

GENERAL TERMS AND CONDITIONS

The aim of the present general terms and conditions (hereinafter: “GTC”) is to regulate the process of ordering the service provided by us, the data management, the settling of a claim occurring in the course of service provision, our liability, complaint handling and the provisions referring to the termination of the contract.

We call your attention to the fact that certain provisions of the GTC can change. Most of the time the change of the referred conditions is due to the modified laws, thus we ask you to always read the GTC before or in the course of each order. Also, in order to avoid any later misunderstandings, save the content to your computer before placing the order.

Should you have any questions regarding a certain provision of the present GTC, please let us know by contacting us at the info@likecomfort.com e-mail address, and we will answer your questions in the shortest possible time.

We call your attention to the fact that you can place an order only if you fully accept the provisions of the present GTC. If you accept the provisions, you cannot pretend that you were not aware of its content, or that the **Ilikecomfort.com** did not make it available for you.

I.

Data referring to service provider

The service provider is the **Ilikecomfort.com Korlátolt Felelősségű Társaság** (hereinafter: “**Ilikecomfort.com**”), its seat is at 1065 Budapest, Révay utca 8, 3rd floor, door no. 21., but the central administration and availability of our company is under the following address: 1061 Budapest, Paulay Ede utca 20, 3rd floor. The **Ilikecomfort.com** was registered by the Budapest Court as Court of Registration under the following company registration number 01-09-988460, its tax number is 23998292-2-42, and its statistical code is 23998292-9609-113-01. On behalf of **Ilikecomfort.com** Bálintfy Barbara has individual signatory right. This information and contact possibility with **Ilikecomfort.com** is included under the “Contact” menu of our webpage.

II.

Our services

The **Ilikecomfort.com** provides basically two types of services: Pet-sitting and House-sitting, which include further services that can be ordered separately. With regard to the Hungarian legal background, the description of the services found on our webpage (as advertisement of the service) is part of the contractual relation that is based on registration and order. Thus, the contract is concluded between you and the **Ilikecomfort.com** to perform the tasks described at the services on our website, so in the present GTC we do not explain these in details. But we call your attention to the fact that if you already have been our customer, do examine carefully the description of the service you intend to order, as well as our fee chart annexed to it, since there might occur some changes in the content or in its fees, even though we try to inform our present and new customers in this respect by appropriately highlighting it.

III.

Concluding a contract, the process of concluding a contract

1. Registration:

In order to use the services provided by **Ilikecomfort.com** (in case of new customer), it is compulsory to fill the registration data sheet. It is compulsory to provide the data marked with red asterisk on the

registration data sheet. Filling a questionnaire (questionnaire 1) is part of the registration process, which is compulsory as well.

The detailed provisions of data management referring to the data provided in the course of the registration, is included in Chapter VII of the present GTC.

In the course of the registration, the system automatically sends a link to the electronic address provided on the registration data sheet, which has to be acknowledged by you, namely you have to confirm the registration by clicking on the link. By this we wish to avoid that somebody else registers with your data. The link sent in the course of the registration in an automatic electronic letter is active for 24 hours, which serves the same purpose. If you forgot to activate your registration by clicking on the link, you have to register again. If you do not receive an automatic electronic letter in 24 hours to confirm the registration, please contact our colleague under the “Contact” menu.

After confirming the registration you can place an order.

2. Ordering the service:

To order the service, click on the “Order” menu. Now the two services provided by *Ilikecomfort.com* appear (Pet-sitting and House-sitting), and the service types that can be chosen within them can be found in the drop down menu.

To choose from the service types, you have to fill a questionnaire (questionnaire 2), which is the condition of starting and providing professional service. The fields marked with red asterisk are compulsory, the others are optional. By answering the optional questions, you help the sitters provide services on a higher level, according to your expectations.

Following the filling of the questionnaire, the system automatically provides the price of the chosen service, namely it determines its credit value. We call your attention to the fact that the sitter provides only the service you ordered, so if you wish to combine the services, it is necessary to fill all the respective questionnaires.

After accepting the chosen service and its price, the system summarizes the order. At this time you can cancel the order or you can correct the erroneous data. If you click on the “continue to the order” button, the system transmits the order.

