



Kugundua

General Terms and Conditions

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Applicability

The following terms and conditions apply to all verbal and written quotes and agreements with Kugundua, as well as all related actions, both preparatory and executing. For finalizing the booking, reference will be made to these conditions, and agreement must be given. By making the payment, entering Kugundua's premises, and/or checking in at the campsite, you automatically agree to all of the below terms and conditions.

Definitions

- When referring to 'Kugundua', it refers to both the company Kugundua and its employees.
- When referring to 'You', 'the (main) booker', or 'guest', it refers to the individual who wishes to use our facilities.

Implementation of the Conditions

- Kugundua will perform to the best of its ability and in accordance with the requirements.
- Kugundua has a duty of effort towards guests, but not a result obligation. No rights can be derived from this by guests.

Reservations/Bookings

- Kugundua will only accept bookings where at least one person in the party is over 21 years old.
- During the entire stay at Kugundua, at least one guest aged 21 or older must be present.
- Kugundua reserves the right to refuse any booking at any time, without explanation.
- Kugundua will confirm and invoice the booking digitally (via email) within 5 working days (Monday to Friday) after receiving it.
- You must immediately check the confirmation and invoice for accuracy. Any discrepancies must be reported in writing (via email) within 10 calendar days.
- If no confirmation or invoice is received within 10 working days (Monday to Friday), you must contact us as soon as possible.
- If you wish to book an accommodation/camping pitch for a period where the rental prices are not yet available, we will make a provisional reservation for you. You will receive this provisional reservation by email within 5 working days (Monday to Friday).
 - A provisional reservation is entirely non-binding for both parties. The provisional reservation will become a definitive booking once you receive the invoice for the booking. You can cancel a provisional reservation free of charge up to 10 working days (Monday to Friday) after receiving the definitive invoice.
- For bookings for associations, schools, and foundations, please contact us via the contact options available on our website. Special conditions may apply regarding supervision and the location of the accommodations/camping pitches. Depending on the purpose and size of the group, the application may not be accepted. Kugundua reserves the right to refuse groups that do not comply with the pre-established (special) conditions, either before or upon arrival.

- After receiving the confirmation and invoice, 100% of the total amount must be transferred within 2 calendar weeks, mentioning the invoice number and the name of the (main) booker. After payment, you will receive a confirmation from us within 5 working days.
- Changes to the number of persons, cars, and pets must be communicated to Kugundua at least 2 calendar weeks before the arrival date. If this is not communicated on time, an additional charge of €15 will apply upon arrival.
- Tourist tax and environmental levy must be paid at check-in. Extra services must be paid at checkout or directly at the time of use.

Cancellation

- We recommend that you take out cancellation insurance.
- Cancellations are free of charge within 5 working days after receiving the confirmation. Any payments will be refunded within 10 working days (Monday to Friday) after cancellation to the account known to us.
- Cancellations within 14 calendar days of arrival are free of charge up to 24 hours after receiving the confirmation.
- For cancellations more than 12 calendar weeks before the arrival date, 35% will not be refunded.
- For cancellations between 12 and 6 calendar weeks before the arrival date, 50% of the total amount (see invoice) will be charged.
- For cancellations between 6 and 2 calendar weeks before the arrival date, 75% of the total amount (see invoice) will be charged.
- For cancellations within 2 calendar weeks of the arrival date, the full amount (see invoice) will be charged.
- Kugundua reserves the right to cancel the reservation due to force majeure. This may include extreme weather conditions or outbreaks of infectious diseases. If Kugundua cancels the reservation due to force majeure, no rights can be derived from this by the guest.

Prices

- The prices in the Kugundua brochure and on our website are not binding. Kugundua reserves the right to change prices and/or apply a surcharge, for example (but not limited to) a change in energy prices.
- During the provision of the Kugundua brochure, Kugundua reserves the right to modify or cancel discount schemes.
- When booking, you will be informed of the applicable price. The price listed on the confirmation/invoice is binding.
- Any discounts cannot be applied once the confirmation/invoice has been received.

Accommodation Information

The rental price for all accommodations/camping pitches includes:

- VAT according to Hungarian VAT guidelines.
- Use of water and electricity.
- Use of shower and toilet facilities.
- Use of dishwashing facilities.
- Use of limited cooling and freezing facilities.
- Use of playground equipment.

