

# HOUSE RULES

Welcome to Hotel Golden Palace \* \* \* \* (hereinafter referred to as: Hotel)

We wish you a good rest, a relaxing and enjoyable holiday. To achieve this, we and our colleagues will do our utmost to make your stay unforgettable, but the cooperation of our Guests is also essential, and we provide guidance with our House Rules below.

The Policy is an integral part of the Hotel Contract.

## CHECK-IN

Before using the Hotel services, the Guest is required to fill in a registration form.

The Guest will receive a chip card as a room key, which requires the registration of the Guest(s) staying in the room.

Registration involves the accurate completion of the registration form and proof of identity of the Guest(s). Completion of the registration form is mandatory for all persons by means of the form sent in advance or by filling it in on the spot.

The presentation of an ID document is a contractual condition considered essential by the Hotel.

For stateless persons and non-EU nationals, the presentation and handing over of a stateless person's identity card or passport is compulsory by law.

By signing the registration form, the Guest agrees that the personal data provided by filling in the registration form may be processed and archived by the service provider Hotel within the limitation period for the purpose of the conclusion of the contract, the verification of its fulfilment, its performance or the possible enforcement of claims. Furthermore, by signing the registration form, the Guest agrees that the Hotel Service Provider may process the data for the purpose of fulfilling its obligations under the relevant legislation (in particular with regard to the tourism law and tourism tax) and for the purpose of verifying the fulfilment of the obligations under the relevant legislation, as long as the competent authority is able to verify the fulfilment of the obligations under the relevant legislation.

The provision of the mandatory personal data by the Guest is a precondition to use the Hotel Service.

Mandatory information: name, address, nationality, ID/passport number, place and date of birth.

Optional data: email address, phone number.

On the Hotel registration form, the Guest may declare that he/she consents to the use of the personal data provided on the registration form by Hotel Golden Palace Kft. for the purposes

of marketing activities of Hotel Golden Palace Kft. On the basis of this consent, Hotel Golden Palace Kft. may including but not limited to send the Guest offers and other information by post, e-mail or other means.

Hotel Golden Palace Kft. may use the personal data of the data subject for marketing purposes until the Guest withdraws his/her consent in writing.

Rooms can be booked from 3:00 pm on the day of arrival.

Rooms can be booked earlier by prior arrangement, subject to availability.

## **CHECK-OUT**

On the day of check-out, the Guest is obliged to leave the room with his/her luggage and belongings by 11:00 am and to return the chip card received at check-in at the Reception. If the card is not returned, the Hotel may charge a fee of HUF 3,000 / card.

In the event of late departure, the Hotel may charge a surcharge as specified in the contract.

The Guest shall pay the price of his/her stay at the Hotel, including other services used, in the manner specified in the Hotel Contract, at the latest before his/her final departure from the Hotel.

In the event of refusal to pay for any reason, the Hotel is entitled to retain the Guest's belongings brought to the hotel and to enforce its lien on them.

In the event of unpaid departure, the Hotel shall, in addition to reporting the Guest to the police, take legal action against the Guest, the costs of which shall be borne by the Guest.

Please note that the Hotel charges the Guest's credit card or invoices the Guest for any unpaid fees for services incurred after the due date.

## **VISITORS**

Only guests registered at the reception are allowed to enter the hotel rooms.

The Guest is responsible for the conduct of his/her visitor, including any damage caused. The Hotel excludes liability for any damage caused by the visitor to the Guest and/or third parties.

The hotel charges a daily / rack rate for guests over the number of guests in the booking.

## **GUESTS UNDER 18 YEARS**

Guests under the age of 18 may use the Hotel's services only with a parent or with written permission from the parent.

In the case of group holidays, minors are the responsibility of the accompanying teachers or adult group leaders.

Those accompanying the child are responsible for the child's safety and any damage caused by the child.

No alcohol may be consumed on the premises of the Hotel by persons under 18 years of age. The parent of a person under 18 years of age, or a person of legal capacity authorised by him/her, shall be responsible for the enforcement of this obligation. The parent or the person with legal capacity authorised by the parent is fully responsible for the legal, moral and financial consequences of any breach of this obligation.

## **PET ACCOMMODATION**

In accordance with the relevant legislation, our hotel accepts officially registered assistance animals accompanied by a disabled person for a cleaning fee of HUF 5,000/night. The hotel reserves the right to ask for the pet's official papers to prove eligibility. The assistance dog must be provided with a distinctive sign with the logo of the training organisation. Emotional support (therapy) animals are not considered as assistance animals. The hotel is not in a position to provide food for the pets or the necessary equipment for their care and maintenance.

