

# HOTEL RULES

We strive to provide our Guests with an exceptionally clean, safe, and friendly hotel experience. The following *Reservations Policy*, *Hotel Policy*, *Privacy Policy* and *Legal Notice* have been established based on industry standards, management and operational procedures, and our personal experience of owning and operating our family owned Baltazár Budapest Boutique Hotel. *These House Rules are considered as part of our reservation agreement with you. As our hotel guest, by reading and signing your hotel registration you are agreeing to abide by all our House Rules and policies, terms and conditions, and procedures.* These House Rules are presented here to help promote our guests' safety and enjoyment.

The right to privacy ends when a Hotel House Rule is broken. Law enforcement will be granted immediate access. Our House Rules may change from time to time, please check back often.

The hotel area is private, so taking photos and videos is only possible with prior permission. Ask the Hotel reception for a permit.

## Reservations Policy

Check-in at 3PM

Check-out at 11AM

If you arrive early, we can hold your bags while you explore the house, or take a stroll around town (we'll point you in the right direction) until your room is available.

*Your reservation includes complimentary wireless Internet.*

All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

### Check-in requirements:

The names of all guests occupying the room must be registered. Please note that for security purposes, all hotel guests are required to confirm their identity by providing a valid government or state-issued photo ID at check-in. Guest must be 18 or older to book a room. Please also have your confirmation number and the valid credit card in the name of the guest charged during the booking process with you upon check-in.

### Pre-authorisation at check-in:

*All credit/debit cards are pre-authorized at check-in for the full amount of your intended stay, plus tax.* A pre-authorization is a temporary hold of a specific amount of your available credit limit balance placed on your credit/debit card. *When you check in, we'll also place 150 EUR hold on your credit card on top of the total booking amount for incidentals.* This deposit will be applied to any charges you rack up during your stay, or refunded at checkout if there are none. Pre-

authorization is not a charge to your account, it is a hold on those funds. Once your actual charge is posted at check-out it can take anywhere from 24 hours to 30 business days for the original pre-authorization to be removed by your bank. Generally, most banks release the hold within 3-5 days.

We have no control over the policies of your bank and will not be held liable for any "insufficient funds" penalties or any other resulting fees or charges. It is your responsibility to fully understand how your bank processes 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, Master Card and American Express. Your credit card guarantees your reservations and must be signed. Non-guaranteed reservations are not accepted. Please make sure to receive a reservation confirmation number when you make a reservation.

If hotel room is booked for more than 7 days the Hotel reserves the right to pre-authorize 30% of the total booking amount on the given credit card.

#### Check-out Procedure:

Check-out time is 11 a.m. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk prior to the day of your departure and we will do our best to accommodate your request. Additional day charge, plus tax may apply for late checkout.

#### Early Departure:

Guests who check-out of the hotel prior to their scheduled departure date are subject to an *early departure fee equalling to the 100% of the total booking amount plus tax* will be charged to your credit card which is non-refundable and the balance of your reservations will be cancelled; and the hotel room becomes marketable.

#### Cancellation Policy:

*If you cancel any reservation, you must obtain and save the cancellation number for your records.* Different cancellation policy applies to different type of rates:

**Best Flexible Rate:** can be changed or cancelled up to 3 days prior to your arrival date. Cancellations or changes made after this time will result in a charge for the first night's stay to the card provided, plus tax as a non-refundable cancellation fee.

**Non-refundable Rate:** your credit card will be charged immediately for entire stay. Reservation is non-refundable, non-cancellable and not changeable. No refunds for non-arrival on check-in date. Any subsequent amendment to the length of your reservation will be considered as cancellation and 100% room charge applies. No prices or hotel availability are guaranteed until full payment is received.

### NO-SHOW:

Reservations will be held until 11:00 a.m. the morning following your scheduled arrival date. If you have not checked in by that time or decide to cancel the reservation on the arrival date, a ***NO-SHOW charge equalling to the 100% of the total booking amount plus tax*** 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:

Baltazár is pet-friendly, meaning that we welcome pets under 10 kg at a friendly rate of 20 EUR per night. "Pet" for us usually means "dog". Please let us know about your pet coming and we'll do our best to accommodate the both of you. Extra cleaning charge also may apply if necessary.

