

## INFORMATION AND HOUSE RULES

### Check-in

The check-in time is from 14:00 on the day of arrival.

If the room is available and occupied earlier, an early check-in fee will be charged and must be paid by the guest.

All guests must be registered at check-in. Registration means that all guests must prove their identity by showing their ID card or passport and a registration form needs to be filled-in. Presentation of the identity document is an essential condition for the hotel. Stateless people and people who are not members of the European Union are obliged to present and transfer the stateless ID or the passport under the law.

By signing the registration form, the guest accepts the hotel's policy. In case of ignoring the policy the hotel has the right to ban the guest from the hotel, in some cases it may also be liable for damages.

### Check-out

On the day of departure guests must leave the room with all luggages and belongings until 11:00 am and provide the room key back at the reception.

If the check-out is not done by 11 o'clock, the hotel has the right to charge late check-out fee to the room.

On the day of departure guests can extend their stay, if the room is free for that day. The price depends on the daily rates.

### Payment

All reservations require valid credit card guarantee at the time of booking. The guarantee ensures that your reservation will be held from 2 pm on the day of arrival, until 11 am the following morning.

If the credit card is not valid or the pre-authorization is declined a request will be sent to the guests to provide new credit card details. If the hotel did not receive new credit card details within 24 hours the hotel reserves the right to cancel the reservation up to the date of arrival.

The payment of the reservation will be made at the property.

Guests are required to pay the balance of their hotel stay upon arrival or at the latest before leaving the hotel. Non-guaranteed reservations must be paid upon arrival.

### **CHARGES TO YOUR CREDIT CARD WITHOUT PRESENCE OF THE HOLDER**

The hotel can charge the guest's card without their presence in the following cases:

- For any damage caused to the hotel room during their stay that is discovered after they have left the hotel.
- Charge of the room price, in case of late cancellation or no-show, in accordance with the hotel's cancellation policy.
- Some days before arrival as guarantee. Varies by group or individual.
- If the hotel needs to carry out a deep cleaning in case of extreme dirt caused by the customer or by having smoked.
- If the guest/s leave the hotel without paying their room and / or services used.

### **Room key**

Guests must leave the room key at the reception at the time of leaving the property.

### **Visitors**

Guests can receive visitors in their room until midnight. All visitors have to be registered at the reception desk upon arrival. The guest is responsible for the behaviour of their visitor, including any damage.

If visitors stay over midnight, guests have to pay for the extra person.

### **Children**

*One* child under 6 years can stay free of charge when using existing beds.

All children under 6 years are charged extra fee in case of requesting extra beds.

Children over 6 years or adults are charged extra fee for extra beds.

The maximum number of extra beds in a room is 1.

Any type of extra bed is upon request and needs to be confirmed by management.

Additional fees are not calculated automatically in the total cost and will have to be paid for separately during your stay.

### **Guests under 18 years old**

Children under the age of 14 may stay in the room only with parents, relatives or supervisor under their authority. They are responsible for the damages caused by the children.

In the hotel area, a person under the age of 18 can not drink alcohol. Parents or supervisor of the person below the age of 18 are responsible for them to observe the obligation. For the legal, moral and material consequences of the breach of this obligation, parents or their authorized person shall be fully responsible.

### **Wi-fi**

Wifi is available in the lobby area and also in all rooms for free of charge.

All information that is needed for the wi-fi connection can be found in each room on the information sheet.

The hotel does not guarantee the continuous uninterrupted operation and availability of wi-fi.

The hotel is not responsible for any direct or indirect damage caused by or during the use of the wi-fi to the guest's devices. The service is provided to the guest at their own risk.

### **Breakfast**

Breakfast buffet is served between 7:00 am and 10:30 am.

The hotel offers unlimited meals from the breakfast buffet, but neither food nor drink can be taken for later consumption.

We kindly ask you to show the room number at the reception desk before going to the breakfast room.

Please note, that breakfast is not always included in the room price. Please, ask the reception about the price and terms of use.

### **Parking**

Guests can park their car in the hotel's parking lot free of charge from the first until the last day of their stay.

If a guest wishes to use the parking lot, they have to write the plate number of the vehicle on the registration form when checking-in. Guests are responsible for the damages caused to another car.

## **Pets**

Pets are allowed in our hotel which is available at an additional cost. This amount includes the extra cleaning fee (eg hair, etc.), but does not include the amount of damage that may be incurred in the room.

The owner of the pet is responsible for the damage caused by the pet. Any stains or damages must be paid for according to the cost of replacement or repair.

Guests are asked to pick up any deposits left by the pet immediately, otherwise extra fee will be charged.

Owners/guests are asked to control any noise made by the pet to ensure it does not disturb other guests.

The pet cannot be left alone in the room even when staff are in attendance.

Staff should not be asked to care for the pet – eg feeding or walking.

Pets can stay in the hotel area only if they are vaccinated against rabies and the owner has proof about it.

Large dogs can be walked only on the leash and muzzle in the hotel.

Pets are not allowed in the breakfast room for medical reasons.

## **Other services**

- **Telefon**  
Calls within the hotel area free of charge.
- **Wake-up call**  
Guests may only request this service at their own risk.
- **Safe**  
The hotel will not take responsibility for valuables left in guest room. Guests can store their valuables at the Reception free of charge.

