proper use of the accommodation provided,
- the Guest does not use the accommodation provided in accordance with the terms of the contract, or if the Guest does not use the accommodation provided in accordance with the terms of the contract,
- the Guest is suffering from an infectious disease,
- the Contracting Party fails to fulfil its payment obligations under the Contract by the specified date

9.2. If the contract between the parties is not fulfilled for "force majeure" reasons, the contract will be terminated. An extraordinary cause or circumstance beyond the control of the parties (e.g. war, fire, flood, adverse weather, power failure, strike - "force majeure") shall relieve either party from its obligations under the Contract for as long as such cause or circumstance exists.

10. Accommodation guarantee

10.1. If the Service Provider is unable to provide the services provided for in the Contract due to its own fault (e.g. overloading, temporary operational problems, etc.), it is obliged to provide accommodation for the Guest without delay.

10.2. The Service Provider shall:

- to provide/offer the services provided for in the Contract, at the price confirmed therein, for the period specified therein, or until the impediment ceases, in another accommodation of the same or higher category. All additional costs of providing the substitute accommodation shall be borne by the Service Provider,

- provide the Guest with a free telephone call to inform him of the change of accommodation,

- to provide the Guest with a free transfer to and from the offered alternative accommodation,

10.3. If the Service Provider fully complies with these obligations or if the Guest accepts the substitute accommodation offered to him/her, the Contracting Party may not claim any subsequent compensation.

11. Responsibility

11.1. The Guest shall be liable for all damages and losses suffered by the Service Provider or third parties due to the fault of the Guest or his/her companion or other persons under his/her responsibility. The Guest shall be liable for any damage caused by him/her, which he/she shall pay to the Service Provider.

11.2. If the Guest fails to fulfil his/her obligation to pay the fees for the services used or ordered in the Contract but not used, the Service Provider shall be entitled to a lien on the Guest's personal property which he/she has brought with him/her to the accommodation, as security for his/her claims.

11.3. Persons under 18 years of age are the responsibility of the parent or other legal guardian or chaperone.

11.4. The Service Provider shall be liable for any damage caused to the Guest within its facilities due to the fault of the Service Provider or its employees. The Service Provider shall not be liable for damage caused by an unforeseeable cause beyond the control of the Service Provider's employees and guests, or caused by the guest himself.

11.5. The Guest must immediately report the damage suffered by him/her to the Service Provider and provide the Service Provider with all the necessary data required to clarify the circumstances of the damage, possibly for the recording of the police report/police procedure.

11.6. The Service Provider is not liable for valuables, securities and cash.

11.7. The Service Provider shall not be liable for any personal belongings left in the Service Provider's common areas, mobile home rooms and caravans.

11.8. The Service Provider shall not be liable for valuables left in a vehicle parked in the Service Provider's car park, and the Service Provider shall investigate any damage caused to parked vehicles and compensate for any damage caused by its negligence.

11.9. The maximum amount of compensation is fifty times the amount of the daily fee under the contract, excluding the tourism tax, unless the damage is less.

11.10. The Guest acknowledges that the Service Provider is obliged to provide the ordered service in accordance with the legal and official regulations in force at the time and the service quality it has undertaken to provide. The Customer acknowledges that the Service Provider shall not be liable for any damages resulting from the non-availability or limited availability of certain services due to restrictions imposed by the authorities. The Guest acknowledges that in such cases he/she shall not be entitled to any discount or refund.

12. Policies

GENERAL RULES

12.1. The campsite is open all year round according to the posted opening hours.

12.2. Arrival: from 14.00 (depending on availability from 8.00), departure from the campsite: until 11.00 (late check out fee between 11.00 and 20.00, including entrance to the spa), arrival to the mobile home from 14.00, departure from the mobile home: until 10.00 ((late check out fee between 10.00 and 20.00, including entrance to the spa). Guests arriving after 18.00 will be charged a late check out fee on the day of arrival, accommodation fee, tourism tax, pet fee, electricity fee on request.