### Maximum Room Occupancy:

Maximum 2 people per room are allowed who shall be paying adults for the hotel accommodation and shall be registered with a valid government or state-issued photo ID at check-in.

Baby cribs are free, based on availability.

Room occupancy requirements are also based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed, you will be asked to rent another guestroom for proper accommodations or vacate the hotel.

### Children Policy

Well behaved children of all ages are welcomed. Children aged 3 and under stay for free when sharing a room with a paying adult, using existing bedding (where a suitable room is available). ***Extra bed shall be requested in advance for children aged 4 or above.*** Rollaway beds are available for an extra 40 EUR per night. Availability of suitable rooms is limited and portable beds may need to be used where such accommodation is sought. The Hotel reserves the right to determine whether a room is suitable for the purpose of this offer.

As the parents, guardians, or chaperones of children you are personally and legally responsible for and must supervise them at all times. For safety reasons, please do not leave children unattended in guest rooms or allow them to roam the hotel property unsupervised. Please contact the hotel directly for more information relating to bookings with children.

### Additional

### Bedding:

***There's a 40 EUR/night charge for each rollaway extra bed.*** A limited number of rollaway beds and baby cribs are available upon request in advance. Availability is on a first-come, first-served basis. Maximum capacity of baby crib or rollaway is one (1) per room. Rollaway beds are not allowed in certain room types.

***Extra bed shall be requested in advance before your arrival as not all rooms allow extra bedding.*** Please contact Front Desk.

### Parking:

Buda Castle is a car restricted area. Overnight parking is available for hotel guests for 25 EUR a night in the street. *Please provide us with the information regarding your license plate and car description at check-in for security.* All vehicles are parked at the risk of the owner. The Hotel shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked in the street.

### 100% Smoke-free hotel:

All rooms and hotel public areas are completely non-smoking.

For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and that is difficult to remove from the air, carpet, walls, and furniture. We ask that guests refrain from use of patchouli oil and other strong-smelling plant-based or synthetic items or products that cause the room to be taken out of service due to objectionable odor. *If you light up inside the hotel we must charge 300 EUR smoking fee to your card.*

### Pricing

All prices shown online are per room per night excluding taxes. *Prices are subject to Value Added Tax at the current prevailing rate of 5% and City tax (4%).* The prices shown online are not valid in conjunction with any other offer and until you have received your confirmation number.

Hotel room rates as advertised on Hotel's website or any other website or promotional material are subject to change without notice and may increase or decrease at the hotel's discretion. However, your price is guaranteed once you receive a booking confirmation.

### Room Types

Hotel rooms vary by type and have slight variations within a room type. During the booking process, should the one you require not be available, then an alternate will be displayed. Please ensure that your booking reflects your requirement and read the room description.

### Availability

Availability of rooms at the rates shown online may be limited and/or restricted to certain periods.

*In case of group reservation - booking for a period of more than 14 days or at least 4 rooms - different room rates and cancellation policy may apply, please contact Reservation Office.*

*Please note that we shall not be liable for any sums which you have paid to any other persons in connection with your reservation.*

## Hotel Policy

In order to continue to deliver excellent service and ensure the safety and security of our Hotel Guests, we kindly ask you to follow the following procedure:

We reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cooking fee, cleaning fee, guest compensation or loss of revenue.

We also reserve the right to ask you to leave the hotel and remove your belongings from the room immediately if we shall, in our sole opinion, deem that you have used the hotel room in an irresponsible manner or in a manner that will compromise the safety of, or cause damage and/or harm to the hotel room, the hotel premises, the other hotel guests, our staff, or any other persons or the reputation of the **Baltazár Hotel**, without any compensation and/or any reimbursement to you.

Open fires, flames or cooking and fireworks are not allowed anywhere on hotel property. Preparation of food in guest rooms by any type of cooking appliances or any other item intended for cooking is strictly prohibited. *A minimum fee of 300 EUR will be charged for cooking in a room.*

### Quiet Hours: 10:00 p.m. to 9 a.m.

If you become aware of a disruptive guest, please contact Front Desk staff immediately. Televisions, voices, or other devices must be kept at a respectful low level at all times. Doors should be opened and closed quietly. No congregating or running in halls.