## **Hotel devices and equipment**

Guests are required to use devices and equipments of the hotel properly. Damage resulting from improper use must be compensated before departure.

Guests cannot carry out any equipments, furniture and textiles (such as lounges, towels etc.) from the hotel area without permission of the hotel management. Any rearrangement of the hotel room and the transfer of furniture may only be carried out by a hotel staff member.

Guests are kindly requested to inform the hotel of any defect in the hotel's devices or equipment. The guest is not entitled to fix the damages or to try to fix them.

### **Security information**

The hotel operates a closed-loop camera system in the building and its outside (street) and interior (courtyard) environment for guests, the hotel's property and personal security, which continuously captures and records images 24 hours a day.

In the hotel room it is not allowed to use iron, kettle, coffee maker and other non-standard electrical appliances (excluding laptop, notebook, tablet, camera). It is not allowed to use candle or hookay in the rooms.

### **Prohibited objects in the hotel**

- in accordance with the laws in force, as flammable chemicals, substances classified as materials,
- substances classified as flammable and / or explosive in the legislation in force,
- especially expensive, high value valuables, museum objects,
- fireworks, firewood, parts, components thereof,
- waste, environmentally harmful things or things that are harmful to health
- psychotropic substances
- weapon or objects classified as a weapon

If guests bring prohibited objects in the territory of the hotel without the prior written permission of the hotel, the hotel can remove it and charge the cost of transport to the guest.

The hotel does not take any responsibility in damages caused in the objects that are taken to the hotel without permission.

Guests have full legal and financial responsibility for any damage or grievance caused by unauthorized revenue to another guest, third party or hotel.

### **Fire regulations**

In case of fire, guests are obliged to follow the escape route in the room or the firefighter's instructions on the spot.

Fire-extinguisher bottles are located on the corridors of the hotel, on each floor. In case of fire the guest must immediately alert the reception.

### **Smoking**

The hotel is entirely non-smoking. For this reason, smoking cigarettes and electric cigarettes are prohibited in the hotel's closed rooms (including guest rooms), in common areas and in the entire open area of the hotel, except the smoking areas.

Employees of the hotel are entitled to warn guests to comply with this requirement or to stop smoking. If the hotel is subjected to a fine by the competent authority on the basis of the applicable law, the hotel is entitled to pass it on to the person attending the offense to pay the amount of the fine.

Hotel is obliged to charge the penalty of **100 euros** according to the local Law to the hotel bill.

### **Dress code in public areas**

We kindly ask our guests to respect the general rules of clothing considering other guests, especially when staying in common areas, for example: corridors, lobby and restaurant. Please avoid to be underdressed, eg. use slippers or shoes; do not show up in underwear in public areas etc.

### **„Ne Zavarj! Do not disturb” sign**

If no cleaning is required, please use on the entrance door the "Ne zavarj! Do not disturb! " sign. In this case, the hotel staff will not enter the room.

Guests can place the "Ne zavarj! Do not disturb" sign on the entrance door on their own risk. If the hotel staff finds this sign on the door on the day of departure and the guest does not respond to the hotel's call, the hotel staff can enter the room at any time after 11:00 am.

In case of emergency (eg fire, terrorist attack, etc.) or when the hotel reasonably assumes that the guest's life, health, physical integrity or security is at risk, the hotel staff can enter to the room without a prior telephone call.

The hotel is not responsible for any damages caused by the improper usage of the "Ne zavarj! Do not disturb" sign.

### **Daily cleaning**

Chambermaids makes daily cleaning between 8:00 am and 15:00 pm.

If our housekeeper finds the "Ne zavarj! Do not disturb!" sign on the door during this period, they do not do daily cleaning. For this guests cannot complain or ask for any compensation.

In case of longer reservations (minimum 1 week stay), daily cleaning is required twice a week for for maintaining the condition of the room.

From environmental reasons, only towels placed on the bathroom floor are replaced by the hotel.

### **Abnormal behaviour**

It is prohibited to disturb other guests in the hotel after 22:00 pm with noises, loud music, sound effects - except for events or programs organized or licensed by the hotel.

In the hotel area it is forbidden every kind of behavior that disturbs the calmness, security, safety and privacy of other guests; or which is likely to fear others or being considered harassing, abusive.

The hotel employee is entitled to warn the disturbing and / or loud guest. After the third warning, the hotel has the right to terminate the hotel contract one-sidedly with immediate effect and to ban the guest from the hotel promptly without any pay back and / or compensation.

### **Lost and found**

Objects found in the hotel area (rooms, reception, parking lot) are registered at the reception. Food, food items and medicines are destroyed by the hotel. Other objects are stored for 3 months. If the legitimate owner of the object get in touch with the hotel, they can take the found item by showing their identity document. Any objects that can not be retained by the hotel due to their size, weight or other attributes are handed over to the territorial competent clerk.

### **Protection of the personal datas**

Guests can find all the information required by the General Data Protection Regulation in the Hotel's Privacy Policy which can be accessed on the hotel's website and at the hotel reception in printed form.

Budapest, 2017