



RESERVATION TERMS AND CONDITIONS

1 Booking Process

1.1 Possible Types of Reservation Requests

Vadvirág Camping in Balatonszemes (hereinafter: the Campground) accepts booking requests exclusively in writing via one of the following contact methods:

- by email: reservation@vadviragcamping.hu,
- via the Campground's website booking portal: www.vadviragcamping.hu,
- in person at the Campground's reception desk (during the Campground's operating hours).

We can only record verbal reservation requests made by phone with a 12-hour optional deadline.

We will only confirm a reservation request submitted in this manner if it is also confirmed in writing via one of the contact methods listed above within the 12-hour deadline.

1.2 Accommodations Available for Booking

Reservations can primarily be made for the campground's cabins and campsites.

Open tent sites cannot be reserved in advance, except when booking online. Guests may occupy these sites on a first-come, first-served basis.

1.3 Minimum number of nights that can be booked

During the peak season from July 10, 2026, to August 22, 2026, we can only accept advance reservations for a minimum of 4 nights. The minimum number of nights may vary by property type!

We will only accept reservations for fewer than 4 nights if the reservation is made within 14 days of arrival or if the number of available nights between two confirmed reservations is less than four.

For reservations already confirmed for this period, the length of stay cannot be reduced to less than 4 nights after confirmation. The only exception to this rule is the complete cancellation of the reservation.

The campground reserves the right to evaluate reservations on a case-by-case basis and, during so-called peak periods (e.g., August 20), may freely determine the minimum number of nights that must be booked for those peak periods!

1.4 Reservation for a Specific Seat

Depending on availability and in exchange for a so-called fixed reservation fee, our guests have the option to reserve a specific campsite or cabin.

The fixed fee is a one-time gross amount of 10,000 Ft per reserved accommodation unit; this is not a deposit and is payable in addition to the accommodation fee.

The fixed reservation fee must also be paid for group reservations, again for each individual unit.

The campground reserves the right to cancel a fixed reservation request without providing a reason, provided that the affected guest is notified in writing no later than 3 days prior to arrival.

After the third day prior to arrival, the campground may only cancel a fixed reservation in exceptionally justified cases (e.g., technical issues).

In the event of cancellation of a fixed reservation for any reason, the fixed reservation fee will be refunded.

1.5 Reservation Details

To confirm your reservation, please provide the following information:

- the name, address, email address, and phone number of the guest making the reservation,
- arrival and departure dates,
- the type of accommodation you wish to book and the number of units,
- the number of adults and children (under 18) separately.

You may send us any requests regarding the accommodation in the comments section or via email, and we will do our best to accommodate them to the extent possible.

The guest is responsible for the accuracy of the information provided in the reservation. If the guest cannot be reached at the phone number or email address provided in the reservation, or if

the contact information proves to be incorrect and it is therefore not possible to confirm the reservation, the Campground reserves the right to cancel the reservation, thereby terminating the request for accommodation.

By making a reservation, the guest acknowledges that they have read and accept the booking, cancellation, and payment terms, as well as the campground's rules and regulations.

1.6 Modifying a Reservation

Reservations may only be modified in writing in all cases.

The length of stay for a confirmed reservation may be extended, subject to availability, at the current rates in effect at the time of the modification.

Shortening the length of stay for a confirmed reservation is governed by the campground's cancellation policy.

For confirmed advance reservations made for the peak season (July 10–August 22, 2026), the length of stay cannot be reduced to a shorter period after confirmation. Exceptions to this rule include the complete cancellation of the reservation or justified cases agreed upon with the Campground.

2 Confirmation

The campground issues a written confirmation for reservation requests submitted by guests via email, which is also sent to the guests via email. Reservations made online are automatically confirmed through the reservation system; the campground does not send a separate email.

The confirmation includes the reservation code and details (check-in and check-out dates, number of guests, type of accommodation booked, accommodation fee, service charges, and tourist tax), as well as information regarding the advance payment and an excerpt from the campground's house rules.

A reservation request is valid only upon receipt of the confirmation.

3 Advance Payment

3.1 Amount and deadline for Advance Payment

We consider a reservation final only if the requested deposit is received in our account by the deadline, i.e., it appears on our bank statements!

The advance payment is 50% of the total accommodation fee (excluding tourist tax and other services), which must be paid within 7 days of the confirmation being sent. For online

reservations, the deposit must be transferred within 3 days of the reservation date; immediate payment by credit card is also possible.

The amount of the deposit and the exact payment deadline are specified in the confirmation.

For last-minute reservations made within one week, please contact the front desk for details on how to pay the deposit!

3.2 Accepted payment methods: credit cards, SZÉP Cards

The deposit can be paid via the Simple Pay system using a standard credit card or SZÉP Card for online payments, by bank transfer, by SZÉP Card transfer, by cash deposit at a bank branch, or in person by cash, credit card, or SZÉP Card. Accepted currencies: Hungarian forint and euro.

Accepted credit cards: Maestro and VISA.

Accepted SZÉP Cards: OTP, KH, MBH.

3.3 Prepayment invoice

We always issue a prepayment invoice for any advance payment received, which we send to our guests via email once the payment has been received.

Please note that while bank transfers from forint-based accounts appear immediately in our bank account, payments made with SZÉP Cards and foreign currency transfers may take several days to arrive!

We must issue the advance invoice to the person making the payment or transfer; therefore, if the person making the reservation and the person making the payment are different, please provide the name and exact address of the person making the transfer!

4 Cancellation Policy

4.1 Free cancellation after the deadline

Reservations can be canceled **free of charge up to 14 days before arrival**; in this case, 100% of the deposit paid will be refunded.

We consider the date on which **we receive your written cancellation** to be the cancellation date.

4.2 Cancellation within the deadline

If a cancellation is made within 14 days prior to arrival, the campground will not refund the deposit paid.

We consider the date on which **we receive your written cancellation** to be the cancellation date.

4.3 On-site or late cancellation

If you are unable to check in to your reserved accommodation on the day of arrival, please notify our campground in writing by 6:00 p.m. on the day of arrival at the latest!

If you notify the campground of your delay, we will hold your reservation until your arrival; however, you will be required to pay the full accommodation fee for the entire confirmed stay.

If the campground does not receive written notice of the guest's cancellation, we will hold the reserved spot until 12:00 PM the following day at the latest; after that, it will be made available for resale. The campground will not refund the advance payment.

If the guest departs earlier than the confirmed stay period, the accommodation fee corresponding to the stay period specified in the confirmation must be paid. After check-out, the Campground reserves the right to resell the accommodation.

4.4 Partial cancellation – shortening of the reserved period

Shortening a stay that has been booked and confirmed by a guest is considered a partial cancellation, to which the following terms apply:

- Changes made up to 14 days before arrival are free of charge,
- For changes made within 14 days of arrival, the accommodation fee based on the original confirmed stay period must be paid.

The length of stay for confirmed reservations cannot be reduced after confirmation to a period shorter than the number of nights booked. Exceptions to this rule include the complete cancellation of the reservation or changes made in consultation with the front desk.

We wish you a pleasant stay!