Guests with assistance pets are advised that we can provide meals in the restaurant in the designated area to ensure the privacy of other guests.

Please note that the liability for damage caused by the assistance dog is governed by the rules of Act V of 2013 on the Civil Code on the liability of pet owners.

The use of a leash is compulsory when walking and walking in the Hotel.

For public health reasons, pets are not allowed in the indoor public areas of the Hotel (restaurant, bar, wellness area, etc.).

The pet owner must clean up the faeces immediately, otherwise an extra surcharge will be applied.

## **HOTEL APPLIANCES AND EQUIPMENT**

The Guest is obliged to use the Hotel's facilities and equipment as intended, and to preserve the integrity of his/her material assets.

The Guest is obliged to compensate the damage resulting from the improper use of the accommodation upon the Hotel's request, but at the latest before his/her departure.

The Hotel charges a special compensation fee for damages caused by negligence or possible drunkenness. The Hotel's furniture and equipment may be removed from the Hotel's premises only with the prior written consent of the Hotel.

Any rearrangement of the Hotel room or moving of furniture may only be carried out by a Hotel employee or a designated agent.

The removal of Hotel property without the prior written consent of the Hotel is a criminal offence and the Hotel will take the necessary criminal and civil legal action.

The Guest shall notify the Hotel of any malfunction of any equipment or furnishing of the Hotel. The Guest shall not be entitled to repair or attempt to repair the defect himself/herself. The Hotel shall not be liable for any damage or injury resulting therefrom and the Guest causing the damage shall be liable for such damage or injury.

## **WI-FI**

Wi-Fi is available in the hotel and is free of charge.

The Guest will receive the password for the Wi-Fi connection upon check-in at the Hotel, at the same time as receiving the room card. The password received must be used to connect to the GOLDEN\_GUEST network.

The continuous, uninterrupted operation and availability of Wi-Fi is not guaranteed by the Hotel.

The Hotel shall not be liable for any direct or indirect damage to the Guest's device or its contents during or as a result of the use of Wi-Fi.

The Service is used at the Guest's own risk and responsibility.

## **PHONE**

Guests can use the hotel's mobile phone on request and for a fee

There is a charge for using the device. The Hotel will automatically charge the cost of the phone calls to the Guest's room account at the Hotel's surcharge based on the phone company's rates.

The call will be charged until the call is disconnected by the guest and the call is terminated.

The Guest is responsible for any additional costs incurred due to the incorrect use of the phone by the Guest.

## **SECURITY**

The Hotel operates a closed-circuit camera system in the building and its external (street) and internal (park) surroundings for the security of the Guests and the Hotel's property and personnel, which continuously monitors and records 24 hours a day.

In the event of fire, the Guest is obliged to follow the escape route posted in the room and the instructions of the fire extinguisher on site. Fire extinguishers are located in the corridors of the Hotel, floor-by-floor. In case of fire, the Guest is obliged to immediately alert the Reception. The Hotel Fire Safety Regulations are available for inspection at the Reception.

It is prohibited to have your own iron, kettle, coffee maker and other electrical appliances not included in the normal travel necessities (not including laptops, notebooks, tablets, cameras, video cameras) in the Hotel room.

It is forbidden to use an appliance charged by the mains power supply in the hotel room while taking a shower or bath, or in a bathtub with running water or water, due to the risk of electric shock!

Any unauthorised technical intervention in the equipment and furnishings of the rooms is strictly prohibited. The Hotel shall not be liable for any resulting actions.

## **CHIPCARD**

Guests can use their key card to energise electrical appliances and open the door to their room.

The key card must be inserted in the card reader located next to the door.

If the Guest loses his/her card during his/her stay at the Hotel, he/she must inform the Reception immediately. Please return the card to the Reception upon departure. In case of loss or damage of the key card, the compensation fee is HUF 3,000 / card.

## **WELLNESS TOWEL AND BATHROBE CARD**

Guests can exchange their wellness towels and bathrobes at the SPA Reception for a towel and bathrobe card, which they will receive upon arrival.

Upon arrival, the value of the towel and bathrobe cards will be automatically debited from the Guest's account, and will be cancelled upon departure after the cards have been returned in full.

Towel card value: HUF 5,000 / pc; Adult bathrobe card value HUF 15,000 / pc; Children bathrobe card value HUF 11,000 / pc

Before departure, the towel and bathrobe will be returned to the Guest upon return of the card, which must be handed in at the Hotel Reception upon departure.

In the event of loss of towels and bathrobe cards or failure to return them at the time of departure, the Guest will be liable to pay the amount charged under the heading of compensation.

