House Rules

GENERAL USAGE POLICY

1. The House Rules apply to all the guests who stay in the hotel.
2. The hotel is open (from 00:00 to 24:00).
3. On the day of arrival, the rooms can be taken from 2:00 p.m. On the day of departure, please leave the room by 11 a.m. For longer stay, the hotel charges a surcharge. On the day of departure, after check out (11:00 am), you can use the hotel's wellness area until 6:00 p.m. with own bathrobe and towel. For the additional use of the parking lot, a surcharge should be paid. Please inquire at the recepcion for the current prices.
4. DO NOT make noise and disturb the rest of the other guests after 10:00 p.m.
5. Please ensure that the hotel's buildings are used properly, and follow the fire and accident regulations.
6. Under the fire regulations, it is strictly FORBIDDEN to use your own electrical appliances (iron, kettle, coffee maker) in the rooms.
7. DO NOT light a fire.
8. In our wellness section, please observe the house rules which are valid there.
9. DO NOT remove furniture or fittings from the rooms.
10. Please use the lifts properly. Underage children must not handle the lifts!
11. Elevators, saunas and steam cabins are equipped with a panic button.
12. Any damage caused in the hotel must be paid by the damaging party or their legal representative.
13. DO NOT smoke in the whole area of the hotel, including the rooms and the balconies. Smoking is only allowed at the designated places.
14. Guests under 18 years of age must not drink alcoholic drinks and must not smoke in the hotel.
15. Please only consume the products sold by the hotel on the hotel's premises.
16. Please take the found items to the reception.
17. The Hotel shall only be liable to compensate for damage to cash, securities, or valuables if such items have been taken over by the Hotel for safekeeping, or if the Hotel has refused to accept them for safekeeping. The Hotel expressly draws the Guest's attention to the fact that cash, valuables, and securities should be placed in the in-room safe.
18. If the safe does not function or does not function properly, the Guest is required to inform the Hotel reception without delay. The Guest shall be responsible for any damage resulting from failure to provide such notification or from delayed notification.
19. The Hotel shall only be liable for damage to other items brought onto the premises by the Guest if the damage occurred in areas typically used by the Guest or open to the Guest, such as the hotel room, corridor, lobby, garden, or parking area.
20. The Hotel shall be liable for damage to or loss of items brought into the Hotel by the Guest – with the exception of items excluded from being brought in – provided that the valuables or personal property can be proven to have been brought onto the Hotel premises or into the hotel room. The burden of proof rests with the Guest.

+36 (52) 363-811
sales@hotelsilver.hu
www.hotelsilver.hu

House Rules

GENERAL USAGE POLICY

21. The Hotel shall be liable for damage to or loss of items brought into the Hotel by the Guest – with the exception of items excluded from being brought onto the premises – provided that the valuables or personal belongings can be proven to have been brought onto the Hotel premises or into the hotel room. The burden of proof rests with the Guest.
22. The Hotel shall be exempt from liability for damages if it proves that the damage was caused by an unavoidable reason beyond the scope of the Guests and the Hotel's employees, or that the damage was caused by the Guest.
23. The Guest shall use the Hotel's facilities, wellness and other services properly and in accordance with their own health, physical and mental condition, being fully aware of and taking responsibility for such condition. The Hotel excludes liability for any damage arising from improper use or from use that is not appropriate to the Guest's actual health, physical or mental condition.
24. The Guest may request a wake-up call at their own responsibility. This service is provided as a courtesy by the Hotel and does not form part of the Hotel's contractual obligations. The Hotel shall not accept liability for any damage arising from the failure to provide the requested wake-up call or from a delayed wake-up call.
25. The Hotel staff must be notified immediately of any accident or other extraordinary event.
26. Pets are not permitted at the Hotel as of November 1, 2026. Thank you for your understanding.
27. Please direct any suggestions or requests to the reception. We kindly ask you to assist us by completing the guest questionnaires available in the rooms and to share your feedback on your stay on our website (www.hotelsilver.hu).

Thank you for cooperating with us to ensure that your stay, as well as that of our other Guests, is as enjoyable as possible.

We wish all children and their families an enjoyable time!

+36 (52) 363-811
sales@hotelsilver.hu
www.hotelsilver.hu