After transmitting the order, you receive an automatic answer in electronic letter format, which includes the data of the order and the reference to the fact that processing your order is in progress.

After this, in maximum 48 hours, in a personalized, non-automatic electronic letter, our colleague accepts the order. The condition of performing the order is the following: the fee of the service should arrive to the bank account indicated in the electronic letter about the reception of the order 48 hours before the service is provided, if you do not have enough credit to order the service. When the fee of the service is credited to the bank account of the *Ilikecomfort.com*, we inform you in an electronic letter that our sitter provides the service at the time included in the order.

If you have enough credit to order the service, in a personalized, non-automatic electronic letter, our colleague confirms your order and we inform you that our sitter provides the service at the time included in the order.

If in the form of a personalized letter, our colleague sends a confirmation the content of which is different from the order, the contract can be concluded only if you confirm the different content included in it.

Regarding the deadlines, we call your attention to the fact that for smooth order, send the order at least 4 days before the day the service is to be provided.

The registration, respectively the order is available in Hungarian and in English languages.

IV. Providing service

The service provided will be performed according to the content, date and place included in the order and its acknowledgement.

If the service is provided in your home, you have to make it possible for the sitter to get into your home. If the sitter cannot start to provide the service on site because it is not made possible for the sitter to get into the home, the fee of the service cannot be claimed.

The key needed to get into the home is received by the sitter from you or from the person you indicated, or you can submit it to our colleague in advance, before the service is provided. We inform you that neither you, nor the **Ilikecomfort.com** can authorize the sitter to duplicate a key.

In case of small pet service, you have to provide for the sitter lead and muzzle, and the service can be provided only by using these. If in the questionnaire you request expressly that the service is to be provided without the use of lead and muzzle, you note that you will be charged for all damages caused by the small pet (including personal injury or property damage).

We inform you that the Small pet service includes only the animals kept for leisure purposes, which are not subject to permit. The **Ilikecomfort.com** has the right to refuse the orders that refer to other kinds of animals. Regarding exotic and other kinds of animals, the **Ilikecomfort.com** does not provide service. We call your attention to the fact that according to the Hungarian laws, the ferret is a wild animal, which means that the damages caused by it have to be reimbursed regardless of imputability.

If in case of Small pet service you do not make it possible for the sitter to get into the home, or you do not take over the small pet, our sitter is obliged to keep it, but for this you have to pay the extra fee included in the tariffs, which we will invoice for you.

Regarding guarding services included in the House-sitting services, we call your attention that we do not provide guarding and protection services, so we do not contract assignments similar to companies doing the formerly mentioned service.

Regarding the House-sitting services, if you order the house supervising service, our sitter makes your house available for you in the condition he or she took it over.

If in the course of providing the service, our sitter uses your house, he or she will use only the rooms indicated by you.

If you order such services that incur costs that are in your interest (shopping, small pet transport, etc.), you shall pay the costs in advance by making it available for the sitter against proof of receipt.

If the sitter does not show up at the place where the service is to be provided, please inform us, and it will be sanctioned by our company. In this respect, please notify us within 24 hours because later it becomes harder to clarify your grievance.

V. Rules of waiving the service, exercising right of withdrawal

You have the right to withdraw the provision of service before *starting the service* without any prior explanation. It is possible to submit the withdrawal declaration in an electronic letter, or at the telephone number found under the “Contact” menu, but the confirmation in an electronic letter is necessary even in this latter case.

If you withdraw the order, you can use the already paid fee, or bought credit for other services, or if you do not take advantage of it, we will refund it within 30 days from the receipt of the withdrawal declaration.

We call your attention to the fact that *starting the provision of the service* starts 3 hours before the time indicated in the order and its acknowledgement. This is the time necessary for the sitter to prepare for the provision of service (travel, taking the key, showing up at the central administration place of ***Ilikecomfort.com***, etc.). Thus, if you withdraw the order 3 hours before the time indicated in the order and its acknowledgement, the paid fee will not be refunded and provision of the service at another time will be possible if you pay the fee again or against credit.

VI.