### Hotel Guests Receiving Visitors:

Hotel guests may receive visitors between the hours of 10:00AM and 9:00PM. Visitors must notify Front Desk upon their arrival. All visitors arriving at the property, must register with the Front Desk with the guest name receiving a visitor, room number and name of their visitor. The Front Desk Agent will collect a valid Identification card from each visitor(s) for check-in/registration and the ID card will be kept at the Front Desk until the visitor is leaving.

Guests who would like their visitor(s) to come onto the property, will be required to pay a *15 EUR cover charge per person/visitor* which is valid, allowing the visitor to use hotel facilities (like Wi-Fi).

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

### Connecting Room Policy:

Connecting rooms are subject to availability and can only be booked directly through the hotel. Please call the hotel directly to discuss available configurations.

### Sign "Do-not Disturb" & Access to Rooms:

To provide all our guests with an exceptionally clean and safe hotel experience, we reserve the right to enter your guestroom for reasonable purposes, such as for housekeeping, maintenance,

verify that the room, its furnishings, and mechanical equipment are intact, or to address or prevent a violation of our Hotel House Rules. Hotel staff will normally knock and announce themselves before entering your guestroom, unless we believe that exigent circumstances exist. Please contact Front Desk if you are a "*Day Sleeper*" or you are staying in the room due to illness. Management reserves the right to enter a room with a known status of "Do Not Disturb" in the event of an emergency, suspected illegal activity taking place, disturbing other guests, or damage being done to hotel property. In the event of suspected illegal activity, management reserves the right to summon law enforcement to aid in eviction. The right to privacy ends when a Hotel House Rule is broken. Law enforcement will be granted immediate access.

#### Room Keys:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

#### HOUSEKEEPING/ROOM INSPECTION:

Housekeeping is provided daily between the hours of 9 a.m.- 4 p.m. Rooms are cleaned and inspected daily. Rooms are rented to guests in appropriate condition without any prohibited odor. Housekeeping and Front Desk staff are trained and skilled in identifying the odors from prohibited items. If our investigation concludes that you have smoked in your room, cooked, or brought a prohibited item into our facility, you will be fined without any refund.

#### LINEN CHANGING:

Your comfort is very important to us. For guests staying multiples nights, bed linen is changed on a rotation schedule. Used towels are exchanged for fresh towels according to your request. Please contact our Front Desk staff if you have any additional questions or concerns.

#### LOST & FOUND POLICY:

If you discover that you have left behind something of value to you, please call us immediately and we will try to assist you in locating your lost item. The Hotel is not responsible for any item left behind by a guest. However, any item left behind by our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Reasonable effort will be made to notify the guest that an item has found.

#### Right to Refuse Service:

All Zsidai Gastronomy & Hospitality Group hotels has a zero-tolerance policy in which we will refuse to admit or refuse service or accommodation in our hotels or may remove a person, without refund, who refuses to abide by the reasonable standards and policies established by European Union laws and the management for the operation and owners of the hotel.

We reserve the right to refuse service or evict a guest: for refusal or failure to pay for accommodations, is under the influence of alcohol, drugs, or any other intoxicating substance and

acts in a disorderly fashion as to disturb the peace of other guests, seeks to use the hotel for an unlawful purpose; destroys, damages, defaces, or threatens harm to hotel property or guests; causes or permits persons to exceed the maximum allowable occupancy of room, refuses to abide by the reasonable standards or policies established by the Hotel for the smooth operation and management of the property and hotel services.

Baltazár Budapest Boutique Hotel *is not responsible for indirect losses that are not foreseeable by You or the Hotel* (such as loss of profits or loss of opportunity).

## Legal Notice

Important! This is a binding legal agreement (this "Agreement"). Please read this Agreement before using the website.

Zsidai Gastronomy & Hospitality Group (collectively "Zsidai Group," "we", "us" or "our") makes information and products available on these websites, subject to the following terms and conditions. By accessing our sites (as defined below), you agree to these terms and conditions. Zsidai Group reserves the right to change these terms and conditions, and the products, services, prices, and programs mentioned in these sites at any time, at its sole discretion, without notice. Zsidai Group reserves the right to seek all remedies available by law and in equity for any violation of these terms and conditions. Any rights not expressly granted herein are reserved.

