

# Hause rule

Welcome to the Strázsahegyi Napocska Guest House!

Our aim is to ensure your pleasant rest and to avoid possible misunderstandings, therefore we want you to familiarize yourself with our policy!

When making a reservation, it is assumed that you know and accept this policy and that it will be observed.

We operate our guest house within the framework of private accommodation.

1. Upon arrival, the guest must hand over the personal data to the host for data collection documents (passport or identity card, address card) and must be paid on the spot amount. Our guests can only book the rooms after paying the full participation fee!
2. The full participation fee means the pre-booked days, if so they decide, the stay here will be terminated first, we are unable to refund the money.
3. The accommodation can be occupied on the day of arrival between 14.00 and 20.00. If you arrive later, please inform us of your delay by phone! If you fail to do so, it may not we can accept it.
4. You must leave the accommodation by 10.00 on the day of departure, otherwise we will charge a surcharge up.
5. Upon arrival, our guests receive the keys to the building so that they can move around freely. On the day of departure, please leave the keys to the building on the right side of the guest house through the opening on the cabinet, to throw it into it.
6. Our guest house is a family business, our working hours are varied (mostly upon arrival of our guests we adapt it to your time), but we are also available at the time of arrival and departure if required.
7. Visitors to the accommodation can only be received during the day, with the permission of the host.
8. Our guest house is located in the heart of Monori Cellar Village, the vineyards and cellars of the winery location of activity, recreation area. We ask our guests to stay here during their stay follow the coexistence rules. Please avoid excessive loudness, specifically listening to loud music, but feel at home!

9. Smoking is prohibited in the building, only allowed outside. (Everything is alternative applies to tobacco products!) Please put the articles in the ashtrays reserved for this purpose please drop it in!

10. Animals may only be brought into the accommodation with the permission of the owner!

11. We are not responsible for personal items left in the rooms!

12. Please observe the order, protect the furnishings of the house and do not take them out of the room (eg: towel, small pillow, blanket)!

13. When leaving the building, please turn off the water and electricity, close the windows and doors, and close the front door of the building!

14. It is forbidden to bring any kind of flammable material or device into the rooms!

15. Damage caused in the accommodation area is the responsibility of the person causing the damage or his legal representative to repay.

16. We ask our guests not to eat in the bedroom! The kitchen is used for meals, which please keep clean!

17. We collect waste selectively in our guest house! Please do not use plastic, aluminum and paper should be placed in the bin marked yellow for this purpose.

18. We reserve the right to select our clientele. In a drunken state, with aggressive tendencies we do not accept guests!

19. The owner has the right to cancel the accommodation if the guest does not comply with the house rules.

20. In case of violation of the policy, the accommodation may be cancelled. In this case, to the guest we are unable to refund any remaining days.

21. By using the accommodation, it goes without saying that the guest has read, understood and accepted the policy.

22. Our services can be requested from the operator: umbrella, sewing kit, shoe polish, baby bed, feeder, baby bath, toilet seat, step stool.

23. In case of a longer stay, weekly bed linen change and cleaning are provided. If you are satisfied with the hotel's services, please write a review on our online platforms.

We take any complaint into account and resolve it personally, during working hours from 09.00 to 20.00.

We wish you a pleasant relaxation and a good rest!

Robert Szabo

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