12.3. Guests of the campsite and mobile homes have unrestricted access to the bathing area during the bathing hours, with a badge given to them at the reception, through the entrance to the camping baths. Misuse of a data carrier is prohibited!

12.4. In case of loss or damage of the data carrier, the guest is obliged to reimburse the price of the medium.

12.5. Advance reservations of campsites are possible. Pitches will be allocated by the receptionist on arrival, based on availability and the needs of the guest. The guest will receive a card with the number of the reserved parking space, which must be displayed on the windscreen of the vehicle in a clearly visible place for future identification. Changes of pitches during the stay at the campsite are possible only and exclusively after prior agreement with the reception, subject to availability.

12.6. During the silent rest period (between 22.00 and 8.00), you must refrain from activities that disturb the other guest. A limited number of guests arriving between 22.00 and 07.00 may use the campsite's internal car park (parking space, accommodation fee, tourist tax, pet fee, electricity fee on request).

12.7. For guests arriving after 18.00 on the day of arrival, a pitch, accommodation fee, tourist tax, pet fee, electricity fee on request will be charged.

12.8. Visitors arriving at the campsite can park their vehicles in the car park. Visitors may stay on the campsite until 22.00. If visitors wish to use the services of the spa, they can buy tickets at the ticket office at the main entrance of the spa or, seasonally, at the ticket office at the summer entrance, according to the price list valid at the time. The entrance for camping guests between the campsite and the spa is not available to visitors arriving at the campsite.

12.9. Bills can be paid in HUF or Euro, in cash, by SZÉP card (except for the tourism tax called IFA) or credit card.

12.10. The due invoices must be settled by 11.00 on the day of departure at the latest for campsite guests and by 10.00 for guests using mobile homes. The opening hours of the cash desk will be posted at the campsite reception. Caravan sites must be vacated by 11.00 on the day of departure. The data carrier and the campsite card must be handed in before departure or when settling the bill.

12.11. If the guest wishes to use the campsite after 11.00 on the day of departure, a late check-out fee will be charged.

12.12. The equipment and facilities of the campsite must be used for their intended purpose. The person who caused the damage shall be liable for any damage caused intentionally and unintentionally.

12.13. It is forbidden to cut branches of vegetation or to build fires in the campsite! Barbecues are only possible with electric barbecues.

12.14. Cars are not allowed to stop in grassy areas!

12.15. The Service Provider is not liable for any valuables left in vehicles, caravans or tents!

12.16. The Service Provider is not responsible for objects left on the campsite!

12.17. You use the playground on the campsite at your own risk.

HYGIENE REQUIREMENTS

12.17. The cleanliness of the campsite and the social building must be maintained!

12.18. Garbage and waste must be disposed of in the designated waste containers!

12.19. No car washing is allowed on the campsite!

12.20. The removable toilet tanks must be emptied in the toilet block, in the room specially designed for this purpose! The use of a neutralising capsule or liquid is compulsory before emptying the tank.

12.21. No unnecessary running of the car engine is allowed in order to ensure good air quality and relaxation!

12.22. The use of a leash is compulsory when walking dogs on the campsite. The owner must remove the dog's waste from the campsite.

FIRST AID

12.23. Any sickness or accident on the campsite must be reported immediately to reception, where a doctor can be called if necessary.

CUSTOMER BOOK

12.24. The guests of the campsite can make their comments and complaints in writing in the Customer Book at the reception.

OTHER PROVISIONS

12.25. For matters not mentioned in Chapters 1 to 4 but requiring action, the decision of the Executive Director shall be taken.

12.26. Any guest who violates or does not respect the campsite's rules of use will not be allowed to use the campsite's services.

13. Other provisions

13.1. In matters not regulated in the General Terms and Conditions and for the resolution of any disputes arising from the contractual relationship, Hungarian law, primarily the relevant provisions of Act V. of 2013 on the Civil Code (Ptk.), shall prevail.

13.2. The Contracting Parties agree that they will try to settle any disputes arising from the individual sales agreement, including the General Terms and Conditions, primarily by amicable means, and therefore they shall consult each other in the event of a dispute. If their conciliation is not successful, the competent court for any dispute arising out of the service contract shall be the court having jurisdiction for the place where the service is provided.

