

EPICENTRUM EVENT CENTER

BOOKING AND CANCELLATION POLICY

1. This policy applies to booking, modifying and cancelling all (ordered electronically or on the telephone) accommodation and related services.

2. According to the values of our organization, the accommodation and related services are primarily considered as Christian religious complementary activities and services. In pricing, our primary concern is sustainability (including fair earnings for employees, fees for operation and development); no further profit is sought. Our prices are gross prices in all cases, they do not include hidden extra costs.

3. Data of the host (Event Center)

Name: EPICENTRUM Alapítvány

Abbreviated name: Epicentrum Rendezvényközpont (**Epicentrum Event Center**)

Address: Jenő u. 15–19, 2030 – Érd, Hungary

Tax identification number: 19240723-1-13

Bank account number: 12100011-10510940

Representative: Iván Szabó,

E-mail: mpe.epicentrum@gmail.com

Phone: +36 30 531 1812

4. Booking process, changing the booking

4. 1. Making a request

Making a request happens through the Request Form. After completing and submitting the online form (Google Form), the Event Center will send the Booking Form to the Guest electronically within a maximum of 72 hours. The Booking Form contains the details of the order based on the details of the completed Request Form. If the final reservation (filling in, finalizing the online Booking Form (Google form)) does not arrive to the Event Center from the Guest within 168 hours (1 week) upon receiving the Reservation Form, the Event Center is exempted from adherence to the special offer binding period stated on the Reservation Form, the offer is terminated. The Event Center does not record the telephone or e-mail pre-booking as a reservation (as booking).

4. 2. Booking Form, confirmation

The finalization of the booking happens if the Guest has sent back to the Event Center the finalized online Booking Form (Google Form), he has paid the down payment (see paragraph 4.3.) and the Event Center sent a written acknowledgement. The orally made booking or changes made to the Booking will only give rise to a contractual obligation if it is confirmed in writing by the Event

Center and a down payment specified in the Booking Form has been received to the bank account of the Event Center within the deadline indicated on the Reservation Form. Oral confirmation of the Event Center to the Booking or to changes made to the Booking are not subject to a contractual obligations.

4. 3. Down payment, finalising the booking, service contract

The Guest is obliged to pay down payment, that will secure his reservation and booking. As a general rule, the down payment is 30% of the total price of the services, it has to be paid to the specified date that is found on the Booking Form. The Guest may settle the amount to the bank account of the Event Center or pay it by cash. In the absence of down payment – to the agreed deadline on the Booking Form –, the reservation will not become final, no valid contract will be established between the Guest and the Event Center.

4. 4. Countervalue/equivalence of service, payment

The Event Center shall indicate the total amount of the services ordered on the Booking Form, and / or in a written confirmation sent by the Center to the Guest. The Guest may pay the amount calculated for the duration of the stay by transferring to the Service Provider's bank account or by cash payment. In case of non-Hungarian Forint Payments, we calculate with the official daily exchange rate of CIB Bank (<https://net.cib.hu/maganszemelyek/arfolyamok/arfolyamok>).

Within 72 hours of departure, the Event Centre sends a detailed calculation to the Guest. The Guest must give a feedback to the Event Centre within 72 hours upon receiving said calculation. If no reply is received after 72 hours, the Event Centre shall consider their calculation to have been accepted and shall issue a final invoice to the Guest.

4.5. Changes to the reservation

Changes to the reservation are possible with the joint written agreement of the Guest and Event Center. The Guest is entitled to extend the stay only if the Event Center has given it's written permission at latest one day prior the end of the already ordered services.

The Event Centre must be notified about verbal changes in writing, no later than 24 hours before the start of the stay. The Event Centre's verbal confirmation of a change to the order shall not constitute a contractual obligation. We are not able to accept any changes made by the Guest during their stay. The rented rooms (bedrooms, common rooms and conference rooms alike) must be vacated at the time agreed in advance, we cannot deviate from this. In case of changes made in 24-hours a surcharge of 50.000 HUF will be charged.

5. Cancellation conditions

The Guest (the contact person to the group) may cancel the reservation (free of charge) by giving a written cancellation notice by 30 days prior to arrival. The down payment in this case will be returned to the Guest in full. Within 30 days prior to arrival, the cancellation fee payable is a penalty equal to the total amount of the down payment, in principle 30% of the total price. Thus, the

prepaid deposit cannot be refunded in case of cancellation within 30 days of arrival, but it is possible to change the time – depending on availability. If canceled 24 hours prior the arrival, 50% of the total price will be charged.

Details about meals may be changed up to 48 hours before the event. After that, we cannot make subsequent changes.

If the services are booked (ordered) by the Guest as a matter of urgency, i.e. within 30 days, the individual down payment and other conditions are included in the Booking Form.

Should the Guest decide before the end of the agreed service duration not to use the ordered services till term, the Guest is still obliged to pay the full cost of the services to the Event Center, and the Event Center is entitled to claim the full value of the ordered services. The Event Center is entitled to re rent the rooms the Guest has left before the agreed end of the services.

If the cancellation is made on the day of arrival, or if the guest arrives later or leaves earlier than the confirmed stay, the guest is obliged to pay 100% of the confirmed amount for the whole period booked.

If the Event Center is unable to provide the ordered services from its own fault – overfilling, temporary operation problems – it is obliged to repay the proportional fee. If no service is provided at all, the full amount of the down payment (or paid fee) will be refunded.

6. Way and conditions of using our services

The Guest is welcome to use the services of the Event Center while abiding by the regulations found in this Policy and in the “House Rules and Information”. The Guest is obliged to know and to abide by these Policies while they are on the grounds of the Event Center. This Policy and the “House Rules and Information” can be found and downloaded from the website of the Event Center. (<https://epicentrum.eu/en/>)

7. Data processing

The Event Center manages – on the basis of the contract for the requested host and related services – the e-mail address, name and telephone number of the Guest provided voluntarily by the Guest on the Event Center’s Request Form and Booking Form. These data will not be stored by the Event Center in any way and will not be made available to third parties.

Interpretative provisions

Epicentrum Event Center – The Event Center’s main activity is a religious supplementary service, namely providing host and related services, providing a location for Christian and cultural events. Supporting the life, aims and operation of Christian communities and organisations.

Request – the first step to the process of requesting (booking) the services of the Event Center, it means completing and sending the Request Form.

Request Form – the official online service (Google Form) for making a request. Upon receiving it, within 72 hours, the Event Center sends back a Booking Form.

Booking Form – an electronic form (Google Form) that contains and specifies the details of the Request (arrival and departure time, number of guests, housing, meals, other requests, etc.). It must be sent to the Guest within 168 hours after receiving the Request Form.

Service: accommodation and related services – providing accommodation, using the conference room and other meeting rooms, providing sound and video systems, as well as specific combination of the above, as requested

Down payment – in principle, 30% of the total service charge, which is included in the service fee. In case of cancellation prior the 30 days interval, the total amount will be refunded.

Penalty – amount to be paid in case of cancellation within 30 days prior to arrival.

Contract – civil rights relationship with accommodation and related services, which is validated when the Booking Form is confirmed by the Event Center and, in addition, the down payment has been received by the Event Center on its bank account.

Guest – natural person, legal entity or organization without legal personality (group member) who has ordered and uses services for accommodation and related services.

The “**House Rules and Information**” is an integral part of this Policy (Attachment No. 1)

Érd

18 July 2025

Present policy is applicable from the 19th of July 2025.

Attachments:

Attachment No. 1 – House Rules and Information

Attachment No. 2 – Protocol for injuries and other damages

Attachment No. 3 – Complaint Form