**HOUSE RULES**

**Magtár Villa****

**Dear Guest,**

We are committed to ensuring that every guest receives the same high standard of service whenever they visit us. In addition to the comfort and cleanliness of our property, these House Rules provide information about the services available to make your stay more comfortable and the guidelines we kindly ask you to follow to help us maintain these standards.

Please take the time to read our House Rules, as reservations are made by email, telephone or through various accommodation booking platforms, where it may not be possible to provide you with detailed information about all our policies.

**Accommodation Reservations**

Reservations can be made online through our website, through accommodation booking platforms, by email or by telephone.

Your reservation is considered confirmed once 30% of the total accommodation fee has been transferred to our bank account within three days of making the reservation.

In the event of a no-show, the reservation deposit is non-refundable.

**General Cancellation Policy**

Reservations may be cancelled free of charge up to seven days before the scheduled arrival date. If a reservation is cancelled within three days prior to arrival, the accommodation fee must be paid.

**Check-in / Check-out**

Check-in is available between 3:00 pm and 6:00 pm.

Our property is equipped with key safes, allowing guests to check in earlier or later by prior arrangement. Information regarding the key safe code and access instructions will be provided by email.

On the day of departure, please vacate your room by 10:00 am at the latest. An additional charge may apply if you wish to stay for a few extra hours.

**Payment**

Payment can be made by bank card, in cash, by bank transfer or with a Hungarian SZÉP Card.

The accommodation fee and local tourist tax are payable upon departure.

Should you leave the accommodation before the end of your originally booked stay for any reason, we are unable to reduce or refund the accommodation fee.

**Breakfast**

A buffet breakfast is served daily between 8:00 am and 10:00 am.

An earlier breakfast can be arranged upon individual request and by prior agreement.

For guests who prefer to wake up later, a breakfast package can be prepared after 10:00 am and made available until 11:00 am.

**Other Meals**

Other meals may be enjoyed in the designated areas, namely the kitchens and dining room.

If you prefer to eat in your room, please use the trays, plates, cutlery and other utensils available in the kitchens and dining room.

**Staying with Young Children**

For children aged 0 to 2 years, we provide the following free of charge:

- Breakfast from the selection available to our guests
- High chair
- Baby cot
- Baby bathtub

Breakfast is available at a 50% discount for children up to the age of six.

**Internet Access**

Complimentary Wi-Fi is available for laptops and mobile phones.

**Housekeeping**

Guest rooms are thoroughly cleaned before arrival.

For stays longer than seven days, we provide weekly room and bathroom cleaning, including a change of bed linen and towels.

Additional cleaning and changes of towels and bed linen are available upon request, including on a daily basis, for an additional charge.

**Items and Services Available upon Request**

Hairdryers, irons and phone chargers, should you have forgotten yours, are available free of charge upon request.

Printing and photocopying are available for an additional charge, while scanning is provided free of charge. These services may only be carried out by our staff.

On Mondays and Fridays, guests may use the services of our contracted laundry provider for an additional charge. Laundry is collected from and returned to the property.

Adhesive bandages, a sewing kit and a shoe-cleaning kit can be found in the chest of drawers in the upstairs corridor.

If necessary, basic medication, such as painkillers and fever-reducing medication, may be requested from our staff. Such medication must only be taken at your own risk.

**Parking**

We provide convenient, complimentary parking for up to eight vehicles in our enclosed courtyard.

**Pets**

Dogs, cats and other animals are not permitted at the property.

**Waste Disposal**

Waste bins are available throughout the property for guests to use.

Replacement bin liners and waste bags are available free of charge upon request at any time.

**Securing the Courtyard and Building**

Please lock the courtyard gate and the building entrances when leaving the property and at night.

To lock the building entrance door, first lift the door handle upwards and then turn the key.

Please take good care of your keys and carry them with you at all times. As other guests may also be staying at the property, the building may be locked when you return.

**Smoking**

Smoking is permitted only in the designated outdoor areas of the courtyard.

We kindly ask guests who smoke to help maintain cleanliness by disposing of cigarette butts in the ashtrays and appropriate waste bins rather than leaving them on the ground.

**Smoking inside the building, including the use of electronic cigarettes, is strictly prohibited.**

**Use of Furniture and Equipment**

Please use all furniture, furnishings and equipment for their intended purposes.

Furniture may only be rearranged with the owner's permission.

Guest rooms may be inspected upon departure. Should any damage have been caused, the guest will be required to cover the resulting costs on site.

**Common Areas**

The following shared facilities are available to our guests:

- Three lounge areas
- One dining room with separate men's and women's toilets
- Two kitchens
- Terrace

All areas are equipped with the items necessary for their intended use.

Dining utensils and kitchen equipment can be found in the designated cupboards.

We kindly ask our guests to keep all shared equipment and utensils clean and tidy. Please wash the dishes and put everything away immediately after use.

Cleaning products and a dishwasher are available in the designated areas.

Guests may use the refrigerator located in the kitchenette. Each guest room is also equipped with its own refrigerator.

**Additional Rules and Information**

Guests may receive visitors at the property by prior arrangement with the owner. Visitors are permitted in the common areas only.

To ensure the peace and comfort of our guests and neighbours, making excessive noise, playing loud music or playing musical instruments is prohibited between 10:00 pm and 8:00 am.

Guests are financially responsible for any damage resulting from improper use of the accommodation or failure to comply with these House Rules.

The accommodation provider accepts no responsibility for guests' personal belongings.

As in any household, equipment or facilities may occasionally break down or malfunction through no fault of our guests. If you notice any problems, please inform our staff to help prevent further or more serious damage.

Please note that the owner cannot accept liability or provide compensation for damage resulting from events occurring through no fault of the owner, such as natural disasters, hailstorms, fires or power outages.

The owner reserves the right to refuse accommodation to guests who behave in a seriously disruptive manner or fail to comply with these House Rules, or to require them to leave the property immediately.

**We wish you a relaxing and enjoyable stay!**

Magtár Villa****