

CONDITIONS OF THE REQUISITION

Mecsek Tours Ltd. (Hungary, 7815 - Harkány, Bajcsy-Zs. Út 2., Tel/Fax: 00-36-72-580-037 and 580-038, e-mail: harkany@mecsektours.hu) as the official Marketing Office and Sales Department of the PSORIASIS CENTER HARKÁNY ensures the psoriasis program according to the undermentioned conditions:

I. Services

- medicinal services (psoriasis medical treatments)
- accommodation
- gastronomic
- transfer
- other programs

II. Prices

- The pricelist (No. 1. obligatory enclosure) includes the amounts and the prices of the different services
- The pricelist's run of validity is 1 year
- The pricelist includes the prices and the taxes of the services as well.
- The supplier guarantees the prices fixed for the marked periods.

III. Order and confirmation of services

- Reservation should be made directly to the Supplier.
- Reservations by telephone must also be confirmed in writing.
- The reservation should be made by completing the No. 2. obligatory enclosure, the Order-form.
- Acceptance of the reservation will be confirmed by Supplier within 48 hours (except Saturday, Sunday) in writing.

IV. Conditions of cancellations:

The ordered and confirmed services can be cancelled in the conditions below:

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|----------------------------------------------|------------------|
| • 21 days prior to arrival | no penalty |
| • between 21 and 14 days prior to arrival | 5% of the price |
| • between 14 and 2 days prior to arrival | 20% of the price |
| • within 2 days prior to arrival and no show | 30% of the price |

V. Conditions of payment and settlement

- The Mecsek Tours Ltd. sends an invoice made out of the rate of the ordered and confirmed services to the name of the trader.
- The invoice is on the gross amount of the ordered and confirmed services.
- Deadline of payment: 14 days prior to arrival
- In case the amount of the ordered services does not arrive in time on the Supplier's bank account, the Supplier is not able to ensure the ordered services.
- The parties can agree on other conditions than listed above but only in writing and as the modification of the agreement.

VIII. Arrangements of complaints

- The Mecsek Tours Ltd. aims to ensure the confirmed services at the promised standard.
- In case the guest has any complaint, the Mecsek Tours Ltd. can help to solve the problem only if the guest reports it straightaway to the Mecsek Tours Ltd.

In case it is not possible to solve the problem in a reassuring way on the spot, the appellor has the right to have a detailed report made about the complaint. The detailed report is signed by the Supplier and it is opined as well. The appellor gets the original detailed report.