

GUESTS RULES AND REGULATIONS CLASSIC HOTEL***

PLEASE READ. LEARN. AND ACCEPT THE FOLLOWING (v.15 – 04 – 2017)

Please be informed, and also understand that the original Hungarian version of this text has been translated by using a google translator software at www.translate.google.hu, so for this reason we do not take any responsibility for any translation mistakes, but we do really sorry for the caused any inconveniences.

IN THE PROPERTY, IN GUEST ROOMS & APARTMENTS AND IN COMMON AREAS

- Earliest checkin time is 14:00 on the day of arrival
- Checkin period is 14:00 – 22:00 daily
- Latest checkout time is 10:00 on the day of departure
- Checkout period is 06:00 – 10:00 daily
- General cleaning period is 10:00 – 14: 00 daily
- Luggage storage is available upon request for free of charge and for limited hours only
- Restroom, changing room, and use of shower are available upon request for an extra charge and depending on available capacity
- Cold food and drinks in the apartment are available on the day of arrival upon request for a prepaid extra charge
- Cold breakfast packets are available on the day of departure upon request for a prepaid extra charge
- Help Desk hours are limited during special seasons and/or high seasons and/or exceptional dates and/or on holidays and/or national holidays
- Help Desk hours are limited during other periods and/or on weekdays and/or weekends
- Mid seasons periods are: 01 May – 30 June every each year
- High seasons periods are: 01 July – 31 Aug, and 23 Dec – 05 Jan every each year
- Off seasons periods are: 01 Oct – 30 April every each year except exceptional dates and national holidays
- Exceptional dates and national holidays are:
- Weekdays periods are from Monday – Friday
- Weekend periods are from Saturday – Sunday
- Only Registered Hotel & Apartments Guests are allowed to stay in property and its areas.
- Registration form can be filled at arrival and/or can be sent prior of your arrival by mail throughout registered e-mail address.
- Only 18 years or older permitted to be a Registered Hotel & Apartments Guests without supervision.
- Hotel & Apartments Guests permitted to invite Visitors for limited hours only. Visitors must be also registered.
- All Hotel & Apartments Guests shall provide with their visitors a copy of the Rules and Regulations, include in other further possible agreement that the visitor has been given said copies and has read and understands and agrees to abide by these documents. Hotel & Apartments Guests are responsible at all times for their Visitors.
- Stereos, televisions, radios, etc... should be played at level as not to disturb neighbors and other guests.
- No loud music allowed in hotel rooms & apartments and public areas.
- Quiet hours are between 10:00pm and 8:00am.
- No playing of loud music in Quite Time from 10pm to 8am.
- Children must not be permitted to run or play in hallways, stairways, elevators, parking areas barbeque areas or other areas that disturb other guests or neighbors.
- No throwing or tossing of objects in the property public areas.
- No jumping or running in property public areas.
- No drinking of alcoholic beverages are allowed in Property Common Areas except drink bar & barbeque areas.
- No feeding of birds or other pets or wild animals.
- Only Hotel & Apartments Registered Guests and Registered Visitors may use sports equipment for an extra fee.
- Any Friends, Family of Non-registered Guests are not allowed to use any of the apartments, common areas including barbeque areas and parking facilities.
- Only 18 years or older permitted to hire and use of sports equipment without supervision.
- No riding of bicycles, skateboards or roller skates allowed in hallways, walkways or corridors.
- Barbecuing only in designated areas.
- Smoking only designated areas.
- Drinking only designated areas.
- To avoid adding additional rules regarding balcony, Guest are expected to keep their balconies clean and uncluttered.
- Window treatments must have transparent to remain uniformed with exterior look.
- Food and Drink as well as alcoholic and non-alcoholic are allowed into the rooms.
- No fire or cooking equipment allowed except the built in equipment in kitchens.

SMOKING

- Smoking is strictly prohibited in the whole property and its areas, including barbecue areas and garden.
- No Smoking in Common Areas except the Designated Smoking Area
- It is requested that smokers be considerate of other guests/tenants and not smoke inside their units as the smoke can travel to other units through plumbing and exhaust passageways.
- In case of any violation, guests will be required to pay a penalty fee of 500, - EUR or 555, - USD without any further consideration and immediately.

ROOMS & APARTMENTS

- Rooms are furnished and inventoried by our Housekeeping Department with Towels, Linens, China, Glass Ware, Silverware, Pots & Pans and Serving Ware for as many guests that are allowed in the unit.
- Room Inventory List must be also mind and accept.
- Guest is responsible for any damages and or missing items and will be charged at replacement prices.

