

# HOTEL POLICY

Effective from January 1, 2018

We strive to provide our guests with an exceptionally clean, safe, and friendly hotel experience. The following reservation policy, hotel regulations, privacy policy, and legal notice have been established based on industry standards, management and operational procedures, as well as our personal experiences related to the ownership and operation of the family-owned Pest-Buda Design Hotel. These policies are considered part of the booking agreement with you. As our hotel guest, by reading and signing the hotel registration, you agree to abide by our House Rules and the policies, terms, and procedures. We present these regulations to promote the safety and enjoyment of our guests.

The right to privacy is waived if the hotel's House Rules are violated. We provide immediate access to law enforcement. Our policies may change from time to time, so please check frequently.

The hotel premises are private property, and taking photos and videos is only permitted with prior approval. Please request permission at the hotel reception.

## Reservation Policy:

Check-in is at 3:00 PM

Check-out is at 11:00 AM

If you arrive early, we can hold your luggage while you explore the hotel or take a walk around the city (we can show you the right direction) until your room is ready.

Your reservation includes free wireless internet.

All special requests must be noted at the time of booking, and we will do our best to accommodate them. However, we cannot guarantee their availability in advance.

## Check-in Requirements:

All guests occupying the room must be registered. For security reasons, every guest must present a valid government or state-issued photo ID upon check-in. The guest must be at least 18 years old to book a room. Please have your confirmation number and the valid credit card in the guest's name that was charged at the time of booking ready at check-in.

### Pre-authorization at Check-in:

At check-in, all credit/debit cards will be pre-authorized for the total planned stay amount, including taxes. Pre-authorization means a temporary hold on a specified amount of your available credit limit. We will also place a 150 EUR hold on your credit card for incidental charges during your stay. This deposit will be applied to any charges incurred during your stay, or it will be refunded at check-out if not used. Pre-authorization does not mean your account will be charged; rather, it is a hold on those amounts. Once the actual charges are incurred at check-out, it may take between 24 hours to 30 business days for the bank to release the original pre-authorization. Typically, most banks will release the hold within 3-5 days.

We have no control over your bank's policies and are not responsible for any "insufficient funds" penalties or any other resulting charges or costs. It is your responsibility to be fully aware of how your bank handles pre-authorizations and charges to your debit or credit card.

### Guaranteed Reservations:

All reservations must be guaranteed with a valid credit card at the time of booking and check-in. We accept Visa, MasterCard, and American Express cards. The credit card guarantees the reservation and must be signed. We do not accept unguaranteed reservations. Please ensure that you receive your booking confirmation number at the time of reservation.

If a hotel room is booked for more than 7 days, the hotel reserves the right to pre-authorize 30% of the total reservation amount on the specified credit card.

### Check-out Procedure:

Check-out time is 11:00 AM. Please check out at the reception so that the housekeeping staff can begin cleaning the room as soon as possible. If you would like a late check-out, please contact the reception the day before your departure, and we will do our best to accommodate your request. A late check-out fee with additional taxes will apply.

### Early Departure:

Guests checking out before their planned departure date will incur an early departure fee equal to 100% of the total reservation amount, plus taxes, which is non-refundable, and the balance of the reservation will be canceled; the hotel room will then become available for others.

### Cancellation Policy:

If you cancel any reservation, you must obtain and save the cancellation number for

your records. Different types of rates have different cancellation policies:

**Best Flexible Rate:** This can be modified or canceled up to 3 days before the arrival date. Cancellations or modifications made after this time will incur a charge for the first night's stay, plus taxes, as a non-refundable cancellation fee.

**Non-Refundable Rate:** Your credit card will be charged immediately for the full stay amount. This reservation is non-refundable, non-cancellable, and non-modifiable. There is no refund for no-shows on the day of check-in. Any later modifications to the reservation will be considered a cancellation and will incur a 100% room charge. Prices and hotel availability are not guaranteed until full payment is received.

### NO-SHOW:

Reservations will be held until 11:00 AM on the day following the planned arrival date. If you do not check in by this time or choose to cancel on the day of arrival, a NO-SHOW fee equal to 100% of the total reservation amount, plus taxes, will be charged to your credit card, which is non-refundable, and the hotel reserves the right to cancel the reservation. Zsidai Gastronomy & Hospitality Group is not responsible for weather conditions, personal emergencies, or schedule changes.