14. Privacy Policy

The Thermal Camping Privacy Policy is available at the following link:

<https://bukcamping.hu/adatkezelesi-tajekoztato>

A CCTV surveillance system is in operation in the premises operated by the Service Provider, in compliance with the relevant legislation, for the safety of guests and protection of property.

The data that comes to the knowledge of the operator will be processed in a regulated manner, which is set out in the Privacy Policy, available at www.bukfurdo.hu.

Scope of information collected by the Service Provider as Data Controller (hereinafter referred to as the "Data Controller")

If the Guest does not provide any personal data or information, the Data Controller shall not collect or process any personal data in such a way that the Guest could be personally identified.

By using the booking system, each Guest consents to the use by the Data Controller of cookies managed by external service providers in connection with the booking system, which are necessary to record the data and information described in this section of the Notice.

Such data are the data of the Guest's logging-in computer which are generated during the use of the booking system and which are recorded by the cookies used in the booking system as an automatic result of technical processes. The data that are automatically recorded are automatically logged by the system when the Guest visits or exits the booking system, without any specific declaration or action by the Guest.

This data is not linked to other personal user data, i.e. the Guest cannot be identified on the basis of this data. Such data is only accessible by the external cookie service providers and the Data Controller.

If you do not want the information described above to be collected about you when you use the Site, you may disable cookies in your Internet browser settings, in whole or in part.

Cookies

The data controller uses cookies from external service providers (Google, Facebook) exclusively in the booking system. Cookies are short text files that are sent by the booking system to the hard drive of the Guest's computer and contain information about the user.

The Data Controller uses the services of Google Analytics in connection with the booking system. The cookies managed by Google Analytics help to measure the traffic and other web analytics of the booking system. The information collected by the cookies is transmitted to and stored on external servers operated by Google. Google will use this information for the benefit of the Data Controller, in particular to monitor the use of the booking system and to analyse the activities carried out on the booking system. Google may transfer this information to third parties where required to do so by law. Google may also transfer this information to third parties which it uses to process the data. Google Analytics can provide detailed information on the processing of data by Google Analytics (<http://www.google.com/analytics>).

The Controller's advertisements are displayed on websites of external service providers (Google, Facebook). These external service providers (Google, Facebook) use cookies to store the fact that the Visitor has previously visited the Controller's booking system and on this basis - personalised - display the advertisements to the Visitor (i.e. remarketing).

You can disable Google's use of cookies by going to your Ads settings (for more information, see <https://support.google.com/adspolicy/answer/54818?hl=hu>). Guests can also opt-out of cookies from third-party service providers by visiting the unsubscribe page of the Network Advertising Initiative (<http://www.networkadvertising.org/choices/>).

The processing of data by the aforementioned external service providers shall be governed by the data protection standards set by these service providers and the Data Controller shall not assume any liability in respect of such processing.

The data collected through the above mentioned technologies cannot be used to identify the Guest, nor will the Data Controller link this data to any other potentially identifiable data.

The primary purpose of the use of such data is to enable the Data Controller to operate the reservation system properly, in particular to monitor the data on visits to the reservation system and to detect possible abuses related to the use of the reservation system.

In addition to the above, the Data Controller may use this information to analyse usage trends, to improve and develop the functions of the reservation system and to obtain comprehensive traffic data on the overall use of the reservation system.

The Data Controller may use the information obtained in this way to compile and analyse statistics on the use of the booking system, and to transmit to third parties or make public in aggregate and anonymously aggregated statistical data (e.g. number of visitors or registrants, most popular topics or content) that are not suitable for such identification.

If the Guest does not wish to have the information described above collected in connection with the use of the reservation system, the Guest **may disable cookies in whole or in part in the settings** of the Internet browser or otherwise change the settings for cookie messages.

