

Hotel Guest Policies

Check-in

- Guests will receive an RFID card as a room key, for which registration of the guest(s) staying in the room is required.
- Registration is carried out by completing the check-in form accurately and verifying the guest's identity.
- The presentation of the documents proving identity is considered as essential condition of the accommodation contract.
- In the case of stateless persons or those who are not European Union citizens, presentation and handing over of the passport or the stateless identity card is required according to the legislation.
- The rooms can be occupied from 2:00 pm on the day of arrival.
- If the room is available, the guests may occupy the room before 2:00 pm for a surcharge of 40 euro/room.
- Guests with reduced mobility can only use the hotel's services with a second person.

Check-out

- On the day of departure, the guest is required to leave the room taking all the luggage with them until 11:00 am. The RFID card received at check-in is to be returned at the front desk.
- Depending on the hotel's available room capacity, the guest may leave the hotel room later, up to 3:00 pm for surcharge in amount of EUR 40. In case if the guest stays longer than 3:00 pm (that is the room is not empty), the hotel is entitled to charge the full accommodation fee.
- The guest is required to pay the full charge of staying in the hotel no later than at the time of their final departure in accordance with provisions of the accommodation contract.
- In case of refusal to pay for any reason, the hotel is entitled to keep the guests' belongings taken into the hotel, the hotel is entitled to enforce lien.
- In case if the guest leaves without payment, the hotel, in addition to reporting the guest to the police may enforce its claim against the guest, the costs of which are to be borne by the guest.
- The guest is to pay EUR 10 compensation to the hotel for a non-returned or damaged RFID card.
- The amount of unpaid charges incurring subsequently will be debited to the guest's credit card.

Visitors

- Only the guests registered at the front desk are allowed to stay in the hotel rooms.
- The guest is responsible for their visitor's behaviour - including any incurring damage as well.
- The hotel excludes any liability incurring by any damage caused by the visitor to the guest or any third party.
- If the number of guests exceeds the number of the guests registered in the booking, the hotel may charge the guest's account by EUR 20/guest.

Children, guests under 18

- Children under 14 can stay in the hotel room only under constant supervision of a parent or another other person appointed by the parent.
- The persons accompanying the child are responsible for the health of the child or for any damage caused by them.
- The services of the hotel can be used by a child under 14 only if they are accompanied by a parent or other person appointed by the parent.
- The parent or the person with legal capacity, who accompanied the person under 18 at their arrival at the hotel is responsible for the health, behaviour or any damage caused by the person under 18.
- A person with no full legal capacity cannot independently conclude a contract with the hotel, and cannot use the accommodation services of the hotel. In case of a foreign citizen, with regard legal capacity the legislation of the country of nationality is the governing law.
- Nowhere within the premises or at any event of the hotel a person under the age of 18 is allowed to drink alcohol. The parent of the person under 18, or the person appointed by the parent and having legal capacity is responsible to comply with this provision. In case of breaching this provision, and for all legal, moral and financial consequences of the breach, the parent or the other person with legal capacity appointed by the parent bears full responsibility.
- No persons under the age of 18 are allowed to stay in the hotel bar after 22:00 pm.

Hotel amenities, equipment

- The hotel guest is required to use the hotel's amenities and equipment properly. The guest is to compensate any damage resulting from the improper use, upon the hotel's notification but prior to departure as latest.
- Carried out any equipment and amenities of the hotel is subject to a prior written permission by the hotel. Any rearrangement of the hotel room or any relocation of the furniture may only be performed by a hotel employee, or its designated agent.
- Taking away any belongings of the hotel without the hotel's prior written permission is considered as an offense and in this case the hotel will take the necessary criminal and civil legal actions.
- The guest is required to notify the hotel on any error in the amenities, fixtures, equipment of the hotel. The guest is not entitled to fix the error themselves or to attempt the correction of the error. The liability for any damage resulting from this is excluded by the hotel.

Wellness

- The hotel draws the guests' attention to that the wellness facility, its services, amenities and equipment may be used by the guest only at their own risk, being aware of their health, physical and mental state of mind and correspondingly to those. The hotel excludes any liability for any damage or injury caused by the appropriate use of the spa or wellness facilities.
- The Wellness Policy can be read at the entrances to the wellness facility.
- Wellness services, like massage, cosmetics, hairdressing, manicure are provided by self-employed service providers who are not employees of the hotel. The hotel is not liable for any damage or injury caused during using these services. The guests may validate their claims or request for compensation only through directly submitting them to the service provider.