### Pet Policy:

Pest-Buda is pet-friendly, meaning we accept pets under 10 kg at a friendly rate of 20 EUR per night. "Pet" generally means dogs to us. Please inform us about the arrival of your pet, and we will do our best to accommodate both of you. An additional cleaning fee may apply if necessary.

### Maximum Room Occupancy:

A maximum of 2 guests may stay in a room, and they must be paying adults for the hotel accommodation and present a valid government or state-issued photo ID at check-in.

Cribs are available free of charge, subject to availability.

The occupancy requirements are also based on fire safety regulations/restrictions. If you exceed the allowed maximum number of guests, we will ask you to rent another guest room for appropriate accommodation or to leave the hotel.

### Child Policy

We welcome well-behaved children of all ages. Children aged 3 years and under can stay for free if they sleep in the same room as a paying adult, using the existing bedding (provided an appropriate room is available). For children aged 4 years and older, an extra bed must be requested in advance. Extra beds are available for an

additional charge of 40 EUR per night. Limited appropriate rooms are available, so portable beds may need to be used if such accommodation is sought. The hotel reserves the right to determine whether a room is suitable for the offer.

As the parent, guardian, or companion of the children, you are personally and legally responsible for them and are required to supervise them at all times. For safety reasons, please do not leave children unsupervised in guest rooms or allow them to wander unsupervised on hotel premises. For more information regarding bookings with children, please contact the hotel directly.

### Extra Bedding:

There is a charge of 40 EUR/night for each rollaway bed. A limited number of rollaway beds and cribs are available upon prior request. Availability is on a first-come, first-served basis. The maximum capacity for cribs or rollaway beds is one (1) per room. In certain room types, additional bedding is not permitted.

The rollaway bed must be requested in advance of arrival, as not all rooms can accommodate an extra bed. Please contact the reception.

### Parking:

Parking in the Buda Castle area is limited. For hotel guests, overnight parking is available on the street for 25 EUR per night. For security reasons, please provide your license plate number and a description of the vehicle at check-in. All vehicles are parked at the owner's risk. The hotel assumes no obligation or liability for vehicles parked or operated on the street, their passengers, or their contents.

### 100% Smoke-Free Hotel:

All rooms and public areas of the hotel are completely smoke-free. For safety and to ensure that there are no items or activities in our facility that produce an odor that is unhealthy and unpleasant for our guests, and that is difficult to remove from the air, carpets, walls, and furniture, we ask our guests to refrain from using patchouli-scented oils and other strongly scented items or products of plant or synthetic origin that would cause the room to be taken out of service due to an objectionable odor. If you smoke in the hotel, a smoking fee of 300 EUR will be charged to your card.

### Prices:

The prices listed online are per room and per night, excluding taxes. The prices are subject to the applicable 5% value-added tax and a city tax (4%). The prices listed online are not valid in conjunction with other offers and are valid until the confirmation number is received.

Room rates advertised on the hotel's website or any other website or promotional

material may change without prior notice and may increase or decrease at the hotel's discretion. However, the price you provided is guaranteed as soon as you receive the booking confirmation.

### Room Types:

Hotel rooms vary by type, and there may be minor differences within a room type. During the booking process, if the room you desire is not available, an alternative room will be displayed. Please ensure that the booking meets your needs and read the room description.

### Availability:

The availability of rooms listed online may be limited and/or restricted to certain periods.

For group bookings – for stays longer than 14 days or for bookings of at least 4 rooms – different room rates and cancellation conditions may apply, please contact the booking office.

Please note that we are not responsible for amounts you have paid to other individuals related to the booking.

### Hotel Policy

To continue providing excellent service and ensure the safety of our hotel guests, please follow the procedures below:

**We reserve the right, and you hereby authorize us, to charge your credit or debit card for any damages that occur in your room or on the hotel property during your stay, including but not limited to any property damage, missing or damaged items, smoking fees, cooking fees, cleaning fees, guest compensation, or loss of revenue.**

We also reserve the right to request that you leave the hotel immediately and remove your belongings from the room if, in our judgment, you are using the hotel room irresponsibly or in a manner that endangers the safety of the hotel room or causes damage and/or injury to the hotel room, hotel property, other hotel guests, our staff, or any other person, as well as to the reputation of Pest-Buda Hotel, without any compensation and/or refund to you.

The use of open flames, fires, cooking, and fireworks is not permitted anywhere on the hotel premises. Cooking food in guest rooms with any type of cooking appliance or other cooking devices is strictly prohibited. A minimum fee of 300 EUR will be charged for cooking in the room.