## **ITEMS PROHIBITED TO BE BROUGHT INTO THE HOTEL**

The Hotel prohibits the entry of the following:

- items classified as corrosive, flammable chemicals or substances under existing legislation,
- materials classified as flammable and/or explosive under the legislation in force,
- food and beverages (including alcoholic beverages) not purchased from the Hotel's sales outlets,
- particularly expensive, precious objects of great value, museum objects,
- fireworks, firecrackers, their parts and components,
- waste, harmful to the environment or to health,
- weapon, objects classified as weapon,

- psychotropic substance.

The Hotel may, upon the Guest's prior written request, authorise in writing the introduction of any non-portable items into the Hotel.

If the Guest brings into the Hotel's premises any item that is not admissible without the Hotel's prior written consent, the Hotel may remove or have removed the item at the Guest's expense.

The Hotel assumes no liability for damage to property taken without permission.

The Guest shall be fully liable, both legally and financially, for any damage or injury caused to other Guests, third parties or the Hotel by any unauthorised entry.

## **SMOKING**

The Hotel is a non-smoking Hotel. This means that smoking and the use of electronic cigarettes is prohibited in the enclosed areas of the Hotel (including Guest Rooms), in the public areas and in all open areas of the Hotel, except in designated smoking areas.

For our guests, we have created a designated smoking area in the inner courtyard, which can be accessed through the exit next to the SPA Reception.

The Hotel's employees may warn the Guests and any other person on the Hotel's premises to comply with this regulation and to stop smoking or smoking electric cigarettes.

The Guest or any other person on the premises of the Hotel is obliged to comply with this rule and to comply with any request.

Please note that we charge an extra cleaning fee of HUF 40,000 / room for guests who smoke in the room despite of a warning.

If the Hotel is fined by the competent authority under the applicable law for the unlawful conduct of any Guest or other person staying at the Hotel, the Hotel may charge the amount of the fine to the person who committed the unlawful conduct or to demand payment of the fine.

## **'DO NOT DISTURB' SIGN**

Choose one of the doorknob cards in the room.

'Don't disturb!' sign

Hotel staff will clean the rooms continuously from 8 am onwards. The Guest will be informed of the 'Do not disturb!' sign by hanging a sign on the outside of the doorknob, so that the Hotel staff will not disturb, knock or enter the room.

On the day of the Guest's departure, the hotel staff will inform the Guest of the 'Do not disturb!' warning sign, they may enter the room after 10:00 am (check-out time).

In an emergency situation (e.g. fire, terrorist attack, etc.) without any prior notice or when the Hotel has reasonable grounds to believe, based on the information available to it, that the life, health, safety, security or property of the Guest or any property, valuables or employees of the Hotel in the room are in danger, may be in danger or may be damaged and the Guest does not respond to the Hotel's phone call, the Hotel's employees are entitled to enter the room.

The Hotel assumes no liability for any damage or injury resulting from the unintended use of the 'Do not disturb!' warning sign.

## **DAILY CLEANING**

The hotel cleans the room once a day, between 8:00 am and 4:00 pm.

If the room cleaners find a 'Do not disturb' sign on the doorknob during this period, they will not clean the room and the Guest shall not claim for price reduction or compensation.

Daily cleaning includes: airing ● making the bed (if no valuables or personal belongings have been placed on it) ● emptying the ashtray on the balcony ● emptying the trash ● cleaning the bathroom ● replacing toilet paper and toiletries ● washing glasses

Please note that, for environmental reasons, only towels placed on the bathroom floor are changed by the Hotel and that bed linen is changed every 3 days.

## **LAUNDRY, IRONING**

The Hotel provides laundry and ironing services according to the laundry list. The laundry list and price list are available in the room cupboard.

According to the Hotel's fire safety policy, the use of an iron in the room is prohibited.

## **PARKING**

Guests can park their cars free of charge in the covered, fenced, barrier-controlled parking lot opposite the hotel, which is monitored by a camera.

Parking spaces are limited and cannot be reserved in advance.

You must drive in the car park in accordance with the Traffic Rules.

If the Guest wishes to use the car park, he/she must indicate the registration number of the vehicle on the registration form at check-in. If this is refused or not done, the car park is not available.

The Hotel is not liable for any damage caused to the parked car (weather, damage caused by another vehicle, etc.).

The Guest shall be directly liable to the Damaged Party for any damage caused by the Guest to another car parked in the Guest's car park.

Please leave the service entrance free.

Please use the car parks in front of the main entrance for a maximum of 15 minutes during check-in and check-out.

For guests with reduced mobility, a parking space is available in front of the main entrance.