ROOM SERVICING & LAUNDRY FACILITIES

- Limited Housekeeping Services are provided.
- Daily only trash and towel service (towel exchange is done on a towel for towel basis) a full cleaning (change linens/make bed etc etc...) will be provided on the 3rd full day of your stay (upon your request)

- Pool towels are not supplied. Towels must be left behind inside the rooms & apartments.
- Guest Laundry Service are located in property ground floor for use for an extra fee or please use Laundry Bags and coordinate with Housekeeping Department or Help Desk.

BALCONIES

- Hanging or storage of clothing, towels, or other items on balcony or porch railings is prohibited.
- Drying towels or swimming dresses are available on hangers.
- No barbecuing on balconies, by order of the State Fire Marshall. Charcoal grills are installed and available in the Hotel front side areas and garden area.
- No sitting, climbing or standing on railing.
- Please do not smoke on balcony and please do not throw cigarette ashes or butts over the balcony or windows.

PETS

- No Pets of any kind allowed on property. An 500,- EUR or 555,- USD cleaning fee will be accessed and guest must remove pet from property immediately upon request.

ELEVATOR

- Only 10 years or older permitted to use the elevator without supervision.
- In case of fire use the elevator is strictly prohibited and dangerous.
- In case of emergency Guests requested to follow the Emergency Regulations and use Warning System.

TRASH

- Please do not leave trash in hallways, doorways, or other common areas. Trash Chutes are located near the entrance of property.
- If you have old fixtures, household objects or other used or broken appliances etc etc that require disposal please make arrangements with Front Desk to remove from the property upon your request.
- When cooking or having food waste please bag and tie trash bags before disposing.
- Guests must keep hallway area free of debris or trash.

PARKING & VEHICLES (motorized and non-motorized. includes motorcycles)

- Maximum of one vehicle per room is permitted for free.
- Entering and exiting property is non-limited.
- Do not park on the grass on other driveways or on the pedestrian zones or in front of gates and entrances.
- Speed limit on property is 5 KM/H
- No cruise parking is provided for cruise guests. Please use outside parking area while on cruise for an extra fee.
- All second cars or trailers are to be pre-registered with Front Desk upon arrival and must be parked in designated area if it is available and must be paid an extra fee.
- Car owners and drivers are responsible for the cost of repairs or replacement of any damaged to property caused either by themselves, or other guests.
- Please advise Visitors that they are not permitted to park in Hotel Guest's designated parking spots.
- No boat, Motor Cycles, 4 Wheelers, Commercial Truck, Trailer or any vehicle may be kept on the property as storage. It is the responsibility of the hotel guest to find storage off property.
- No junk vehicles or other vehicles on which current registration plates are not displayed.
- No repair or extraordinary maintenance of vehicles may be undertaken in parking area. Minor vehicle repair is permitted as long as area is cleaned after repairs have been done.
- No honking of horns any time.

MAIL SERVICES

- Mail delivered to the general property address is the responsibility of the addressee to make arrangements with the Postal Service for delivery. The Front Desk will make a reasonable effort to contact the addressee at the unit number. All unclaimed mail over 30 days delivered to the Front Desk and not pick-up by addressee will be returned or destroyed.
- Please contact the Front Office if you would like to obtain a personal mail box during a long stay period.
- E-mail service is available at Front Desk for free.
- Facsimile sending service is available at Front Desk for an extra fee.
- Copying service is available at Front desk for an extra fee.
- Public phone is not supplied.
- Free WI-FI network is provided in all property areas.

ENFORCEMENT & PENALTIES

A system of penalties has been established to ensure compliance with the Rules and Regulations as set forth in this document. The Registered Guest will be provided with copies of all correspondence pertaining to the violation and any ensuing penalties. The Registered Guest is ultimately responsible for all fines and the removal of violations. Fines may be imposed for violations of any of the above rules, according to the following schedule:

- First violation after a cease and desist warning in verbal.
- Second violation after a cease and desist warning in written.
- Third violation after a cease and desist warning and Registered Guest has to leave property without refund of the total amount or a rest of total amount. In this case penalty payment can be also requested.
- If any Guest fails to comply with the Rules and Regulations or By-laws, or with any decision rendered under the Rules and Regulations and By-laws, the Guest may be sued for damages or injunction relief, or both.

REGISTRATION

- Saving your time please fulfill the following uploaded registration form, and send it via e-mail at least a day prior your arrival.
- Please note, that only the fulfilled registration form is validated that has been sent from your mailbox that used by reservation as well.
- Please note, that registration form must be fulfilled by every each of guests, adults and children.

**This Guest Rules and Regulations is valid from 15 – 04 – 2017 until it will be removed.
or until the publication of a new Guest Rules and Regulations.
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