## Disclaimer

### Website terms of use:

This Agreement governs Your use of the Internet sites located at

[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 webpages, applications, "Contents" (as defined below), and goods, services, features and functions provided or offered on or through these sites (collectively "Sites") and is by and between Zsidai Group and You, whether you are accessing the Site on your own, through an intermediary, or on behalf of any other person or entity ("you"). By viewing, accessing, posting on, interacting or communicating with, engaging in transactions of any kind on or through (including but not limited to making reservations), and/or in any other manner utilizing this Site, and/or the Zsidai Group Mobile App (hereinafter, the "Application," as referenced below) (the foregoing activities are referred to collectively as "Using" or "Use"), you hereby agree to the terms set forth herein, and in Zsidai Group's Privacy Policy.

# Privacy Policy and Data Protection

Effective as of 23 May 2018

Your complete satisfaction and confidence in Baltazár Budapest by Zsidai Group are absolutely essential to us. We comply with data protection legislation such as the EU General Data Protection Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, which regulates the processing of personal data relating to you and grants you various rights in respect of your personal data.

The aim of this Privacy Policy and Data Protection is to inform you about how we will use your personal data. To meeting your expectations, we have implemented a customer privacy protection policy as part of the Terms and Conditions that govern our hotel services. "Personal data" means any information collected and logged in a format that allows you to be identified personally, either directly (e.g. name) or indirectly (e.g. telephone number) as a natural person. Before providing us with this information, we recommend that you read this document describing our customer privacy protection policy.

Baltazár Budapest (V1 Gasztronomia Kft.) hotel and restaurant ("Baltazár", "the hotel", "we", "us" and "our") takes the issue of safeguarding your privacy seriously. Our Privacy Policy describes what information we collect from hotel guests collectively referred to as "Guests") as well as visitors to the Baltazár Budapest website and mobile App, and the way in which Baltazár Budapest uses this information to better serve your needs.

This Privacy Policy has been adopted by all of the distinct legal entities that are managed and operated by the Zsidai Group Ltd. (1014 Budapest, Nándor utca 9.). References to "we", "us" and "our" throughout this Privacy Policy, depending on the context, refer collectively to those distinct legal entities.

## What is Personal Information?

Personal information is any information about you as an identifiable individual. We do not deliberately collect any sensitive information. The personal information that we process includes:

Basic information – such as name, age, gender, passport information and publicly available photograph;

Contact information – such as your home address, zip/postal code, email address and phone number;

Financial information – such as your credit card details, itemized spending and transaction history;

Health information where disclosed and relevant to the provision of services – such as food allergy, sensitivity or specific diet;

Preferences – such as special requests, service issues and other preferences for your stay;



Technical information – such as information about the device you use to interact with us (including the unique device identifier, hardware model, operating system and version, and mobile network information, in the case of our mobile App); and

Correspondence – when you contact us, such as to send an enquiry or make a request, any correspondence or application may be kept and added to your personal information.

The information collected in relation to persons under 18 years of age is limited to their name, nationality and date of birth, which can only be supplied to us by an adult.

### **How is personal information collected?**

We collect your personal information while monitoring our technology tools and services, including comments, guest reviews and email communications sent to and from Baltazár. Otherwise, we gather information when you provide it to us, or interact with us directly, for example:

when you create a profile, or sign in to access an existing profile on our website or App;

when you make a purchase through our website;

when participating in marketing programs or events: participation in customer surveys (for example, the Guest Satisfaction Survey); online games or competitions; subscription to newsletters, in order to receive offers and promotions via email;

when you make a reservation online, by contacting Baltazár directly - booking a room;

during your stay at our hotel including information provided during hotel activities; check-in and paying; eating/drinking at the hotel bar or restaurant requests, complaints and/or disputes;

We also receive information about you from other sources, such as our business partners and publicly available sources - tour operators, travel agencies, GDS reservation systems and others. We combine information that we have about you from various sources, including the information that you have provided to us.

Internet activities: connection to hotel website and WIFI access (IP address, cookies)

Online forms - online reservation, questionnaires, Baltazár pages on social networks, network login devices such as Facebook login etc.

We may also collect information from you through the use of cookies, when you visit our website. For more information about our use of cookies, please see our Cookie Notice.

