

House Rules

Dear Guests!

We are committed to providing every guest with the same high-quality service at all times when visiting us. In addition to the comfort and cleanliness of the building, you will find in our house rules the services that serve your comfort during your stay, as well as what we ask of you to maintain comfort. We kindly ask you to read our house rules, as reservations are made via email, phone, or various accommodation booking websites, where there is no opportunity to inform you about the detailed house rules.

Booking:

You can make a reservation through our website, online accommodation booking portals, by email, or by phone.

The accommodation is considered booked when, within 3 days of the reservation, you transfer 30% of the total accommodation fee to our bank account.

In case of a no-show, we are unable to refund the deposit.

General Cancellation Policy:

Cancellations made up to 7 days before the arrival date incur no charges. However, for cancellations made within 3 days before the arrival, the accommodation fee must be paid.

Check-In / Check-Out:

You can check in at our accommodation from 15:00 to 18:00. We have key safes on our premises, so it is possible to check in earlier or later with prior arrangement. We will inform you by email about the key safe code and access details. On the day of departure, please vacate your accommodation by 10:00 at the latest. If you wish to stay a few hours longer, there may be an additional charge.

Payment:

Payment can be made by credit card, cash, bank transfer, or Szép card.

The accommodation fee and tourist tax are paid upon check-out. If, for any reason, you need to check out from the accommodation before the end of the pre-booked period, we are unable to reduce or refund the accommodation fee.

Breakfast:

We serve a buffet breakfast from 8:00 to 10:00 in the morning. In case of special requests, it is possible to have breakfast earlier, but this needs to be arranged individually each time.

Stay for Children:

For children between the ages of 0-2, we provide the following free of charge: access to meals from our breakfast selection, high chair, crib, and baby bath. For children up to 6 years old, breakfast is offered with a 50% discount.

Internet Usage:

We provide free Wi-Fi internet access for laptops and mobile phones.

Cleaning:

Guests receive their rooms in a clean and tidy condition. For stays longer than 7 days, we provide room and bathroom cleaning, as well as bed linen and towel changes once a week. Cleaning, towel, and bed linen changes can be requested at any time for an additional fee, even daily if needed.

Items provided upon request:

On request, we provide our guests with irons and phone chargers free of charge. Printing and photocopying are available for a fee, and scanning is provided free of charge and can only be done by our staff. For a fee, laundry services are available on Mondays and Fridays, provided by a contracted laundry service (they pick up and deliver back to the property). In the hallway on the upper floor, you will find first aid supplies, a sewing kit, and a shoe cleaning kit. If needed, basic medications (pain relievers and fever reducers) can be requested from our staff, but they should only be taken at your own risk.

Parking:

In our enclosed courtyard, we provide convenient, free parking for a maximum of 9 cars.

Pets:

We welcome dogs and cats at our accommodation, and for these pets, an additional cleaning and sanitation fee is required once. Please inquire about the current fee at the reception.

Waste disposal and handling:

Trash bins are available in every room of the house for guests to use. Upon request, we can provide replacement trash bags and sacks free of charge.

Courtyard and Building Closure:

We do not insist that our guests lock the gates and building entrances when leaving or overnight. We leave this to everyone's comfort. The entrance doors to the building can be locked with a key after lifting the handle. Please take great care of the keys and keep them with you, as the building may not be open at the time of your return due to the presence of other guests.

Electric Surveillance System:

We operate an electronic surveillance system (camera system) in the communal areas of the Villa and in the courtyard. The purpose of surveillance is not to monitor guests or individuals entering the Villa. It is used solely for personal and property security, the safety of services,

and the prevention of any unlawful activities. The recordings will not be used or disclosed for purposes other than those specified for security purposes. Personal data will only be disclosed to third parties or authorities based on a legally binding decision, unless otherwise provided by law, or with the prior, express consent of the data subject.

Smoking:

Smoking is only allowed in designated areas (courtyard). We kindly ask our smoking guests to dispose of cigarette butts responsibly by collecting them and placing them in ashtrays and trash bins to maintain cleanliness. Smoking (including electronic cigarettes) is STRICTLY PROHIBITED inside the building.

Use of Furnishings:

Please use furnishings for their intended purposes. Rearranging furniture is only permitted with the consent of the owner. Upon departure, rooms may be inspected, and any damages caused may result in additional charges to be paid by the guest on-site.

Common Areas:

The following common areas are available for guests' use: 3 lounging areas, 1 dining room with male and female restrooms, 2 kitchens, and a terrace. Each area is equipped with the necessary furnishings and tools for their intended use. Dining utensils are stored in the serving cabinet, and kitchen equipment is similarly provided. We expect our guests to keep these shared items clean and in order. Please wash and put away items immediately after use. Cleaning supplies and dishwashing facilities are available in the appropriate locations. Guests can use the refrigerator in the small kitchen, but each room also has its own refrigerator.

Other:

Guests may receive visitors on the premises after coordinating with the owner, but only in the common areas.

To ensure the peace and quiet of guests and neighbors, making noise, playing loud music, or musical instruments is prohibited between 22:00 and 08:00.

Guests are financially responsible for any damage resulting from the improper use of the property or violations of the house rules. The property is not liable for any damage or loss of personal property.

Like in any household, it's possible for things to break or malfunction beyond the guests' control. If you notice any irregularities, please inform the staff to prevent any significant damage.

Please note that the owner cannot assume responsibility or provide compensation for damages resulting from events beyond their control (e.g., natural disasters, hailstorms, fire, power outages, etc.).

The owner reserves the right to refuse or immediately remove guests who behave disruptively or do not adhere to the house rules.

We wish you a pleasant and enjoyable stay!

