

I. GENERAL PROVISIONS

This Guest Information Notice sets out the terms and conditions governing the use of the services provided by Talu Restaurant & Café (hereinafter referred to as the “Talu Restaurant”), operated by Hunguest Zrt. (registered office: H-1056 Budapest, Váci Street 38), located at H-3915 Tarcál, Fő Street 94.

The use of the services offered by Talu Restaurant shall be governed by the provisions of this Guest Information Notice, the House Rules, and any notices displayed within the restaurant. The relevant documents are available for inspection at the hotel reception.

The services of Talu Restaurant may only be used in compliance with the provisions of this Guest Information Notice, the House Rules, and any other applicable notices and regulations.

The employees of Talu Restaurant are entitled and obliged to draw guests' attention to the applicable rules and to ensure the proper and intended use of the facilities and services.

Talu Restaurant reserves the right to refuse service or terminate the use of its services by any person whose conduct endangers the order of the restaurant, the safety or comfort of other guests, or otherwise violates the provisions of this Guest Information Notice or the House Rules.

Where necessary, the operator reserves the right to take appropriate measures to remove the person concerned from the premises and, where justified, to seek the assistance of the competent authorities.

II. OPENING HOURS

Talu Restaurant is open during the following hours:

Monday–Sunday: 11:00 a.m. – 10:00 p.m.

Parking

Parking is available 24 hours a day. The use of the parking area is free of charge for guests of Talu Restaurant. Please note that the parking area is unattended.

For the safety and security of our guests, certain areas of the restaurant and hotel are monitored by an electronic surveillance system in compliance with applicable data protection legislation.

Talu Restaurant is fully accessible to guests with reduced mobility.

Current opening hours, prices, and the terms and conditions applicable to individual services are available on the official website of Talu Restaurant.

The operator reserves the right to temporarily, partially, or fully close the restaurant or certain areas thereof due to technical reasons, maintenance works, events, or other justified circumstances. The operator shall not be liable for any inconvenience resulting from such closures.

In the event of service limitations caused by technical failures or unforeseen operational circumstances, the operator reserves the right to determine, at its sole discretion, whether compensation or any adjustment of fees will be provided.

Guests will be informed in advance of any planned maintenance, renovation works, or events that may affect the availability of certain services.

As a general rule, services are provided on a first-come, first-served basis. Exceptions may apply to guests with prior reservations, groups, pregnant guests, persons with reduced mobility, and the operator's contractual partners.

Any commercial, promotional, sales-related, or other business activity on the premises of Talu Restaurant is strictly prohibited unless prior written consent has been obtained from the operator.

Guests under the age of 14 may use the services of Talu Restaurant only under the supervision of an adult.

III. PRICES AND PAYMENT TERMS

The current price list of Talu Restaurant is available at the restaurant and on its official website.

All prices for the services provided by the restaurant are quoted in Hungarian Forints (HUF) and include Value Added Tax (VAT) in accordance with applicable legislation.

Payment for services may be made using the following methods:

- Cash
- Credit or debit card
- SZÉP Card (subject to the applicable legal provisions and service provider conditions)
- Room charge for guests staying at Andrásy Kúria & Spa

Payment by SZÉP Card is only available for services for which such payment method is permitted under the applicable legislation.

Talu Restaurant issues a receipt for every transaction and, upon request, an invoice. Guests are advised to retain all receipts and invoices until leaving the premises.

The restaurant reserves the right to apply different prices and payment terms for certain promotional offers, events, or special occasions. Guests will be informed of any such conditions in advance.

Prices displayed on the website, advertising materials, or other communication channels are provided for information purposes only. The operator accepts no liability for typographical errors, technical inaccuracies, or any clearly erroneous price indications.

IV. PARKING REGULATIONS

Guests of Talu Restaurant may use the parking facilities of Andrásy Kúria & Spa free of charge.

The parking area is used entirely at the vehicle owner's, operator's, or user's own risk.