Wi-Fi

- The hotel has a Wi-Fi system, the use of which is free of charge.
- The guests receive the password to the hotel's Wi-Fi system upon checking in, at the same time when they get their RFID cards.
- Continuous, uninterrupted operation and availability of Wi-Fi system cannot be guaranteed by the hotel.
- The hotel takes no liability for any direct or indirect damage in the guest's device or any content stored on it incurring during or as a consequence of using the Wi-Fi system.
- The service is used by the guests at their own responsibility and risk.

Phone

- The hotel charges a fee for using the telephone in the rooms.
- The costs of using the phone is based on the service fees of the telephone service providing company surcharged by the hotel's fee, and it is automatically added to the bill of the guest.
- The call is charged as long as the handset is not put back and by that conversation is cut off.
- The calls within the hotel are free of charge.
- Guidance on the use of the phone is provided in the information folder.

Security, fire protection

- In order to ensure security for the hotel guests and their personal and property safety, the hotel operates a closed-circuit camera system, which continuously, in 24 hours a day produces and records footages within the building (in the corridors and in the hall). The records are stored by the hotel for 14 days from the date of the recording.
- In case of fire, the guests are required to follow the fire escape route, or the instructions of the member of the fire brigade on the spot.
- In case of fire, the guest is obliged to immediately alert the front desk.
- It is prohibited to operate iron - except for the hotel's iron - kettle, coffee pot or other electrical appliances not belonging to the usual travel needs - not including a laptop, notebook, tablet, camera, video camera.
- The fire protection regulations can be found on the inner side of the room door.

Items not allowed to be carried within the premises of the hotel

- The following items are prohibited to be taken into the hotel:
 - any substance classified as irritative or flammable chemical by the legislation in force
 - any substance classified as fire hazard and/or explosive by the legislation in force,
 - any food products, beverages (including alcoholic drinks) that were not bought in the hotel's shop or from its service machine
 - any especially expensive, high-value valuables, art treasure, or museal items,
 - fireworks, firecrackers, their parts, components,
 - waste, any items hazardous for the environment or health
 - psychotropic substances,
 - firearms and ammunition.

- The hotel may allow to take items within the premises of the hotel upon the guest's prior request in writing.
- If the guest takes an item within the premises of the hotel without prior written permission of the hotel in writing, the hotel may remove it or get it removed at the expense of the guest.
- The hotel excludes any liability for any damage incurring in the items taken within the premises of the hotel without the hotel's prior written authorization.
- The guest holds full legal responsibility and liability for all damage or injury caused by items taken within the premises of the hotel without the hotel's prior written authorization.

Smoking

- This is a non-smoking hotel.
- In the closed premises (including the guest rooms), community areas of the hotel, and in the total open area of the hotel – except the locations designated for smoking – smoking, including the use of electric cigarette is prohibited.
- The hotel employees are entitled to advise the guests, or any other person residing within the premises of the hotel to comply with these regulations, as well as to stop smoking or using electronic cigarette.
- The guest, or any person residing within the premises of the hotel is required to comply with these regulations, as well as to fulfil any possible request by the staff.
- If the guest does not comply with the request and does not stop smoking or using electronic cigarettes, the hotel has the right to fine the guest 100 EUR.
- If due to unlawful conduct of any of the guest or other persons residing within the premises of the hotel the competent authority imposes a fine on the hotel in accordance with the relevant legislation, the hotel is entitled to pass the amount of the fine on the person that showed the unlawful conduct and to request them to pay the fine.

