

# HOTEL GUEST POLICY AND HOUSE RULES

## PLEASE READ, UNDERSTAND AND ACCEPT THE FOLLOWINGS:

- Earliest check-in time is 13:00 on the day of arrival
- Check-in time is from 10:00 AM to 6:00 PM daily
- The latest check-out time is 10:00 AM on the day of departure
- Check-out period is from 8:00 AM to 10:00 AM daily
- The general cleaning period is 9:00 AM to 13:00 PM daily
- Hot/cold food and drinks to order from the specified restaurant (Csekő Café) at an additional cost
- Only registered Apartment guests can stay in and around the property
- The registration form can be completed on arrival or sent to us from the registered e-mail address to the hotel e-mail address
- We also provide a copy of the Rules and Policies to all visitors to the Apartment, and it is also mandatory for all visitors to read and understand and agree to abide by these rules. Hotel and Apartment guests are always responsible for their visitors as well.
- Speakers, televisions, radios, etc. it must be used at a level and at a volume that does not disturb neighbors and other guests as much as possible.
- The hours of quiet hours are between 22:00 PM and 8:00 AM, which must be observed and observed.
- It is forbidden to throw or throw any objects out of the windows of the property or from public or communal areas.
- Consumption of alcoholic beverages is not permitted in common or communal areas, except for outdoor designated barbecue areas.
- Feeding birds or other pets or wildlife that appear in the area is prohibited.
- Friends and family of unregistered guests are not allowed to use the parking facilities.
- Motorcycles, bicycles, skateboards or roller skates, etc. not allowed in room-level corridors, communal corridors and spaces, or on terraces and gardens
- It is only possible to grill in designated areas and children may only use an open flame in designated areas under adult supervision in accordance with fire safety regulations.
- Smoking is allowed only in designated areas (5m from the hotel entrance)
- Do not grill or use open flames or fire only in designated areas
- We need to keep the windows transparent so that they look smooth on the outside, but it is of course possible to use the inner curtain
- Of course, our guests can bring food and drinks as well as alcoholic and non-alcoholic

drinks into the rooms and apartments without any restrictions.

- Smoking and the use of open flames are strictly prohibited throughout the building and its areas, except for barbecue areas and the garden, the use of which has been approved in advance by the staff.
- Strictly non-smoking in hotel rooms and apartments, common areas, except designated smoking areas and / or rooms
- The furnishings of the rooms are filled with an inventory list of all furnishings and equipment in the rooms and apartments, towels, bed linen, ornaments, pictures, glassware, in some places crockery and sideboards, usually in the quantities and for guests number and capacity.
- Please also read the room and apartment inventories and lists carefully and keep them in good condition
- The guest is responsible for any damages and deficiencies that he must reimburse in the event of damage, breakage or theft at the purchase price.
- Our hotel has a limited level of cleaning services, however, this procedure corresponds to an average four star hotel rating.
- Daily garbage removal, daily toilet cleaning and towel change (towels as described and usually changed every 2-3 days, but also more frequently on request and tailored to your habits) full daily cleaning is usually done every 3 days (every 3 days we change the bed linen, in case of a longer stay or more often on request / we despise the bed, we wash the wash, etc.)
- Guests can request a laundry service in the laundries next to the property at an additional cost, depending on our capacity and at an additional cost. Please use the laundry bag in the room and coordinate your laundry needs with any member of staff.
- It is also forbidden to store or use hallucinogenic or mind-altering natural or chemical substances in rooms, apartments, corridors, communal areas, the garden and virtually the entire hotel.

In particular, it is forbidden to throw away the materials, packaging, containers, delivery aids, needles, syringes needed for their use, or in a common room or on terraces or patios.

- Failure to comply with the above may have serious consequences, as the criminal sanctions applied in Hungary are outstanding. Failure to do so our hotel staff are determined to make criminal reports in all cases.
- Please do not leave rubbish in corridors, doors or other common areas. Garbage is removed from rooms and apartments by house keeping staff on a daily basis
- If you have old equipment or your own household equipment that is faulty or broken over time, or malfunctions, or if the hotel detects a breakage or malfunction in its own items or other use and furnishings or equipment, please contact your service immediately for assistance. liaison with staff members. In the meantime, please carry out the disposal and arrange to have the accident or flammable object removed from the property at their request.

- Please dispose of food and other chemical waste in bags placed in hotel rooms and apartments and then in the bins in the room and bathroom.
- We ask all our guests not to contaminate the rooms and corridors and common areas with debris or rubbish.

## **PARKING AND VEHICLE**

(motorized and non-motorized, including motorcycles)

- A maximum of one vehicle per room is allowed in the hotel area, which can be used free of charge.
- Do not park in the gate entrances of neighboring houses, on public roads, or in pedestrian zones, sidewalks, or in front of other gates and entrances.
- The speed limit is a maximum of 5 Km/h in the entire hotel
- Car owners and drivers are liable for damage to or repair of property caused by themselves or by their own visitors or guests.
- It is not possible to carry out repairs or extraordinary maintenance in the car park. Minor vehicle repairs are permitted as long as the area is cleaned after the repair has been completed, but only in exceptional cases and if the area is not contaminated.

## **SANCTIONS**

- The first call for the violation to be terminated orally.
- Second call for non-compliance and its elimination in writing.
- In the event of a third call for termination and cessation of the violation, after the warning, the Registered Guest must leave the property and pay 100% of the full amount incurred in connection with the rental.

In this case, even with a police presence and a report of appeal. The same rule applies to damage caused accidentally or intentionally.

- If the guest does not comply with the Rules of Procedure or any hotel management decision made in accordance with the Rules, the Guest may be subject to additional compensation and may be removed from the hotel without further consultation or notification by police.

Nyírbogát, 01.05.2021.

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