**Quiet Hours:** From 10:00 PM to 9:00 AM.

If you become aware of a disruptive guest, please notify the reception staff immediately. The television, sounds, or other devices must always be kept respectfully quiet. Doors must be opened and closed quietly. No congregating or running is allowed in the hallways.

### Guests Receiving Visitors:

Hotel guests may receive visitors between 10:00 AM and 9:00 PM. Visitors must notify the reception upon arrival. Every visitor arriving at the property must register at the reception with the name of the host guest, their room number, and the visitor's name. The front desk staff will collect a valid form of identification from each visitor upon check-in/registration, and the identification will be kept at the front desk until the visitor leaves.

Guests wishing to have visitors enter the property must pay a coverage fee of 15 EUR per person/visitor, which is valid and allows the visitor to use the hotel services (e.g., Wi-Fi).

Visitors must always be accompanied by the registered guest. As a registered guest, you are always responsible for your visitor.

### Connecting Room Policy:

Connecting rooms can only be booked directly through the hotel, subject to availability. Please call the hotel directly regarding available configurations.

### "Do Not Disturb" Sign and Room Access:

We reserve the right to enter the guest room for reasonable purposes, such as cleaning, maintenance, checking the condition of the room, furnishings, and mechanical equipment, or addressing or preventing violations of hotel policy. The hotel staff typically knocks and announces themselves before entering a guest room, unless we believe urgent circumstances exist. Please contact the reception if you are a "Day Sleeper" or if you are in your room due to illness. The management reserves the right to enter a "Do Not Disturb" room in the event of an emergency, suspected illegal activity, disturbances to other guests, or damage caused to hotel property. In the event of suspected illegal activity, management reserves the right to call law enforcement for eviction. The right to privacy is forfeited if the hotel policy is violated. We provide immediate access to law enforcement.

### Room Keys:

Room keys are given to registered guest(s). We never issue room keys to individuals under 18 years old. Identification is required if you lose your key and need a replacement. Please return room keys at check-out to the reception.

### Cleaning/Room Inspection:

Rooms are cleaned and inspected daily. Rooms are issued to guests in proper condition, free of prohibited odors. The housekeeping and reception staff are trained and experienced in identifying odors from prohibited items. If our inspection concludes that you have smoked in your room, cooked, or brought prohibited items into our facility, you will be fined without refund.

### Linen Change:

Your comfort is very important to us. For guests staying multiple nights, linens are changed on a rotational basis. Used towels are exchanged for fresh towels upon your request. If you have any further questions or concerns, please contact our reception staff.

### Lost and Found Policy:

If you discover that you have left something valuable behind, please call us immediately, and we will do our best to assist you in locating the lost item.

The hotel is not responsible for items left behind by guests. However, items left behind by guests and found by housekeeping after departure will be collected, logged, and stored in a secure location for the owner to reclaim for up to fourteen (14) days. We will make reasonable efforts to notify the guest of the found item.

### Right to Refuse Service:

The Zsidai Gastronomy & Hospitality Group enforces a zero-tolerance policy in all of its hotels, under which we reserve the right to deny admission, refuse service or accommodation in our hotels, or remove any person without refund who is unwilling to comply with the laws of the European Union and reasonable rules and guidelines related to the operation and ownership of the hotel.

We reserve the right to deny service or evict a guest for: refusing or failing to pay for accommodation, being under the influence of alcohol, drugs, or other intoxicating substances, behaving in a disruptive manner that disturbs the peace of other guests, intending to use the hotel for illegal purposes; damaging, destroying, harming, or threatening to harm hotel property or other guests; exceeding or permitting a number of occupants beyond the maximum allowable room occupancy; or failing to comply with reasonable rules and guidelines set forth by the hotel for the uninterrupted operation and management of the property and hotel services.

Pest-Buda Design Hotel is not liable for any indirect damages that were not foreseeable by either you or the hotel (such as loss of profits or lost opportunities).

### Legal Notice



Important! This is a legally binding agreement (the "Agreement").

Please read this Agreement before using the website.

The Zsidai Gastronomy & Hospitality Group (collectively referred to as "Zsidai Group," "we," "us," or "our") makes information and products available on these websites under the following terms. By accessing our websites (as defined below), you accept these terms. The Zsidai Group reserves the right to change these terms, as well as the products, services, prices, and programs mentioned on these pages at any time, at its discretion, without prior notice. The Zsidai Group reserves the right to pursue any legal and equitable remedies available in the event of a violation of these terms. All rights not expressly granted herein are reserved.

