

## **Kellermotel hotel policy:**

### **1. Information regarding checking in and checking out:**

Rooms are at disposal from 14.00 on the day of arrival. On the day of departure rooms should be vacated till 12.00. After departure rooms are checked upon. For the damage, and defacement discovered afterwards the guest will be held financially accountable.

### **2. Reception**

Reception is available between 07.00 and 22.00. Between 22.00 and 7.00 night duty is provided. The duty room can be found upstairs. Phone: 100

### **3. Roomkey**

Room keys are provided to guests at registration, after filling out the registration form. One key is issued per room / apartment. We kindly recommend leaving the keys at the reception upon leaving the rooms. In case of losing the key, we charge an extra fee. Before closing the apartment doors, it should be pulled upwards.

### **4. Visitors**

Only guests who are registered at the reception can stay in the rooms of the pension. We kindly ask our guests to receive their visitors in the hall.

### **5. Accepted payment methods**

Cash

### **6. Basic services**

In addition to the accommodation the room price includes in addition the following: free use of the fitness and wellness departments, outdoor playground, parking lot, Wi-Fi is accessible throughout the entire building.

### **7. Safety**

We would like to draw the attention of our guests to the fact that we cannot take responsibility for valuables left in the rooms. For keeping your properties safe, please use the main safe deposit box, which can be found at the reception. On the premises of the Kellermotel all inside and outside movements are monitored with an electrical surveillance system (surveillance cameras), which takes image recordings containing personal data. The surveillance system is operated by the pension. The objective of the surveillance and recordings is to protect the life and safety of the people staying on the premises of the pension, and to preserve the assets of the guests and the pension. Entering and staying at the pension is considered as consent to processing the recordings.

### **8. Breakfast**

Breakfast buffet is provided every morning between 7.30 and 10.00 for our guests. We can offer lactose free, gluten free and vegetarian meals too. We ask you to let us know in advance if you have any special dietary requirements. We would like to draw your attention to the fact that breakfast is not included among our basic services, it is charged for an extra fee.

## **9. Other consumption**

Consumption of food and beverages not included in basic services can be charged to the room's bill. Food and beverages bought outside the pension can be consumed only in the rooms, preserving the furnishing of the room. Damaging the equipment must be compensated by the guest.

## **10. Cleaning**

If cleaning is required, please hang the „**TAKARÍTÁST KÉREK!**” (**Cleaning required**) sign on the door handle. Please read the bathroom policy carefully!

## **11. Spare bed**

If required, spare beds are provided for every apartment for four people, for a fee of 4.000 HUF/night/person.

## **12. Personal electric devices**

Before storing flammable, explosive materials or operating a coffee maker, an iron or a water boiler in the rooms, the personnel need to be notified. The pension's fire safety regulations must be complied with. Ironing and laundry services can be requested at the reception between 8.00 and 15.00. Fee of ironing: 1.000 HUF/clothing, Laundry: 2.000 HUF/ occasion (max. 0, 5 kg)

## **13. Fire safety regulations**

Every guest must comply with the fire safety regulations. Escape route plans are posted in rooms.

## **14. Smoking**

Smoking is prohibited on the entire premises of the pension! Smoking is allowed at least 5 meters away from the entrance of the pension or at the assigned area. Smoking in the rooms is sanctioned with a fine of 30.000 HUF in every case.

## **15. Peace of our guests**

We kindly ask you to respect the peace of other guests and do not disturb them with rowdiness. Especially regarding each others peace after 22.00.

## **16. Pets**

Small, house-trained dogs (<50 cm) or cats are welcomed in the ground floor rooms. Pets are not allowed in the breakfast, fitness and wellness areas. Pets can not be walked in the pension's garden.

## **17. Valuables of the hotel**

Furnishing equipments and textiles (e.g. blankets, towels) can not be taken out from the pension!

## **18. Leaving the rooms**

We kindly ask our guests – before leaving the rooms – to please make sure, that water taps are not running, lights are turned off, and after closing the door, the key is left at the reception.

## **19. Disclaimer**

Reservation can be cancelled until 14.00 2 days before arrival without any indemnity. In the case of cancellation within 2 days, or no arrival at all, the amount of the indemnity is 100 % of the already deposited sum.

## **20. Parking**

Parking is available in the pension's own parking lot, monitored by surveillance cameras. The parking lot is not guarded, the pension takes no responsibility for the cars or valuables left in the cars. There is also available a parking lot before the building, but it does not belong to the pension.

## **21. Reporting malfunctions**

We ask our guests to please report any malfunctions experienced in the rooms immediately at the reception.

## **22. Causing damage**

Damages caused out of neglect or intentionally must be compensated by the person at fault.

## **23. Additional information**

The pension's receptionist can give you further information on our additional services.

Our policy serves the safety, health and physical integrity of our guests.

***Thank you for taking care of our rooms!***

***We hope you enjoyed your time at our pension and look forward to seeing you again!***

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