"Ne zavarj! Do not disturb" sign

- The hotel employees carry out cleaning in the rooms from 8:00 am ongoing.
- The guest, by hanging the "Ne zavarj! Do not disturb" sign on the outside handle of the room's entrance door indicates definitely that does not want to be disturbed by the hotel staff, does not want them to knock on the door or enter the room.
- The "Ne zavarj! Do not disturb" sign is placed on the outside handle of the room by the guest at their own responsibility and risk.
- If the staff of the hotel finds "Ne zavarj! Do not disturb" sign on the room door handle on the day of the guest's departure and the guest does not answer the phone calls by the hotel, the hotel staff may enter the room at any time after 11:00 am.
- In emergency cases (such as fire, terrorist attack etc.), or when the hotel staff believes on well-established grounds or based on the available information, that the life, health, physical or property safety of the guests in the room is at risk or may be at risk and the guests does not respond the phone calls by the hotel, the hotel staff are eligible to enter the room without prior phone call.
- The hotel takes no liability for any damage or any injury resulting from improper use of "Ne zavarj! Do not disturb" sign.

Daily room cleaning

- The hotel staff cleans the rooms once a day between 8:00 am and 4:00 pm.
- If during this period, the hotel cleaners find "Ne zavarj! Do not disturb" sign on the outside handle of the room, the room cleaning is not carried out, and the guest is not entitled to require fee reduction or compensation for this.
- For environmental purposes, only the towels dropped on the bathroom floor are replaced by the hotel.
- The costs of cleaning, or possible disinfection of rooms more polluted than the average due to misuse (e.g. vomit, faeces, blood, mud etc.) may be passed on to the guest in full or partially.

Washing, ironing

- The washing service is performed solely in accordance with the guest's instructions or the washing instructions etc. placed in the clothes of the guest, therefore the hotel shall not be liable for any damage resulting from washing etc.
- The conditions of completion can be found in the filling instructions of the ironing order sheet.

Mini bar

- Only products placed by the hotel in the mini bar can be stored therein.
- The minibar is not allowed to be used to cool or store the guests' own products.
- There is a fee charged for the guest for consuming the products placed in the mini bar. The current price list is available in the information folder.
- The amount due for consuming products from the mini bar is required to be paid upon checking out from the hotel.

Parking

- The hotel guests can park their vehicles for a fee in the uncovered and unguarded parking place of the hotel.
- The regulations of the Highway Code are to be complied with when navigating in the parking place. Parking Policies can be found at the entrance of the parking place.
- If the guest wants to use the parking place of the hotel, they have to indicate the vehicle's registration number at checking in when filling in the registration form. If this is refused or failed, the car parking is not available for the guest.
- The guest is directly responsible for any damage caused to parking vehicles of other guests.

Meal

- The room fee includes breakfast.
- The breakfast is served in buffet form, that is without serving staff, the guests serve themselves from the food and drink selection placed on the tables set up in the breakfast room.
- Breakfast is served between 6: 30 am and 10: 00 am.
- The restaurant and the bar can only be visited in appropriate outfit. It is prohibited to enter the restaurant or the bar in incomplete, dirty, smelly clothing, bathing suits, bath robes, lingerie, or in clothing unlawful or offending the generally accepted good taste.
- The hotel offers unlimited food consumption from the tables of the breakfast buffet,

however, no food or drink is allowed to be carried out from there for later consumption.

- If the guest carries out food and/or drink from the breakfast room with the purpose of consuming them later, the hotel has the right to charge the guest's bill by 100 percent of the breakfast price.
- If the guest fails to consume the paid breakfast service not deliberately or in a reason other than their own volition, the price of the breakfast not consumed cannot be claimed to be paid by the hotel.

Illness, death of the guest

- If the guest becomes ill during the period of using the accommodation service, and is not able to take act in his own interest, the hotel offers medical help.
- The guest may use the offered medical assistance at their own responsibility and risk. The doctor is not an employee, agent, collaborator of the hotel, therefore the hotel excludes any liability for the diagnose or therapy.
- In case of illness / death of a guest, the hotel claims a compensation of its costs to be paid by the relative, heir or account holder of the patient / deceased; in respect of possible medical or procedural expenses, the value of services used prior to the death, and any possible damages of the equipment or furniture incurred in connection with the disease / death.
- In case of a guest's infectious disease, the hotel is entitled to terminate the contract with immediate effect without reimbursement or compensation of the fee. In this case, the guest is obliged to cooperate within the period specified in the notification on termination, and leave the hotel at heir own expense with all their luggage.
- In case of a contagious disease the hotel shall proceed in accordance with Regulation 18/1998. (VI. 3.) of the Ministry for National Economy.
- In case of hidden contagious disease (e.g. psoriasis), the hotel may require special cleaning of the room, disinfection and compensation of its possible loss of by the guest.

