

Hotel Policy

Honoured Guests!

In the name of my co-workers, I promise you that we will do everything in our power to make your stay pleasant and without any inconveniences. Therefore, I would like to ask you to acknowledge and respect our regulations detailed in the following.

Thank you: The Kanavosz Family

1) Check in – Check out information

On the day of your arrival, we can guarantee your room from 14:00. On the day of your departure, please leave your room by 10:00. In case our colleagues are finished with cleaning earlier, you can occupy your room before 14:00. If you intend to arrive earlier, please let us know in advance via e-mail or on the phone. It is possible to make your stay longer on the day of your departure unless new guests are due to arrive in the room. Extension fee: until 11:00 it is free, from 11:00 it is 3000 HUF per hour, until 15:00. When you leave the hotel, please leave your keys at the hotel reception.

2) Room keys

Our guests receive their room key during registration, for which it is required to fill in the application form correctly. Registration includes filling in the application form correctly and proving the guest's identity. Showing your identity documents is an essential contractual requirement. Stateless persons and non-EU citizens are required to show their certificate of identity and are required by law to show their passport.

3) Visitors

Only registered guests can reside in our hotel rooms. Please, meet your visitors at the hotel reception.

4) Our core services

For our guests, besides the stay, the price of the room includes: breakfast, parking space, and Wi-Fi access throughout the hotel.

5) Our Wellness services

Our wellness area has a Jacuzzi for 7 people, 2 saunas for 4 people each, a steam cabin, a fitness room, a playing area for children, a salt room, and a massage room.

Seasonally the outdoor pool and the relaxation garden can also be used. We would like to kindly ask our guests to mind the furniture and equipment found there, because in case of damage, the responsible guests will be required to pay. We would like to ask our guests to tell us immediately at the reception if you experience any equipment breakdowns, failures or sources of danger.

6) Security

We would like to direct your attention to the fact that our hotel does not take any responsibility for your valuables left in the room. Please, place your valuables in the in-room safe; in case you need more space, you can use our hotel safe at the reception to leave your valuables there. The hotel operates a closed-circuit camera system in the building and its surroundings (in the street and in the yard) for the safety of property and individuals. The cameras record footage continuously, 24 hours a day. In the event of a fire, the guests are obliged to follow the escape route placed in the room, or to follow the instructions of a firefighter on-site. Fire extinguishers can be found in the hotel's halls on each floor. In the event of a fire, the guest is obliged to alert the reception without delay.

7) Dining

The half-board restaurant service begins on the day of your arrival with dinner and ends with breakfast on departure day. The main mealtimes are: breakfast between 7:00 and 9:00, lunch and dinner between 15:00 and 21:00. Visitors of the hotel can also try the kitchen's offers for an extra charge. Food allergies: In our hotel we provide lactose free, gluten free and vegetarian meals as well. We kindly ask our guests to inform us before their arrival if they have any special dietary needs.

Our hotel provides an all-you-can-eat buffet breakfast, but it is not allowed to take any meals or drinks out of the restaurant to have it later. If a guest takes out any meals or drinks from the breakfast room without the hotel's approval, the hotel is entitled to charge the guest with 50% of the price of the breakfast per person per occasion.

8) Other meals and drinks

Throughout the hotel, meals and drinks which are not part of the core services can be charged to the room bill. Meals and drinks bought outside the hotel can be consumed only in the hotel room, minding the furniture. All damages done to the furniture must be paid by the guest.

9) Personal electronic devices

In the hotel room it is forbidden to keep any inflammable or explosive substances, or to use coffee machines, iron or other electronic devices. If you wish to have your clothes washed or ironed, tell us at the hotel's reception.

10) Fire safety

All guests are obliged to comply with the hotel's fire safety regulations.

11) Smoking

It is forbidden to smoke or to use naked flames throughout the hotel. Our smoking guests are allowed to smoke 5 metres from the entrance of our hotel or at a designated area. Strictly non-smoking areas are the hotel rooms and the common areas, except for the designated smoking areas. Smokers should acknowledge that they cannot disturb the other guests and they are not allowed to smoke in their rooms (nor in the toilet or bathroom), or in the halls or common areas, as the smoke can get into the air through different windows and doors, air-conditioning systems and exhaust and supply air systems, and above all, it is highly flammable and dangerous. Should anyone violate this ban, they must pay a fine of €50/ 16.500 HUF immediately without further consideration. The cleaning staff checks the rooms, so if someone has smoked and violated our ban, and if the person had already left the hotel, the amount will be charged to the person's credit card.

12) The peace and quiet of our guests

Please respect other people's peace and quiet and do not disturb them by being loud. Pay special attention to each other's peace and quiet after 22:00.

13) Having pets

There is an opportunity to have pets in our hotel. A maximum of 2 small pets (up to max 10kg) can be held in one room for a certain fee.

If the pet causes damage in the hotel, the owner is obliged to pay for it. If the pet makes a mess in the room or any other common area, the hotel will charge an extra fee for that.

The pet cannot be taken into the breakfast room.

14) The valuables of the hotel

It is forbidden to take any pieces of furniture or textiles (e.g.: blanket, towel, etc.) out of the hotel. Guests will be required to pay for any damage they cause.

15) Hotel equipment and furniture

The guest is obliged to use the equipment and furniture of the hotel as intended. Damages caused by carelessness or improper use must be paid for by the guest on request of the hotel, at the latest before leaving the hotel. Any pieces of the hotel's furniture or equipment can only be taken out of the hotel with the advance written consent of the hotel. Rearrangement of the room and furniture can only be done by the hotel's co-workers, or a representative. Stealing anything from the hotel is considered a crime and the hotel will take all the necessary criminal and civil legal actions.