### Legal Disclaimer

#### Terms of Use of the Website:

This Agreement governs your use of the following websites:

[www.zsidai.com](http://www.zsidai.com)

[www.baltazarbudapest.com](http://www.baltazarbudapest.com)

[www.pest-buda.com](http://www.pest-buda.com)

including all websites, applications, "Content" (as defined below), as well as goods, services, features, and functionalities provided or offered on or through these sites (collectively referred to as "Sites"), and is established between the Zsidai Group and you, regardless of whether you access the Sites on your own, through an intermediary, or on behalf of any other person or organization ("You"). By viewing, accessing, posting a comment, interacting, or communicating, processing any transactions on or through the Site (including but not limited to making reservations), and/or using this Site and/or the Zsidai Group mobile application (hereinafter referred to as the "Application," as referenced below) (collectively referred to as "Use" or "Utilization"), you hereby accept the terms outlined here and in the Zsidai Group Privacy Policy.

## Privacy Policy



Effective May 23, 2018

Your complete satisfaction and trust in Pest-Buda Design Hotel by Zsidai Group are of utmost importance to us. We comply with data protection laws, such as the General Data Protection Regulation (EU) 2016/679 of the European Parliament and Council, which regulates the processing of your personal data and grants you various rights regarding your personal information.

The purpose of this Privacy and Data Protection Policy is to inform you about how we use your personal data. In accordance with your expectations, we have implemented a customer data protection policy as part of our General Terms and Conditions regulating our hotel services. "Personal Data" refers to any information collected and recorded in any form that allows for the identification of you as a natural person, either directly (e.g., name) or indirectly (e.g., phone number). Before providing us with this information, we recommend that you read this document, which outlines our customer data protection policy.

Pest-Buda Design Hotel (Harlequin Kft.) hotel and restaurant (hereinafter referred to as "Pest-Buda Hotel") takes your data protection seriously. Our Privacy Policy describes what information we collect about hotel guests (hereinafter collectively referred to as "Guests") as well as visitors to the Pest-Buda Hotel website and mobile application, and how Pest-Buda Hotel uses this information to better serve your needs.

This Privacy Policy has been adopted by all distinct legal entities operated by Zsidai Group Kft. (1014 Budapest, Nándor utca 9.). References to "we," "us," and "our" in this Privacy Policy refer collectively to the aforementioned legal entities, depending on the context.

### What is Personal Data?

Personal data refers to any information relating to you as an identifiable person. We do not intentionally collect any sensitive information. The personal data we process includes:

- Basic information - such as name, age, gender, passport details, and publicly available photographs;
- Contact information - such as address, postal code, email address, and phone number;
- Financial information - such as your credit card details, itemized expenses, and transaction history;
- Health information, if made public and relevant to the provision of services - such as food allergies, sensitivities, or special diets;
- Preferences - such as special requests, service inquiries, and other preferences related to your stay;
- Technical information - such as information about the device used to contact us (including unique device identifiers, hardware models, operating systems and

versions, as well as mobile network information in the case of our mobile application); and

- Correspondence - if you contact us, such as sending an inquiry or submitting a request, we may retain all correspondence or requests and add them to your personal data.

Data collected regarding individuals under the age of 18 is limited to their name, nationality, and date of birth, which can only be provided to us by an adult.

### How is Personal Data Collected?

We collect your personal data during the use of our technological devices and services, including comments, guest reviews, and emails sent to and from Pest-Buda Hotel. Additionally, we collect information when you provide it to us directly or interact with us:

- when you create a profile or log in to access an existing profile on our website or through our Application;
- when you make a purchase through our website;
- when you participate in marketing programs or events: participating in customer surveys (e.g., the Guest Satisfaction Survey); online games or competitions; subscribing to newsletters to receive offers and promotions via email;
- when you make an online reservation, directly contacting Pest-Buda Hotel - room bookings;
- during your stay at our hotel, including information provided during hotel activities; check-in and payment; dining/drinking in the hotel's bar or restaurant, requests, complaints, and/or disputes;
- from other sources, such as our business partners and publicly available sources - we also receive information about you from travel organizers, travel agencies, GDS booking systems, and others. We combine the information available to us from various sources, including the information you provide.
- Online activities: connecting to the hotel website and WIFI access (IP address, cookies).
- Online forms - online booking, questionnaires, Pest-Buda Hotel pages on social networks, network login tools, such as Facebook login, etc.

During your visit to our website, we may also collect information about you through the use of cookies. For more information on the use of cookies, please refer to our Cookie Policy.