Abnormal behaviour

- In order to ensure relaxation of the guests, no loud activities, music, activity involving sound noise, sound effects, watching television or listening to radio at a disturbing volume are allowed after 22:00 - unless an event or program is organised or authorised by the hotel.
- Any behaviour or activity that disturbs others' tranquillity, safety, sense of security, privacy is prohibited in the hotel regardless of the time and constitutes or may constitute harassment that is suitable to intimidate others.
- The hotel staff is entitled to warn the disorderly behaving and / or noisy guests.
- The first warning is free of charge, in case if a second and third warning becomes necessary, the hotel will charge HUF 5000 on the bill of the warned guest.
- After the third warning, the hotel is entitled to unilaterally terminate the hotel accommodation contract with immediate effect, and request the guest to leave the hotel immediately without reimbursement and / or compensation.
- The hotel excludes liability for any injury caused to other hotel guests by the conduct of the guest.

Lost and found

- The found items can be handed over at the front desk, where they are registered.
- Food, food products, medicines will be destroyed by the hotel.
- Storable items are stored by the hotel for three months.
- If the rightful owner of the item turns up, they can receive the item upon presenting a

document verifying their identity, signing the form and compensating the costs incurred while providing the security of the item.

- After three months, the hotel passes the found item on to the territorially competent notary.
- Items, that are not possible be secured and stored by the hotel due to their size, weight or other characteristics have to be handed over promptly to the territorially competent notary.

Pets

- Pets are not allowed in the hotel.

The hotel's liability for damages

- The guest is responsible for any damage caused to any items taken into the hotel with them - with the exception of the items that are not allowed to be taken in.
- The hotel is only obliged to compensate the damage caused to cash, securities, valuables if the guest placed them in the safe deposit box in the room or at the front desk.
- The hotel explicitly calls the guest attention to place their cash, valuables, securities in the safe deposit box at the front desk.
- If the safe box is not working or is working not properly, the guest is obliged to inform the hotel reception immediately. The guest bears responsibility for any damage caused by the failure or delay in this notification.
- The hotel is only liable for the damages caused to other belongings of the guest taken into the hotel, if the damage is caused at a place normally used by guest or open to the guest, such as the hotel room, corridor, lobby, garden, car park.
- The hotel shall compensate the damage caused this way to the extent no higher than fiftyfold of the daily hotel room charges for the room used by the guest.
- The hotel is exempt from the obligation to pay compensation if it can be proved that the damage was a result of an unavoidable reason and other than the guests' or hotel employees fault, or the damage was caused by the guests themselves.
- The guests shall use the hotel facilities, the wellness and other services properly and being aware and in knowledge of their own health, physical and mental condition, therefore the hotels liability is excluded for any damage occurring from improper or inadequate use, or use not according to the real health or physical, mental state of the guest.
- The guest may request morning alarm at their own risk, which is a gesture of courtesy by the hotel, it is not part of the services under the hotel agreement. The hotel is not liable for any damages resulting from the failure or delay of the alarm.

Data protection

- The hotel provides information about the guest's present, past or future stay in the hotel to third parties including the guest's close relatives, only upon receiving the guest's prior written consent. This prohibition does not apply to the provision of information upon request under the legislation.
- The guest agrees that the hotel is obliged to disclose the guest's personal information under the provisions of the legislation for the requesting authority, if the legal conditions are met.
- The hotel shall not raise an objection against data provision required by legislation, or a decision of authorities or the court.

Environment Protection

- The hotel endeavours to reduce the pollution of the environment by using energy-saving and environment friendly solutions, to which it asks for the involvement of guests.
- The hotel asks the guests to pull out the RFID card from the card reader on the wall whenever they occasionally leave the room, and this way unplug the electricity in the room.
- During the daily cleaning, the hotel replaces the towels dropped down on the bathroom floor.
- The hotel collects waste selectively.

This Policy represents an integral part of the hotel accommodation contract. Any violation of this Policy constitutes a breach of contract and the person breaching the contract shall compensate the damages caused by the breach of contract under the provisions of the Civil Code.