- Use of the swimming pool.
- Parking on Kugundua's premises (at your own pitch/accommodation).

Liability

- Kugundua cannot be held liable for damage caused by weather conditions to guests' belongings.
- If the provided accommodation no longer meets the standards, Kugundua will attempt to arrange a replacement accommodation or find an alternative solution. The guest will be informed of this.
- Kugundua is not liable for loss, theft, damage, or injury to/by users of the accommodation or premises offered by Kugundua, regardless of how the damage or injury occurred.
- Participation in activities organized by Kugundua or on Kugundua's behalf is entirely at your own risk. For some activities, participants must sign a waiver acknowledging that participation is at their own risk.
- Damage to accommodation/camping pitches due to negligence will be charged to the guest.
- Kugundua is entitled to remove guests from the accommodation/camping pitch in case of nuisance or disturbance. In this case, no refund will be given.

Infrastructure

- It may happen that construction or roadworks take place near Kugundua. We cannot take responsibility for any (noise) disturbances and are unable to halt such activities.
- In Hungary, infrastructure is not yet comparable to that of, for example, the Netherlands. This means that there may be temporary interruptions in the supply of electricity and/or water. Kugundua cannot accept liability for such issues.

Terms of Stay

- Use of accommodations/camping pitches is exclusively reserved for guests listed on the booking confirmation. If this is not the case, Kugundua reserves the right to remove guests from the accommodation/campsite, with no right to a refund.
- Guests must adhere to the house rules of Kugundua at all times. If these are not followed, Kugundua reserves the right to remove guests from the accommodation/campsite, with no right to a refund.

Availability

- The availability of our accommodations/camping pitches is updated daily.
- We are not responsible for errors in the input or processing of availability data, and no rights can be derived from such errors.
- If an accommodation/camping pitch is found to be unavailable due to an error, the booking will be cancelled free of charge. Kugundua will do its utmost to offer an alternative option.

Pets

- Pets are allowed (provided they are leashed or caged). A maximum of 2 pets is permitted per accommodation or camping pitch.
- Pets must always be declared during the reservation process.
- Guests are responsible for providing a sleeping area for their pet, such as a basket or crate.
- Refunds for pet fees will not be issued if the pet is ultimately unable to travel.
- Hungary requires certain vaccinations for your pets. Please consult your veterinarian for advice.
- For pet fees, refer to the Kugundua price list.

Swimming Pool

- Use of the swimming pool is entirely at your own risk.
- Children under 12 years old and/or individuals without a swimming certificate must always be supervised by an adult to ensure safety. This supervision must be arranged by guests themselves. Kugundua cannot be held liable for this.

Arrival and Departure

- At Kugundua, you can depart on any desired day during the season and arrive on any day except Thursdays.
- No refunds will be issued for early departure or late arrival.
- On your arrival day, check-in is possible after 3:00 PM local time.
- On your departure day, check-out is required by 10:30 AM local time. For check-outs before 8:00 AM, please notify us no later than 8:00 PM the evening before.
- On your arrival day, the (main) booker must present a valid ID and a bank card/credit card. A copy will be made for administrative purposes.

Complaints Procedure

- Complaints before, during, or after your stay at Kugundua must be submitted in writing via email within 5 working days (Monday to Friday) of the occurrence. The email address can be found on Kugundua's website.
- The complaint must include as much detail as possible (including photos, if applicable) to enable Kugundua to respond appropriately.

Photos on Internet/Brochure

- Photos used by Kugundua on the internet and in brochures are solely intended to provide an impression of the accommodation and surroundings. No rights can be derived from these photos.
- If Kugundua wishes to use photos of you or your travel companions for its website or other purposes, written consent will be requested. Once granted, no further rights can be derived from this consent.

Animals of Kugundua

- Interacting with/petting Kugundua's animals is entirely at your own risk. They are still animals and may react unpredictably. Kugundua is not liable for any damage caused by our animals.

- Kugundua's animals may not be fed by guests under any circumstances.
- Guests must always follow the rules regarding the animals as established by Kugundua. If these rules are violated and damage occurs to the animals as a result, Kugundua reserves the right to recover the costs from the guest(s) responsible.

Legislation

Only Hungarian law applies to all agreements and services between the guest and Kugundua.

Despite the utmost care in compiling these terms and conditions, errors may occur. Kugundua appreciates being notified if you discover an error. No rights can be derived from such errors.