Fee payment and invoicing

The price of our services is included under the “Prices” menu. For the services of ***Ilikecomfort.com***, you can pay only with credit. You can find the conditions of credit purchase under the “Order-Credits” menu.

The credit system was invented for you because on our webpage you can easily detect your up-to-date balance and you do not have to wait for the 24-48 hours long bank transfer time, thus your order is faster. This means for you that you do not have to call off your program that occurs 2-3 days earlier than expected because you can order the service faster.

The value of the credit depends on the number of credits bought at one time. The more credit you buy at one time, the cheaper you can use our services. At your first purchase we recommend to buy credits enough to try our service because the pay back of the credits value might take several days.

The purchased credits are valid 1 year from the date of their purchase, after the date of expiration the credits are lost.

If you withdraw the ordered service within the deadline and you do not order other services within 30 days, on the 30th day we will refund the value of the credit that otherwise could be used for service. If your credit balance is higher than the credit value of the service you withdrew, the difference will be left in your credit balance.

If you cancel your registration, we will refund the value of the credit in your credit balance within 30 days from the cancellation.

We issue an invoice including the fee of the service and the purchased credits when our electronic answer letter (acknowledgement) on the acceptance of the order is issued and when our electronic answer letter (acknowledgement) on the purchase of credit is issued. We will send you this invoice electronically too. The original copy of the invoice can be received at the central administration place of ***Ilikecomfort.com***.

All costs occurred during the provision of the service have to be paid in advance and borne by you.

VII.

Data protection

While creating the GTC, we paid special attention to Act CXII of 2011 on Informational Self-Determination and Freedom of Information and the regulations of Act VI of 1998 on the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data, published in Strasbourg, on 28 January 1981.

To visit (browse) the webpage, you do not have to register, thus there is no need to provide personal information, but the use of the services included in the webpage is possible by registration, by providing the personal data.

Provision of the data requested in the course of the registration is voluntary, while it is compulsory to provide the data marked with asterisk, which also means that if you refuse to provide the data, you accept that you cannot access certain parts of the portal and you cannot place an order.

Data management is based on consent, which is managed, stored and transmitted only to order and provide the services of **Ilikecomfort.com**, and to provide information regarding our services and deals (marketing). The personal data that has to be managed is given by the filled questionnaires and by the data provided (personal identification data and address). These data are managed only during the existence of the contractual relation, thus if you cancel your registration on our webpage, we will cancel your data. We call your attention to the fact that, to the extent of the possibilities provided by law, to enforce the legal interest of **Ilikecomfort.com** we manage your personal identification data and address even without further consent and after the withdrawal of your consent.

We provide the services through our employees and contracted partner. For this purpose, we transmit your data indicated on the order sheet, necessary for the fulfillment of the used service, to our contracted partner, the **UNIVERSITAS Szolgáltató Iskolaszövetkezet** (2724 Újlengyel, Kossuth utca 136.) so that this partner can get in touch with you and to be able to fulfill the ordered service. Besides our contractual partner used to fulfill the service, we do not transmit data to any third person.

In case you place more than one order, it is not necessary to provide the earlier provided data again unless some changes occurred in the respective data. The data are stored by our system as long as you are our registered customer.

You have legally determined right and it is technically assured to access and update your personal data, or to request their cancellation, which can be done under the "Contact" menu.

Upon your written request, within 30 days, we provide information regarding the management of the personal and other kind of data provided to us, we correct your data, or we cancel them at your request. We call your attention to the fact that if you would like us to cancel your data, it is appropriate to terminate your registration because in this case cancellation is automatic and you do not have to wait until the above mentioned deadline.

The **Ilikecomfort.com** keeps record of data transmission, which includes the data transmitted to our contractual partner, the time when the data was transmitted and the purpose of it. We call your attention that upon your request or cancellation of your registration we cancel your data, but according to the effective laws we shall store the data transfer records until 5 more years.

The first information in the current year about the data managed by **Ilikecomfort.com** is free of charge, but all further information costs HUF 4000, which will be invoiced by **Ilikecomfort.com**. If as a result of the information against costs it is determined that the **Ilikecomfort.com** managed your data unlawfully, or the information leads to correction, we refund the paid cost to you within 30 days from the date of the claim submitted in this respect.