### **How do we use your personal information?**

We use your personal information to manage our relationship before, during and after your stay, namely for the following purposes:

to enable you to use our website and our mobile App;

to help us identify you and any accounts you hold with us;

to provide superior customer service to you - we may collect and process certain additional data to personalise your stay upon your express request and consent;

to assist us in making your reservation and providing the services you request at any of our properties;

to process transactions through our website (including taking payment for purchases you may make through our website) and to assist in any inquiries about your transaction;

for billing purposes in relation to your stay with us;

to confirm prior transactions and reconcile statements or invoices;

to contact you in relation to matters that arise from your stay with us;

to send you monthly newsletters regarding our properties and to advise you of promotions or to inform you of offers or other information that may be of interest to you - if, where required, you separately provide your consent for us to do so;

to conduct surveys or focus groups to receive your views of our properties and service delivery - if, where required, you separately provide your consent to this;

to respond to a specific "Information Request" from you about one of our hotels and deal with any other enquiries, correspondence, concerns or complaints you have raised;

for you to participate in one of our on-line promotions;

if you become a hotel guest, to create a guest profile that is stored in our property management system;

to analyse customer trends and insights;

and to operate our business, including for internal purposes such as auditing, data analysis, statistical and research purposes and troubleshooting to help us improve our services.

Occasionally we will combine information from a number of Guests to better understand trends and your expectations. When this occurs, all identifiers are removed and the aggregate, anonymized information cannot be linked to any specific individual.

#### **On what basis do we use your personal information?**

We use your personal information on the following basis:

to comply with legal and regulatory obligations, including financial reporting requirements imposed by government regulators and auditors;

to enter into agreements with you, and to perform our agreement to provide services to you when you stay with us;

for legitimate business purposes – using your personal information helps us to operate and improve our business and minimise any disruption to the services that we may offer to you. It also allows us to make our communications with you more relevant and personalised to you, and to make your experience of our services more efficient and effective;

because you have given your consent – at times we may ask for your consent to allow us to use your personal information for one or more purposes. (See the Your Rights section for more information about the rights that you have if we process your information on the basis of your consent);

or for the establishment, exercise or defence of legal claims or proceedings.

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

We use a variety of security measures and technologies to help protect your personal information from unauthorised access, use, disclosure, alteration or destruction, consistent with applicable data protection and privacy laws. For example, when you provide your credit card information through our website we allow only encrypted communication to guarantee a secure transaction.

Whilst we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Website. Any transmission is at your own risk. Once we have received your personal data we will use strict procedures and security features to prevent unauthorised access.

Each Zsidai Group property stores personal information in a secure location and we take steps to ensure that only designated individuals have access to this information.

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

We endeavour to protect the privacy of your account and other personal information that we hold in our records, but unfortunately, we cannot guarantee complete security. Unauthorized entry or use, hardware or software failure, and other factors, may compromise the security of user information. Also, while we endeavour to put adequate contractual protections in place,

we cannot guarantee the security of any personal information in databases hosted by third parties.

It is important to note that any e-mail communication is not secure. This is a risk inherent in the use of e-mail. Please be aware of this when requesting information or sending forms to us by e-mail (for example, from the "Contact Us" section of our website). We recommend that you do not include any confidential information (i.e. credit card information) when using e-mail. For your protection, our e-mail responses to you will not include any confidential information.

Finally, to be prudent, please be sure to always close your browsers when you are done using a form or the reservation site. Although the session will terminate after a short period of inactivity, it is best to close your browsers immediately upon completion, especially when using a public computer.

### **What personal information may be provided to third parties?**

We may share certain of your personal information with:

other Zsidai Group hotels and managed properties;

in order to offer you the best service, we have to share your personal data and give access to authorized personnel from the Zsidai Group;

agents, contractors or third-party service providers of Zsidai Group who provide services to Baltazár to better serve your needs as a guest;

escrow agents, third party lenders and loan-servicing agents;

a prospective buyer or investor in the event that we sell any business or assets;

analytics and search engine providers that assist Baltazár in the improvement and optimisation of the website and our mobile App;

our professional advisors and auditors; and

local or foreign regulators, governments, courts, law enforcement and national security authorities if this is required by law.

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

Where a third party is engaged by Baltazár to provide services on our behalf, Baltazár ensures these parties protect your personal information in a manner consistent with the principles articulated in this Privacy Policy.