### How do we use your personal data?

We use your personal data to manage our relationship with you before, during, and after your stay, specifically for the following purposes:

- To enable you to use our website and mobile application;
- To identify you and the accounts held with us;

- To provide you with excellent customer service - at your explicit request and with your consent, we may collect and process certain additional data to personalize your stay;
- To assist with your booking and provide the services you requested at any of our properties;
- To process transactions made through our website (including payment for purchases made through our website) and to assist you with any inquiries related to your transaction;
- For billing purposes related to your stay with us;
- To confirm previous transactions and reconcile statements or invoices;
- To contact you regarding matters related to your stay with us;
- To send you monthly newsletters about our properties and to inform you about promotions or other information that may interest you - if, as necessary, you give your explicit consent;
- To conduct surveys or focus groups to understand your opinions on our properties and services - if, as necessary, you give your explicit consent;
- To respond to specific "information requests" you may have regarding any of our hotels and to address any other questions, correspondence, concerns, or complaints you raise;
- To allow you to participate in any of our online promotions;
- If you become a hotel guest, to create a guest profile that we store in our property management system;
- To analyze customer trends and insights;
- And to operate our business, including internal purposes such as auditing, data analysis, statistical and research purposes, and troubleshooting, to help us improve our services.

From time to time, we may combine information from multiple Guests to better understand trends and your expectations. In this case, we remove all identifiers, and the aggregated, anonymized information cannot be linked to any specific individual.

#### On what basis do we use your personal data?

We use your personal data on the following grounds:

- To comply with legal and regulatory obligations, including financial reporting requirements imposed by government regulatory authorities and auditors;
- To enter into agreements with you and to fulfill our agreements regarding service provision when you stay with us;
- For legitimate business purposes - using your personal data helps us operate and develop our business and minimize disruptions to the services we provide to you. It also allows us to make our communications with you more relevant and personalized, and to make your experience with our services more effective and efficient;
- Because you have given your consent - we may occasionally ask for your consent to use your personal data for one or more purposes. (Further information about your rights when we process your data based on your consent can be found in the section titled "Your Rights");

- Or to assert, exercise, or defend legal claims or proceedings.

### **How do we protect personal data?**

We employ various security measures and technologies to protect your personal data against unauthorized access, use, disclosure, alteration, or destruction, in accordance with applicable data protection and privacy laws. For instance, when you provide your credit card information through our website, we only allow encrypted communication to ensure secure transactions.

While we do everything possible to protect your personal data, we cannot guarantee the security of data transmitted to our Website. All data transmission is at your own risk. Once we receive your personal data, we apply strict procedures and security features to prevent unauthorized access.

Each property of the Zsidai Group securely stores personal data and takes steps to ensure that only designated individuals have access to this data.

### **What information is not secure?**

We strive to protect the security of your account and other personal data in our records, but unfortunately, we cannot guarantee complete security. Unauthorized access or use, hardware or software failures, and other factors may compromise the security of user information. Furthermore, while we attempt to provide adequate contractual protection, we cannot guarantee the security of personal data stored in databases operated by third parties.

It is important to note that email communication is not secure. This is a risk associated with the use of email. Please be aware of this when requesting information or sending us forms via email (e.g., from the "Contact Us" section of our website). We recommend not sending confidential information (e.g., credit card data) via email. To protect you, our email replies to you do not contain any confidential information.

Finally, as a precaution, please always close your browser when you finish using a form or booking page. Although the session will expire after a brief period of inactivity, it is best to close the browser immediately after completion, especially if you are using a public computer.

### **What personal data may be shared with third parties?**

We may share certain personal data with the following parties:

- Other hotels and managed properties of the Zsidai Group;
- In order to provide you with the best service, we need to share your personal data and grant access to authorized staff of the Zsidai Group;
- Agents, contractors, or third-party service providers of the Zsidai Group who provide services to Pest-Buda Hotel for better serving your needs as a guest;
- Deposit agents, third-party creditors, and credit service providers;
- Potential buyers or investors in the event that we sell any business unit or asset;

- Analytics and search engine service providers who assist Pest-Buda Hotel in improving and optimizing our website and mobile applications;
- Our professional advisors and auditors; and
- Local or foreign regulatory authorities, governments, courts, law enforcement, and national security authorities when required by law.

You may inform the hotel if you do not want your personal preferences shared.

If Pest-Buda Hotel engages a third party to provide services on our behalf, Pest-Buda Hotel will ensure that these parties protect your personal data in accordance with the principles outlined in this Privacy Policy.