The guest is obliged to report it to the hotel if the equipment or the furniture of the hotel malfunctions. The guest is not entitled to repair or try to repair the defect. For the damages derived from this, the hotel excludes its liability. The textiles and the furniture in the room belong to the inventory of the room. In case anything is missing after the departure, the hotel can charge it to the guest's account.

16.) Wi-Fi

The Wi-Fi is available in the hotel free of charge. Guests receive the Wi-Fi password when they check into the hotel. The hotel cannot guarantee that the Wi-Fi will operate continuously and without any interruptions. The hotel does not take responsibility for any direct or indirect damage to the guest's device or of its contents that arose during or as a consequence of using the Wi-Fi. Guests use the service at their own risk and on their own responsibility.

17.) Things that are not allowed throughout the hotel

The hotel forbids taking the following items into the hotel area:

- chemicals or substances that are identified as corrosive or flammable under existing laws,
- substances that are identified as flammable and/or explosive under existing laws,
- foods and drinks that were not bought in the shop or from the vending machine of the hotel (including alcoholic beverages),
- very expensive, highly valuable objects/valuables, museum exhibits,
- fireworks, firecrackers, and the parts and ingredients thereof,
- waste, and substances that are harmful to the environment and health,
- psychotropic substances.

The hotel can allow the guests to take any of these items into the area of the hotel if the guest writes a request in advance. If a guest takes any of these items into the area of the hotel without the hotel's prior permission, the hotel can remove these items or have them removed at the guest's expense. The hotel is not responsible for any damage to items that were taken to the area of the hotel.

Guests must take full legal and financial responsibility for any damage or injury caused to other guests, a third person or to the hotel by the item that was taken to the area of the hotel without permission.

18.) "Ne Zavarj! Do not disturb" warning sign

Room cleaning is done continuously from 9 o'clock in the morning by the hotel staff. By hanging the "Ne zavarj! Do not disturb!" sign on the outer door handle, the guest shows explicitly that the hotel staff should not disturb, knock on the door or step into the room.

Guests place the "Ne zavarj! Do not disturb!" sign on the outer door handle at their own risk and on their own responsibility. If the hotel staff finds a "Ne zavarj! Do not disturb!" sign on the door handle of the guests on the day of their departure, and the guests do not react to the hotel's phone call, then the hotel staff can go into the room after 11 o'clock at any time.

The hotel staff is entitled to go into the room under extraordinary circumstances (e.g. fire, terrorist attack etc.) without a prior phone call and if the hotel reasonably suspects that the guests' life, health, physical integrity or property security is or can be in danger, and the guests do not react to the hotel's phone call. The hotel does not take responsibility for any damage or injury derived from the misuse of the "Ne zavarj! Do not disturb!" sign.

19.) Daily cleaning

The hotel cleans the rooms once daily, between 9:00 and 14:00. If the cleaning staff finds a "Ne zavarj! Do not disturb!" sign on the outer door handle, they do not clean the room; for this the guest cannot demand a price reduction or a compensation. Because of environmental reasons the hotel only changes the towels placed on the floor. The daily cleaning includes: putting out the daily rubbish, daily toiletries cleaning, changing the towels and making the bed. The full daily cleaning happens every 5 days (we change the bedclothes once every 5 days; if you stay longer or on request, we change it more often). On request, we can do the cleanup at the time you request, without an extra fee.

20.) Parking

Our hotel guests can park one vehicle per room in our open parking area which is protected by video surveillance. Guests need to drive in the parking area in accordance with traffic regulations. The speed limit for vehicles is 5 km/h. If the guests wish to use the parking space, the licence plate number of the car must be indicated on the application form at the time of check in. Guests who refuse or forget to do so will not have access to the parking space. Guests must take all responsibility if they cause any damage to other parking cars.

21.) Leaving the room

We would like to kindly ask our guests – before leaving the room – to make sure that the water taps are turned off and to please leave the keys at the reception.

22.) Found possessions

If you find any objects, you can leave them at the reception and the receptionist will register them. Food products and medicines will be destroyed by the hotel. Storable objects will be kept for 3 months. If the rightful owners of the found objects come forward, they can receive the objects by showing their personal ID cards, signing a form, and paying for the safe-keeping. Objects which cannot be stored because of their size, weight or other characteristics will be given immediately to the territorially competent notary.

23.) Reporting shortcomings

We would like to ask our Guests to report any breakdowns experienced in the rooms immediately at the hotel's reception.

24.) Causing damage

The hotel makes the causing person pay for the damages caused intentionally or by negligence.

25.) Guests under 18

Children under 14 can only be in the rooms under the continuous supervision of their parents or other designated adults with full legal capacity. The persons accompanying the children are responsible for the children's well-being and any damage done by them. Children under 14 can only use the services of the hotel if they are accompanied by a parent or by another appointed adult with full legal capacity. Throughout

the hotel and at its events, persons under 18 are not allowed to drink alcohol. The parents or the appointed adult with full legal capacity must take care of or enforce compliance of this obligation. The parent or the appointed adult with full legal capacity is fully responsible for the legal, ethical and financial consequences of breaching this obligation.

26.) Do you have further questions?

About our further services and how to access them, you can get more information at the hotel's reception. We hope that your time devoted to relaxation will be joyful and undisturbed and that it will live up to your expectations.

The regulations remain valid until further notice.

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Heléna Kanavosz