If you have chosen to join a subscription list, please note that they are only used for internal purposes and we do not sell or rent our subscription lists to anyone.

If Baltazár Budapest Hotel suspects any unlawful activity is taking place, it may investigate and/or report its findings or suspicions to the police or other relevant law enforcement agency.

### **Transfers of your personal information outside your home country**

Your personal information may be processed by Zsidai Group and its trusted third-party suppliers anywhere in the world, including in countries where data privacy laws may not be equivalent to, or as protective as, the laws in your home country.

In particular, your personal information will be stored in your guest profile in our cloud based Property Management System and may be available to all Zsidai Group properties.

We will implement appropriate measures to ensure that your personal information remains protected and secure when it is transferred outside of your home country. All transfers of personal information between countries will be subject to the terms of this Privacy Notice and in compliance with these laws.

## Your rights

### Accessing your personal information

We understand that you may like to know what personal information we hold about you. We are happy to assist you with your request. To protect your personal information, however, we require that you prove your identity to us at the time your request is made.

When you make a request in person, we will require you to produce some form of photo identification such as a passport or a driver's license and you will be asked to sign a request form. Where you make a request by other means, we request you contact us in writing via email or letter including a copy of a government issued identification and signature. We require home and business addresses and phone numbers so we can check them with our files and satisfy ourselves as to your identity. The above information is required to create an audit trail of how the request has been handled.

Zsidai Group reserves the right to decline access to your personal information under certain circumstances as permitted by law. If your personal information is not disclosed to you, you will be provided with the reasons for this non-disclosure.

## Other rights

You may also be entitled to:

request the correction and/or deletion of your personal information;  
request the restriction of the processing of your personal information, or object to that processing;  
opt out from processing of your personal information for direct marketing purposes;  
withdraw your consent to the processing of your personal information (where Zsidai Group is processing your personal information based on your consent); and  
request the receipt or transmission to another organisation, in machine-readable form, of the personal information you have provided to Zsidai Group.  
Where you are given the option to share personal information with Baltazár by Zsidai Group, you can always choose not to do so.

If you do not wish to receive marketing information from Zsidai Group, you may indicate your wishes on your registration card when you stay with us or send an e-mail to: [hello@baltazarbudapest.com](mailto:hello@baltazarbudapest.com). You will always have the ability to accept or decline any form of communication from Baltazár. You may 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 information, or if you have provided your consent to processing and you later choose to withdraw it, we will respect that choice in accordance with our legal obligations.

This could mean that we are unable to perform the actions necessary to achieve the purposes of processing described above (see 'How do we use your personal information?') or that you are unable to make use of the services offered by us.

After you have chosen to withdraw your consent Zsidai Group may be able to continue to process your personal information to the extent required or otherwise permitted by law.

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

For hotel Guests, contacting the Hotel:

Baltazár Budapest  
V1 Gasztronomia Kft.  
1014 Budapest  
Országház utca 31.  
HUNGARY

Hotel Phone: +36 1 300 7051  
E-mail: [hello@baltazarbudapest.com](mailto:hello@baltazarbudapest.com)  
Web site: <http://baltazarbudapest.com>

#### How long is my Personal Information retained?

Your personal information will be stored for the period of time required by law in the jurisdiction of any hotel holding the information. This may involve retaining information following your stay - we may retain data for an appropriate period after any relationship with you ends, to protect ourselves from legal claims, or to administer our business.

We will delete your personal information once it is no longer required for any of the purposes described above. We will also keep your personal information where we need to do so in connection with a legal action or an investigation involving Baltazár.

Any financial information Zsidai Group retains will be protected under the terms of this Privacy Policy.

If you have additional questions regarding the law or if you feel we have not treated your personal information appropriately, or if you have any questions or concerns regarding this Privacy Policy or your data protection, you may contact Zsidai Group at the following address:

Zsidai Group Ltd.  
1014 Budapest  
Nándor utca 9.  
HUNGARY

E-mail: [info@zsidai.com](mailto:info@zsidai.com)

Please write in 'Subject' line: 'Privacy Policy and Local Data Protection' and the person in charge will be appointed to treat your request.

We may modify this Privacy Policy from time to time. Consequently, we recommend that you consult it regularly, particularly when making a reservation at one of our hotels.

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