As the parking area is unattended, the operator accepts no liability for vehicles parked on the premises, their contents, or for any damage, theft, or other loss incurred, except where such damage results from the operator's intentional misconduct or gross negligence.

Users of the parking area are required to comply with all applicable traffic regulations, as well as any traffic signs, notices, and instructions displayed on the premises.

Improper use of the parking area, obstruction of traffic or other vehicles, and any conduct that may endanger road safety are strictly prohibited.

The operator reserves the right to establish additional parking regulations in a separate Parking Policy, which is available at the hotel reception and within the parking area.

V. CUSTOMER SERVICE, COMPLAINT HANDLING AND LEGAL REMEDIES

Talu Restaurant places great importance on guest satisfaction and therefore operates a customer-focused complaint handling system.

Guests may submit comments, suggestions, or complaints regarding the services provided, their quality, the operation of the restaurant, or the conduct of its employees, either verbally or in writing.

Talu Restaurant provides information in both Hungarian and English regarding the terms and conditions of its services, including the provisions of this Guest Information Notice, the House Rules, and other relevant information documents.

Complaints may be submitted through the following channels:

- In person to the restaurant or hotel staff;
- In writing by post;
- By e-mail using the operator's official contact details.

The Complaints Book is available to guests at the hotel reception.

Complaints communicated in person will be addressed immediately whenever possible. If the matter cannot be resolved on the spot, it will be referred to the responsible manager, who will take the necessary steps to investigate and resolve the issue.

Written complaints will be investigated by the operator within the time limits prescribed by the applicable legislation, and the complainant will be informed of the outcome in writing.

If a guest is dissatisfied with the outcome of the complaint handling procedure, they are entitled to seek legal remedy by contacting the competent consumer protection authority, conciliation body, other relevant authority, or the courts.

VI. HANDLING OF CROSS-BORDER CONSUMER COMPLAINTS

If Talu Restaurant rejects a consumer complaint submitted by a consumer residing in another Member State of the European Union, or in Iceland or Norway, the consumer is entitled to seek assistance from the European Consumer Centre (ECC) operating in their country of residence.

The European Consumer Centres Network aims to facilitate the amicable resolution of cross-border consumer disputes and to assist consumers and businesses in reaching an agreement.

Contact details of the European Consumer Centres can be found on the official website of the European Commission:

<https://consumer-redress.ec.europa.eu>

Other alternative dispute resolution mechanisms provided within the European Union may also be available for the settlement of cross-border consumer disputes in accordance with the applicable legislation.

VII. MISCELLANEOUS PROVISIONS

By using the services of Talu Restaurant, guests acknowledge and accept the provisions set forth in this Guest Information Notice, the House Rules, and any other applicable information documents.

For the safety of guests and to ensure the lawful operation of the establishment, certain areas of Talu Restaurant may be monitored by an electronic surveillance system in accordance with applicable legislation. Information regarding the processing of personal data is set out in the Privacy Notice.

Photographs, audio recordings, and video recordings may be made during events, functions, or marketing activities organized by the operator. The creation and use of such recordings shall be governed by the applicable data protection and personality rights legislation, as well as the operator's data processing policies.

Guests are required to use the restaurant's facilities, equipment, and furnishings in a proper and intended manner. Any person causing damage intentionally or through negligence shall be liable for such damage in accordance with the applicable laws.

Talu Restaurant reserves the right to amend this Guest Information Notice at any time. The current version shall be available at the restaurant and through the operator's official communication channels.

Matters not regulated herein shall be governed by the applicable laws of Hungary and the European Union, including, but not limited to:

- Act V of 2013 on the Civil Code of Hungary;
- Applicable consumer protection legislation;
- Legislation governing commercial and catering activities;
- Data protection and privacy regulations;
- Food safety and public health regulations.

The management of Talu Restaurant thanks its guests for their trust and wishes them a pleasant dining experience.

Effective as of: 20 May 2026