



Mátra Kémping Sástó Kft.

Cím: 3200 Gyöngyös-Sástó, Farkas út 4.

Telefon: +36 37 574 002

CANCELLATION AND PENALTIES POLICY

(for individual guests)

[1] Cancellation policy:

I. Accommodation

Conditions:

- ❖ Minimum 14 days before arrival: can be canceled free of charge
- ❖ At least 7 days before arrival: a penalty must be paid
- ❖ In case of cancellation within 7 days: a penalty is payable

Exceptions:

Cancellation due to force majeure (death of a guest, death of a relative, etc.): in this case, we waive the penalty. However, a certificate (medical certificate or hearing certificate) required! Failing this, it is payable according to the rules we are fined.

II. Other services

Conditions:

- ❖ At least 7 days before the day of using the service: 0% penalty for all services
- ❖ In case of cancellation within 7 days (including on-site cancellation): a penalty rate of 0% or 100% depending on the nature of the service²

[2] Penalty:

I. Accommodation

Penalty base: The penalty base is the accommodation fee, which is equal to the amount of accommodation + breakfast, and when booking a package with the full amount of the package. Other, separately booked and paid services are not included in the penalty base.

Penalty rate: 0%, 50% or 100% of the penalty base depending on the date of cancellation



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- ❖ If cancelled up to 14 days before date of arrival, 0 percent of all nights will be charged
- ❖ In case of cancellation at least 7 days before arrival: 50% of the accommodation fee
- ❖ In case of cancellation within 7 days: 100% of the accommodation fee

II. Other services

Penalty base: full service fee

Penalty rate:

- ❖ At least 7 days before the day of using the service in case of cancellation: 0% of the total service fee for all services
- ❖ On the day of using the service and within the previous 7 days in case of cancellation: 0% or 100% of the total service fee is payable as a penalty depending on the nature of the service²

Nature of service²:

- ❖ no penalty: salt cave, wellness, etc.
- ❖ 100% penalty:
 - within 7 days for the following services: wine tasting, game room
 - Cancellation within 48 hours: catering, fitting out, oven, wine tasting, gastronomic program, other sold external programs

[3] Guarantee:

Due to the uncertainty caused by the Covid epidemic, we do not ask when booking the accommodation advance payment from our guests! However, a deposit is required to guarantee the booking. The down payment is 50% of the total accommodation fee, which must be paid no later than the 7th day before arrival to order! If the deposit is not received by the 7th day before the date of arrival, your reservation we can not guarantee!



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I. **Accommodation: Without a payment guarantee (deposit) our accommodation cannot be occupied!**

1. **Guests with a fixed deposit:** the remaining 50% of the total accommodation fee are required to pay on arrival at the venue
2. **Last minute and walk-in guests:** at least 50% of the total accommodation fee upon arrival, optimally, 100% of the accommodation fee will be paid
3. **No-show and cancellations within 14 days:** will occur after the subject day a contact and call for cancellation and penalty policy incurred to settle its debt. Sorting can be done by referral or card details you can authorize us to debit your card. The debt Failure to settle may result in future denials of our services!

II. **Other service:**

For service users only (wine tasting, dinner, event, games room) a when booking the service, we ask for credit card details as a guarantee! Within 1 week if cancelled or in case of no-show, 100 percent of all nights will be charged specified card with the full amount.