

House Rules

Welcome to the Strázsahegyi Napocska Guesthouse!

Our goal is to ensure your pleasant stay and avoid any misunderstandings, so we would like you to familiarize yourself with our house rules!

When booking, it is assumed that you are familiar with and accept these house rules, and that they will be observed. The house rules apply to all guests staying in the guesthouse, please observe these rules!

We operate our guesthouse within the framework of private accommodation.

1. Upon arrival, the guest is obliged to hand over to the host their personal documents (passport or ID card, address card) and the amount to be paid on site for data collection. Our guests can only occupy the rooms after paying the full participation fee!
2. The full participation fee refers to the days booked in advance, in case they decide to terminate their stay earlier, we are not able to refund the money.
3. The accommodation can be occupied between 14.00 and 20.00 on the day of arrival. If you arrive later, please inform us of your delay by phone! If you fail to do this, we may not be able to accommodate you.
4. On the day of departure, you must leave the accommodation by 10.00, otherwise we will charge an additional fee.
5. Our guests will receive the keys to the building upon arrival so that they can move around freely. On the day of departure, we ask that you throw the keys of the building into the opening in the electricity meter cabinet on the right side of the guesthouse.
6. Our guesthouse is a family business, our working hours vary (we mostly adjust them to the arrival time of our guests), but we are available on request at both arrival and departure times.
7. Visitors to the accommodation can only be received during the day, with the permission of the host.
8. Our guesthouse is located in the heart of the Monori Cellar Village, a place for leisure activities in the vineyards and cellars of the cellar village, a recreational area. We ask our guests to adhere to the rules of coexistence during their stay here. Please avoid excessive noise, especially listening to loud music, but feel at home!

9. Smoking is prohibited in the building, only allowed outside. (Applies to all alternative tobacco products!) Please throw cigarette butts in the ashtrays reserved for this purpose!

10. Animals may only be brought to the accommodation with the permission and knowledge of the owner!

1. The pet owner is obliged to keep his dog in such a way that it does not disturb the peace of the neighbors, does not cause material damage, and does not endanger the physical integrity and health of others.
2. The pet owner is obliged to ensure that the dog cannot enter public areas without supervision.
3. It is strictly forbidden to let the dog go on a bed, bedding, or sofa without using its own protective cover.
4. The dog must not be left alone in the building. If the dog cannot be left alone in the garden (due to its nature, health, etc.), the owner is obliged to take the dog with him.
5. The owner is responsible for cleaning up dog waste from the garden.
6. The owner is fully financially, legally, and morally liable for any damage caused by the dog in the guesthouse and its garden and yard.

Basic requirements for dogs coming to our house:

1. They should not be aggressive towards people or other dogs.
2. They should arrive at the guesthouse in a neat and tidy manner.
3. They should be protected against parasites.
4. They should have the official, mandatory vaccinations, and the owner should be able to prove this. Please bring the dog's vaccination book with you.

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

12. We ask that you pay attention to the order, protect the furnishings of the house, and do not take them out of the room (e.g. towels, pillows, blankets)! Please do not remove decorative items from their places.

13. When leaving the guesthouse, please turn off the water, electricity, close the windows, doors, and lock the entrance doors of all buildings! Close the gate after yourself!

14. It is forbidden to bring any flammable materials or devices into the rooms!

15. The person causing the damage or their legal representative must compensate for any damage caused to the accommodation area.

16. We ask our guests not to eat in the bedroom! They use the kitchen for meals, which we ask them to keep clean!

17. We collect waste selectively in our guesthouse! Please place plastic, aluminum and paper in the yellow bins designated for this purpose.

18. We reserve the right to select our guests. We do not accept guests who are drunk or aggressive!

1. Unworthy and uncivilized behavior, disturbing the peace of others and the relaxation of the community, behavior that violates public morality, loudness, and continuous littering will result in immediate expulsion from the guesthouse.
2. Anyone who continues to cause damage after being warned is obliged to leave immediately after the damage has been assessed and paid for!
3. Theft and intentional damage will always result in a police report.
4. The Guesthouse cannot be held responsible for damage resulting from events beyond its control (e.g. natural disasters, power outages, etc.).

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

20. In the event of a violation of the house rules, the accommodation may be cancelled. In this case, we are unable to refund the guest for any remaining days.

21. By using the accommodation, it is understood that the guest has read, understood and accepted the house rules.

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

23. In case of longer stays, bed linen change and cleaning are provided weekly.

24. We are not responsible for personal valuables brought into the accommodation area (e.g. jewelry, phone, laptop, watches, etc.), as well as for the safety of vehicles parked in the yard or in front of the guesthouse.

25. Parking is possible in the yard of the guesthouse or in front of the guesthouse. Our parking lots are not guarded!

26. Household waste can be collected in the available trash cans. If these are full during your stay, please empty them into the large trash cans in the yard (in order to protect our environment, we ask that you collect trash selectively). When you leave, do not leave unwashed dishes or trash in the kitchen. New garbage bags can be found in the cupboard under the sink.

27. Heating and cooling are provided by air conditioning with adequate performance, please use it sensibly, whether it is heating or cooling. We ask that you turn off the devices when you leave!

28. Since our guesthouse is in the cellar village, there is no central water supply or sewer. We provide drinking water from our own tested well. When bathing, please note that used water and toilet flushing water flow into closed sewage tanks, from where a suction car takes the sewage away. Please use water sensibly and economically!

Use of Napocska's garden, yard and Napocska terrace:

1. The garden is maintained by the host, in case of long-term stays (min. 1 week) lawn care and other garden work should be expected once a week, which takes an average of 3-4 hours, which will be done after prior agreement. The irrigation system operates at night and dawn, please notify us in advance if it is necessary to modify the irrigation time. Please take care of the integrity of the flower garden and the orchard, whether it is a flower, ornamental tree, ornamental bush or fruit tree. Our guests can basically use the lawn and paved areas.

2. As in every household, something may go wrong in the garden or on the terrace through no fault of the guests. If you notice any abnormalities, please report it to the host immediately in order to prevent possible serious damage.

3. The accommodation provider must be informed immediately of any accident or other extraordinary event.

4. Since the toilet is in the basement of the terrace, the wastewater is transported by a grinder pump, so please do not throw sanitary pads, tampons, diapers and wet wipes into the toilet bowl. The waste bin provided is used for this purpose.

5. Fires may only be lit on the available mobile fire pit, the designated place for fire pits is the paved area of the yard. In the event of a fire, the placement of the mobile fire pit must also be taken into account when placing the mobile fire pit! Please comply with fire safety regulations.

Apart from the firewood and paper available to guests, burning other materials such as plastic and rubber is strictly prohibited.

Never leave the fire/emblems unattended and always ensure that the fire is extinguished after lighting the fire.

6. There is a stove in the Napocska Terasz room for cooking and heating. When using it, and when clearing away the ashes at the end, we also ask that you follow the fire safety rules!

7. See point 27

8. See point 28

Thank you for following the house rules of our guesthouse! If you are satisfied with the accommodation services, please write a review on our online platforms. We will take any complaints into account and resolve them personally, during working hours from 09.00 to 20.00.

We wish you a pleasant stay and a good rest!

Szabó Róbert

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