If you submit to us a cancellation, correction request, but we do not carry it out within 30 days or we refuse it, you can apply to court (the Court in the jurisdiction of your domicile or residence shall

proceed), or you can contact the Hungarian National Authority for Data Protection and Freedom of Information (1125 Budapest, Szilágyi Erzsébet fasor 22/C).

The ***Ilikecomfort.com*** was registered by the Hungarian National Authority for Data Protection and Freedom of Information under number. We call your attention to the fact that the data protection registry is public, anyone can take a look into it and can write notes regarding its content.

The ***Ilikecomfort.com*** uses all available technical and other tools to store, keep the data securely and to precede the misuse of the data.

VIII. Sitters

We provide our services through our employees or through the employees of our contractual partner, the ***UNIVERSITAS Szolgáltató Iskolaszövetkezet*** (2724 Újlengyel, Kossuth utca 136).

All of our sitters have to complete a two-phase aptitude test, as a result of which only those sitters can provide service for you that we find appropriate for this purpose.

For our small pet sitters, a veterinarian provides information so as to be able to treat these animals perfectly. As a result, they observe the content of the laws on pets kept for leisure purposes.

Our sitters always appear at you in perfect clothes, in a state capable to work. In case of certain services our sitters wear uniform clothes.

IX. Insurance and limitation of liability

If in the course of the provision of service your small pet bites, scratches the sitter, you have to pay the damage resulted from it. The insurance does not cover the case occurred as a result of an injury caused by the pet due to its quality, behavior or given life situation determined in the questionnaire but not answered by you, or known by you but not told the sitter. The same is true if the small pet causes material damage without personal injury.

The content of the previous paragraph is to be applied if the small pet causes injury in any third person or their property (including their small pet). If it is determined that in the given case the sitter acted in the way it is expectable from him or her in this situation, and the insurance company does not reimburse the damage to the third person, you will be liable to reimburse the respective costs to us, after ***Ilikecomfort.com*** reimbursed the damage to the third person.

If the small pet causes damage in your property, you will bear its charges.

If in the course of the provision of service, the sitter causes damage in your property or in the small pet and it is imputable to him or her, the insurance company reimburses the damage.

If in the course of service provision the sitter causes damage to third person (including the case when the small pet causes damage to third person on grounds imputable to the sitter), the insurance company reimburses the damage.

We call your attention to the fact that if in the course of insurance process the insurance company determines that the damage was caused against the careful proceeding of the sitter due to your small pet or due to the lack of information provided by you, neither the insurance company, nor the ***Ilikecomfort.com*** has any reimbursement liability; our liability is excluded.

We call your attention that we do not take responsibility for the death of the small pet if it happens for reasons not imputable to the sitter.

For ***Ilikecomfort.com*** the insurance is provided by GENERALI insurance company.

X. *Complaint handling*

If you are not satisfied with the service we provided, you can submit your complaint under the “Contact” menu.

The ***Ilikecomfort.com*** stands guarantee for the service provided by it. If you submit your complaint within 24 hours from the termination of the service provision, we will provide again the service within 3 work days for free of charge.

If you are not satisfied with our services, contractual conditions, and you could not remedy your complaint after conciliation with our colleague, you can submit your complaint to the National Consumer Protection Authority.

XI. *Termination of the contract*

After the registration you do not have to order, but if you would like to terminate the relation with the ***Ilikecomfort.com***, you can cancel your registration whenever you wish. In the course of the registration cancellation we proceed according to the content of Chapter VII.

XII. *Applicable laws*

The most important laws referring to the present GTC, and to the services provided by ***Ilikecomfort.com***:

- Act CVIII of 2001 on certain aspects of Electronic Commerce and Information Society Services,
- Government Decree No. 17/1999 (II. 5.) on distance contracts,
- Government Decree No. 41/2010. (II.26.) on pet keeping for leisure purposes and animal trade,
- Act XLVIII of 2008 on Essential Conditions of and Certain Limitations to Business Advertising,
- Act IV of 1959 on Civil Code.