## **BREAKFAST**

The time of the breakfast will be published on the [hotelgoldenpalace.hu](http://hotelgoldenpalace.hu) website.

Breakfast is included in the room rate.

Breakfast is served as a buffet, i.e. without waiters, guests serve themselves from a selection of food and drinks on tables set up in the breakfast room.

The Hotel offers unlimited food from the breakfast buffet table, however, no food or drinks may be taken away for later consumption. If the Guest takes food and/or beverages out of the breakfast room for later consumption without the prior permission of the Hotel, the Hotel may charge the Guest an extra service fee of HUF 3,000 / person/per room.

## **LUNCH**

At our hotel, guests can choose from our a-la-carte menu at lunch time, between 12:00 – 3.00 pm, which always includes fresh seasonal dishes.

## **DINNER**

Dinner is available from 6:00 – 9:00 pm, with a daily changing menu (kitchen closes at 9:00 pm).

In order to serve our guests to a high standard, dinner is scheduled in two rounds depending on occupancy. Appointments can be made at the Reception, either before arrival or on the spot.

Session I: 6:00 – 7:30 pm      Session II: 7:30 – 9:00 pm

Dinner is served as a buffet, i.e. without waiters, guests serve themselves from the buffet set up in the restaurant.

Drinks are ordered and served by our colleagues.

The Hotel offers unlimited food from the buffet table at dinner, but no food or drinks may be taken away for later consumption. If the Guest takes food and/or beverages out of the restaurant for later consumption without the prior permission of the Hotel, the Hotel shall be entitled to charge the Guest an extra service fee of HUF 3,000/person/per meal.



## **DRESS CODE**

Guests are kindly requested to respect the general dress code.

Appropriate attire is expected in the Hotel's catering areas and during half-board meals, especially at dinner time. Bathrobes, slippers, shorts and sweatpants are not accepted in our restaurants and the Bar.

Wearing sportswear in the fitness room is recommended. The fitness room is open during the opening hours and according to the House Rules, which are also posted at the entrance.

## **MISCONDUCT**

For the guests' peace of mind, no noise, music, noisy activities, sound effects, television, radio, etc., which disturb the room, are allowed in the Hotel after 10:00 pm, except for events or programmes organised or authorised by the Hotel.

Any conduct or behaviour that disturbs the peace, safety, security, sense of security or privacy of others, constitutes or may constitute harassment or intimidation of others is prohibited on the premises of the Hotel, regardless of the time.

A Hotel staff member is entitled to warn the Guest who is disorderly and/or loud. The first warning shall be free of charge, the second and third warning shall be charged by the Hotel in the amount of HUF 5,000 each to the room bill of the Guest warned. After the third warning, the Hotel shall be entitled to terminate the Hotel Contract unilaterally and with immediate effect and to expel the Guest from the Hotel without any obligation of repayment and/or compensation.

The Hotel assumes no liability for any damage caused by the Guest's conduct to other Guests.

The Hotel is also partly a conference hotel, so some events may result in louder behaviour, broader gestures, different reactions of the Guest(s) than usual in other places, or stronger sound effects (e.g. music) than usual.

We kindly ask and thank you for your understanding!

## **ILLNESS, DEATH**

If the Guest falls ill while using the accommodation service and is unable to act on his/her own, the Hotel will offer medical assistance.

The Guest uses the medical assistance offered at his/her own risk and responsibility.

The doctor is not an employee, agent or collaborator of the Hotel, and the Hotel assumes no liability for the diagnosis, the therapy used and its consequences.

In the event of the illness/death of the Guest, the Hotel claims reimbursement of the costs incurred by the relatives, heirs or bill payers of the sick/deceased person, in respect of any

medical and procedural expenses, the value of services used prior to the death, and any damage to equipment and furnishings in connection with the illness/death.

In case of the Guest's contagious illness, the Hotel is entitled to terminate the Hotel Contract with immediate effect without refund or compensation. In this case, the Guest shall be obliged to leave the Hotel with his/her luggage at his/her own expense within the period specified in the Hotel's notice of termination. In the event of contagious illness, the Hotel shall act in accordance with NM Decree 18/1998 (VI. 3.). (According to the Decree, if such a suspicion exists, the Hotel shall call a doctor and the doctor will determine whether or not the Guest is contagious.)

## **FOUND OBJECTS**

Found objects can be dropped-off at reception.

Food, food-related articles and medicines will be disposed of by the Hotel.

The Hotel will keep the items in storage for 6 months. Valuable items (e.g. jewellery, mobile phones) are kept for 1 year.

Records of found objects are kept by the Housekeeping Manager.