The booking system may contain information, in particular advertisements, from third parties, advertising service providers who are not related to the Data Controller. These third parties may also place cookies, web beacons on the user's computer or collect data using similar technologies in order to send the user advertising messages in connection with their services. In such cases, the processing of data shall be governed by the data protection standards set by these third parties and the Controller shall not be liable for any such processing.

Links

The Data Controller shall not be responsible for the content, data and information protection practices of external websites accessible from the booking system as a stepping stone. If the Data Controller becomes aware that a page or link it has established violates the rights of third parties or the applicable laws, it shall immediately remove the link from the booking system.

Data protection

The Data Controller undertakes to ensure the security of the data, to take technical and organisational measures and to establish procedural rules to ensure that the data recorded, stored or processed are protected and to prevent their destruction, unauthorised use or unauthorised alteration. It also undertakes to require all third parties to whom it transfers or discloses data on the basis of the users' consent to comply with the requirement of data security.

The Data Controller shall ensure that the processed data cannot be accessed, disclosed, transmitted, modified or deleted by unauthorised persons. The processed data may only be accessed by the Data Controller, its employees and the Data Processors employed by the Data Controller, and shall not be disclosed by the Data Controller to any person who is not entitled to access the data.

The Data Controller shall make every reasonable effort to ensure that the data are not accidentally damaged or destroyed.

The user acknowledges and accepts that, in the event of providing his/her personal data through the booking system, despite the fact that the Data Controller has state-of-the-art security measures in place to prevent unauthorised access, the data cannot be fully protected on the Internet. In the event of unauthorised access or disclosure of data despite our efforts, the Data Controller shall not be liable for any such acquisition or unauthorised access or for any damage suffered by the user as a result thereof.

Under no circumstances will the Data Controller collect sensitive data, i.e. data revealing racial or ethnic origin, membership of national or ethnic minorities, political opinions or party affiliations, religious or philosophical beliefs, membership of representative associations, health, pathological addictions, sex life or criminal records.

Legal remedies

If the User has a grievance regarding the processing of his/her personal data, he/she may seek legal remedies from the following persons/organisations:

- Data Protection Officer: Dr. Forstóber Gábor lawyer - titkarsag@bukfurdo.hu,
- National Authority for Data Protection and Freedom of Information (Address: 1125 Budapest, Szilágyi Erzsébet fasor 22/)

This Privacy Notice is governed by the European Union's Data Protection Regulation (GDPR-2016/679/EU) and Hungarian law, in particular the provisions of Act CXII. of 2011 on the Right to Informational Self-Determination and Freedom of Information.

The Data Controller reserves the right to unilaterally modify this Privacy Notice at any time, with prior notice to the data subjects.

15. Consumer protection supervisory bodies

Registrar of the Joint Municipality Office of Bük (Büki Közös Önkormányzati Hivatal Jegyzője)

Address: 9737 Bük, Széchenyi Street 44.

Phone: (94) 558-312

E-mail: buk@t-online.hu

Peaceful Settlement Body of Vas County (Vas Megyei Békéltető Testület)

Address: 9700 Szombathely, Honvéd Square 2.

Phone: (94) 312-356

E-mail: vmkik@vmkik.hu

Government Office of Vas County, District Office in Szombathely, Technical Licensing and Consumer Protection Department (Vas Vármegyei Kormányhivatal Szombathelyi Járási Hivatal Műszaki Engedélyezési és Fogyasztóvédelmi Főosztály)

Address: 9700 Szombathely, Wesselényi M. Street. 7.

Phone: (94) 518-201

E-mail: meff.vezeto@vas.gov.hu

Handling cross-border complaints:

A Customer who is a foreign national and/or resident abroad may also address a cross-border complaint to the European Consumer Centre in his/her country of residence.

Contact:

- <https://commission.europa.eu/>
- [The European Consumer Centres Network – The European Consumer Centres Network \(europa.eu\)](#)

Date of update of the General Terms and Conditions: 18 May 2023.

The full GTC can be downloaded in PDF format from the following link: [DOWNLOAD](#)

Bük, 18th May 2023.



Cziráki László
Chief Executive Officer