

## HOUSE RULES – LENTI THERMAL CAMPING\*\*\*\*

By check-on to the campsite, the guest recognizes and accepts the provisions of the house rules of Lenti Thermal Camping as obligatory.

### General regulations:

1. The campsite operates in accordance with the published opening hours.
2. On arrival indicate please, if you wish to spend your holiday in the campsite or you have come just for a visit (as a visitor). Camping guests are asked to check in at the reception with fill-out check-in form which is required for legal registration.
3. Our guests are obliged to tell all the requested payable services exactly. Possible changes should be announced (not used services, etc.).
4. On the day of departure, the campsite must be left latest till 12:00 o'clock. Should you leave later than mentioned before, you will be charged one extra day for a staying-longer-surcharge.
5. Thermal spa usage is possible with data carrier (chip bracelet), which guest will receive at the reception at the arrival. The data carriers are personalized, switching with others is not allowed. At check-out, the guests must give back data carriers. In case of loss or damage of the data carrier the guest is obliged to pay the amount defined in the valid pricelist.
6. The campsite takes no responsibility for following cases: for lost objects left unattended (in cars, tents etc.), for damages caused to third person, and just like for natural disasters and damages caused by storm (hail, fallen trees and branches), fire, infections, illnesses and terrorist actions.
7. Rest time at night: between 23:00 and 7:00 o'clock, rest time in the afternoon: between 12:00 and 13:00 o'clock (in the main season). During rest times all activities disturbing the rest of other guests must be avoided. During the mentioned times it is strictly forbidden to start engine or use vehicles, the doors are closed. In special cases the campsite can set free the rest times
8. Using vehicles in the campsite is permitted only on the direct road from the entrance to the camping-place, at never more than 10 km/hour. Using a car with other purpose is forbidden in the campsite.
9. Please report sicknesses or accidents occurring at the campsite immediately to the reception.
10. Guests of the campsite may raise their remarks and complaints in writing in the Complaints Register at the reception.
11. Children must be supervised by their parents or relatives in the campsite.
12. Pets can be brought only, with the permission of the Camping Management and paying the appropriate fees. The person who has registered the pet is responsible for its state of health and the damage caused by the animal. Pets are not allowed in the thermal spa and public areas, exception the guide dog for blind persons.
13. During the stay if any suspicion of contagion illness please inform the reception immediately. Guests with contagious or infectious diseases are not allowed to enter the campsite.

**Payment terms:**

1. Payment is possible in the opening hours of the reception and the cash desk.
2. In our campsites guests usually pay at departure, but the campsite can also ask payment in advance. The guest will get in advance information about the time of payment.
3. Guests are obliged to pay for all the used services which will be invoiced in detail by the reception.
4. The invoices can be paid in HUF or EUR, with cash or credit card.
5. If the payment of the services takes place in total or in part in Euro, the conversion shall take place based on the exchange rate published by the Hungarian National Bank on the previous day. The campsite upon request provides information about the foreign currency exchange rate used as the basis of conversion and invoicing. The smallest accepted bank note is 5 Euro. The return change money the guest gets back only in HUF.
6. The campsite does not make refund for no show or cancellation on the day of arrival.

**Method of using the service and related terms and conditions:**

1. All the campers have the right to have a look at the pitch before check-in. The pitch choosing is possible freely for the guest, in accordance with free capacity. Nothing else but only the fixed camping-place can be used.
2. In case of hiring a plot only the territory of the plot can be used. It is forbidden to use places out of the fixed camping-place, parking is allowed for guests only on their plot. Parking is only at the own pitch allowed.
3. Only one unit can be placed on normal camping-places. Further objects will be surcharged:
  - Caravan + car
  - Tent + car
  - Motorhome
4. The equipment and tools of the campsite must be used for the intended purpose. The injuring party is financially liable for damages resulting from the improper, intentional injuries.
5. All guests using the facilities of the thermal bath do so at their own risk. With data carrier guests have unlimited daily access to the thermal bath.
6. Obligatory for every guest in campsite:
  - Everybody must check-in at the reception.
  - Doing the washing and cleaning must be done only at the places indicated for the mentioned purposes.
  - Buildings and equipment in the campsite are obliged to be used properly.
  - Found objects should be handed over at the reception.
  - Detailed information on usage of electric current and the fire safety rules can be read at the reception. It is obliged to know and keep these regulations.
7. Following is strictly forbidden in the campsite:
  - Breaking the house rules
  - Disturbing the night and afternoon rest time
  - Breaking the prohibition of using vehicles
  - Bringing in the campsite those kinds of objects which can be dangerous or can disturb the other campers.

**Hygienic and environment requirements:**

1. Everybody staying here must protect the environment and the vegetation.
2. It is strictly forbidden to hammer a nail into trees, cut branches, and throw remains of food, pollutants on grass, trees, bushes, or hedges. Digging ditches and holes are not allowed.
3. It is forbidden to tie fixing ropes of tents to trees.
4. Waste, litter can be collected only in the indicated places. You will find the appropriate signs on the collective pots according to the selective collection, so it is forbidden to put materials different from the signs into the pots.
5. Should you realize oil or gasoline leaking from your vehicle, please, indicate it at once at the reception.
6. Please use the water always economically to protect the environment.
7. Washing cars, strictly forbidden in the campsite.
8. Please keep the campsite area and the rooms of the social building clean.
9. It is mandatory to use leashes while walking dogs. The owner of the dog is obliged to remove the dog waste from the campsite.
10. Community rooms in the campsite cannot be used by small children alone, only with adults.
11. To make a fire or using electric grill are allowed only at the dedicated places with caution and according to fire rules, with the accept of Camping Manager.

**Other regulations:**

1. Guests can turn to the Camping Manager with their complaints.
2. The Camping Manager reserves the right to call upon guests having broken the regulations of the campsite to leave the campsite at once.
3. Official measures can be required by Lenti Thermal Camping against guests who refused to leave the campsite.
4. Our guests can turn with their complaint to the responsible supervisory authorities:
  - Notary of Lenti (8960 Lenti, Zrínyi u. 4. Tel: +36 92 553-911)
  - Government Office of Zala County, General department of Consumer Protection (8900 Zalaegerszeg, Göcseji u. 24. Tel.: +36 92 510-530)
  - Owner: Municipality of Lenti (8960 Lenti, Zrínyi u. 4.)
  - Operator: Lenti Gyógyfürdő Kft. (8960 Lenti, Táncsics M. u. 2/A.)

Lenti, 10<sup>th</sup> of March 2021

Lenti Thermal Camping\*\*\*\*  
Lenti Gyógyfürdő Kft.