If you choose to join a mailing list, please note that we use it solely for internal purposes and do not sell or rent our mailing lists to anyone.

If Pest-Buda Hotel suspects illegal activity, it may investigate and/or report its findings or suspicions to the police or other competent law enforcement agencies.

### Transfer of your personal data outside your country

Your personal data may be processed by the Zsidai Group and trusted third-party suppliers anywhere in the world, including countries where data protection laws may not be equivalent to the laws in your home country or may not provide the same level of protection.

In particular, your personal data is stored in your guest profile in our cloud-based property management system, and it may be accessible to all properties of the Zsidai Group.

We will implement appropriate measures to ensure that your personal data remains protected and secure when transferred outside your home country. All transfers of personal data across borders will comply with the terms of this Privacy Policy and the aforementioned laws.

### Your rights

#### Access to your personal data

We understand that you want to know what personal data we hold about you. We are happy to assist you with your request. However, to protect your personal data, we require you to verify your identity at the time of your request. If you submit your request in person, we will ask you to present a form of identification, such as a passport or driver's license, and we will request you to sign the request form. If you submit your request in another way, please contact us in writing, by email, or by letter, and include a copy of your identification and signature. We need your address and phone number to verify them against our records and confirm your identity. This information is necessary to create a verification trail for processing your request.

The Zsidai Group reserves the right to deny access to your personal data under certain circumstances, as permitted by law. If we do not disclose your personal data to you, we will inform you of the reasons for withholding the disclosure.

## Other rights

You may also be entitled to:

- Request the rectification and/or deletion of your personal data;
- Request the restriction of processing of your personal data or object to processing;
- Withdraw the processing of your personal data for direct marketing purposes;
- Withdraw your consent for the processing of your personal data (if the Zsidai Group processes your personal data based on your consent); and
- Request the transfer of your personal data provided to the Zsidai Group in a machine-readable format or to another organization.

If the Zsidai Group allows you to share your personal data with Pest-Buda Hotel, you may choose not to do so at any time.

If you do not wish to receive marketing information from the Zsidai Group, you can indicate your preference on the registration card when you stay with us or send an email to [hello@pest-buda.com](mailto:hello@pest-buda.com). You will always have the option to accept or refuse any form of communication from Pest-Buda Hotel. You can unsubscribe from electronic marketing communications at any time by selecting the "unsubscribe" link included in such communications.

If you object to the processing of your personal data, or if you previously provided your consent for the processing and later decide to withdraw it, we will respect this decision in accordance with our legal obligations.

This may mean that we cannot perform the operations necessary to achieve the data processing purposes described above (see "How we use your personal data?"), or that you may not be able to access the services we offer.

Once you decide to withdraw your consent, the Zsidai Group may continue to process your personal data to the extent required or otherwise permitted by law.

If you wish to exercise any of these rights at any time, you can do so by contacting us using the contact details provided in the "Contact" section.

**Contacting the hotel guests:**

Pest-Buda Design Hotel  
Harlequin Kft.  
1014 Budapest  
Fortuna utca 3  
HUNGARY

Hotel phone number: [+36 1 800 9213](tel:+3618009213)

Email: [hello@pest-buca.com](mailto:hello@pest-buca.com)

Website: <http://pestbudahotel.com>

**How long do we retain my personal data?**

We store your personal data for the period required by the laws of the jurisdiction in which the hotel holding the data operates. This may include retaining information after your stay— we may retain data for an appropriate period after our relationship with you has ended in order to protect ourselves against legal claims or to manage our business activities.

We will delete your personal data once it is no longer needed for any of the purposes described above. We will also retain your personal data if we need it in relation to legal proceedings or investigations involving Pest-Buda Hotel.

All financial information retained by the Zsidai Group will be protected according to the terms of this Privacy Policy.

If you have any questions regarding the regulations or feel that we have not handled your personal data properly, or if you have any questions or concerns regarding this Privacy Policy or your privacy, you can contact the Zsidai Group at the following address:

Zsidai Group Ltd.  
1014 Budapest  
Nándor utca 9.  
HUNGARY  
Email: [info@zsidai.com](mailto:info@zsidai.com)

Please include "Subject" in the subject line: "Privacy Policy and Local Data Protection," and we will designate a responsible person to handle your request.

We may modify this Privacy Policy from time to time. Therefore, we recommend that you read it regularly, especially if you are booking a stay at any of our hotels.

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