If the rightful owner of the found object comes forward, he or she can take possession of the object after presenting and signing a document proving his or her identity and reimbursing the costs incurred for storage and possible postage.

## **ENVIRONMENT PROTECTION**

Littering on the premises is **PROHIBITED**; Please think of the next guests and leave the accommodation clean when you leave.

Please place your waste in the collection containers provided.

Please protect the plants and shrubs in the Hotel. Do not break or cut off branches or shoots (if this bothers you, please let the Reception know), do not trample on seedlings, and when parking, please pay attention to the plants bordering the parking lot.

It is forbidden to hammer nails into trees or to pour food waste or pollutants onto vegetation. It is not allowed to dig trenches or pits on a temporary basis.

## **THE HOTEL'S LIABILITY FOR DAMAGES**

The Hotel shall be liable for securities, cash and other valuables if the Hotel has received the item for safekeeping or refused to receive it for safekeeping. Therefore, the Hotel expressly reminds the Guest to hand-over cash, valuables and securities to the Hotel for safekeeping (Central safe, safe deposit policy), and the Hotel shall not be liable for the deposit of such items in the safe deposit box in the room.

If the safe is not working or not working properly, the Guest is obliged to inform the Hotel Reception immediately. The Guest shall be liable for any damage caused by failure to inform the hotel or by delay in informing the hotel.

The Hotel is only liable for damage to the Guest's other belongings if the damage occurred in a place normally used by the Guest or open to the Guest, such as: the Hotel room, corridor, lobby, garden, parking lot; and the damage was caused by a cause attributable to the Hotel.

The Hotel shall be liable for any damage caused to the Guest's belongings brought into the Hotel, except for items excluded from bringing in, if it is proven that the belongings were brought into the Hotel. The burden of proof is on the Guest.

The Hotel shall be liable for any such damage up to a maximum of fifty times the daily room rate paid by the Guest.

The Hotel shall be exempt from its liability for damages if it proves that the damage was caused by a cause beyond the control of the Guests and the employees, that the damage was caused by the Guest himself or herself, or that the damage was caused by the Guest's lack of due diligence.

The Guest uses the equipment, wellness and other services of the Hotel as intended, in the knowledge and awareness of his/her own health, physical and mental condition, therefore the Hotel excludes liability for damages resulting from the use and use of the equipment, wellness and other services not as intended or not in accordance with the actual health, physical and mental condition of the Guest.

The Hotel is not liable for damage caused by the elements or storms (hail, falling trees, falling branches, etc.); fire, infections and diseases, criminal or administrative offences, or acts of terrorism.

The Guest may, at his/her own risk, request a wake-up call, which is a gesture of attention on the part of the Hotel and is not part of the contractual service of the Hotel. The Hotel shall not be liable for any damages resulting from the failure to provide the requested wake-up call or from the delay in providing the wake-up call.

## **DATA PROTECTION**

The Hotel will provide information about the Guest's current, past or future stay at the Hotel to third parties, including the Guest's close relatives, only upon the Guest's prior written consent.

This information ban does not apply to requests made under the law.

The Guest acknowledges that the Hotel is obliged by law to disclose to the requesting authority the personal data of the Guest requested in the request, provided that the legal conditions for such disclosure are met.

The Hotel may not object to the provision of data based on a legal, administrative or judicial decision.

Our hotel has a reporting obligation to the National Tourist Information Centre (NTAK), therefore a reporting form must be completed for each person. The following data will be entered into the NTAK system: sex, year of birth, place of birth and postcode. The NTAK system can only be used for the digital processing of data for statistical purposes, which fall under the statistical data domains. It does not receive or store any personal data relating to Guests.

For more information: <https://info.ntak.hu/bemutatkozas/>

As of 1<sup>st</sup> September 2021, the amendment of Act CLVI of 2016 obliges accommodation providers to record the personal data of all guests staying in Hungarian accommodation, as defined by law, on a storage space provided by a hosting provider designated by the Government for the purposes specified in the Act.

The accommodation provider Hotel shall record the following data at the time of check-in of the person requesting accommodation services, using the document reader: given name and family name; given name and family name at birth; place and date of birth; sex; nationality; mother's given name and family name at birth; identification data of the identity document or travel document.

The accommodation provider Hotel will process the data of the guests until the last day of the first year after the data is made available to it, and the VISA system will keep the data submitted to it for a maximum of two years. The data may only be searched for specific purposes by the police, for the purpose of crime prevention and law enforcement.

These House Rules are valid until revoked.

We kindly ask our Guests to comply with these House Rules.

Hotel Golden Palace  
Hotel Golden Palace KFT