

# House policy

## Kulcs a Kulcshoz Menedék

Dear Guests,

To ensure that your stay at our accommodation is pleasant and your relaxation is seamless, please familiarize yourself with our house rules. By using the guesthouse, you acknowledge and accept these rules, and you agree to abide by them as well as take responsibility for any damages caused by failing to comply with them.

The house rules are mandatory for all guests staying at the accommodation. Any violation of these rules will result in the obligation to leave the premises immediately.

### I. Arrival and Departure

- a. The guesthouse can only be occupied if the prior transactions have been completed.
- b. Based on prior arrangements, there are two options for receiving the keys to the guesthouse:
  - 1) Personal pickup: At a fixed, agreed-upon time in front of the guesthouse. Personal identification documents must be presented on-site.
  - 2) Contactless pickup: The key will be placed in the guesthouse key safe, and the host will provide the code via SMS, phone, or email upon arrival, provided that the guest has shared their personal identification documents with the host through one of these methods for the required data submission. The guesthouse can be occupied starting at 2:00 PM on the day of arrival.
- c. It is possible to occupy the guesthouse earlier or to check out later on the departure day if bookings allow. However, prior arrangements must be made in both cases.
- d. Check-out must be completed by 10:00 AM on the day of departure.
- e. If you decide to terminate your stay earlier, we cannot refund the payment.
- f. Upon departure, please ensure that all keys provided are returned. Notify the host of the time of departure in advance. If the host cannot be present in person at departure, the keys must be placed in the designated safe after securing the guesthouse. In case of key loss, a fee of 10,000 HUF will be charged for lock replacement.

## II. Leaving the Guesthouse

- a. Please lock the front gate at night.
- b. Upon leaving the guesthouse, ensure that the door and gate are locked, and the windows are closed.

## III. Parking

- a. The driveway in the garden is designed for one car and is monitored by a security camera. Additionally, free parking is available on the street in front of the guesthouse.

## IV. Complaints

- a. If any issues arise regarding the guesthouse during your stay, please notify the host immediately. We cannot accept complaints after your stay has ended!

## V. Payment

- a. The accommodation fee and the tourist tax (included in the price) must be paid via bank transfer before arrival. Detailed information can be found on the website under the “Prices/Booking” section.

## VI. Use of Furniture and Equipment

- a. Please use the furnishings appropriately! Do not remove decorative items from their designated places.
- b. Indoor furnishings and items should not be taken outside to the garden.
- c. If you move furniture or furnishings during your stay, please return them to their original position before departure.
- d. Using the fireplace requires special attention. The guesthouse provides all necessary materials for lighting it, and it is strictly prohibited to use or burn anything else in it. Once the fire is lit, it must not be left unattended until completely extinguished.

## VII. Dining

- a. Do not place objects containing metal in the microwave.
- b. Before departure, please wash any used dishes and utensils and remove perishable food from the refrigerator.
- c. For using the dishwasher and other kitchen appliances, please refer to the instructions. If needed, we are happy to assist.

## VIII. Cleanliness and Cleaning

- a. Upon arrival, the guesthouse is clean and fully prepared for guests. During their stay, guests are responsible for maintaining cleanliness.
- b. Before departure, please do not leave dirty dishes or trash in the guesthouse.
- c. Household waste should be disposed of in the designated bins. Trash is collected weekly, so for longer stays, please empty it into the outdoor bin at least every two days. Additional trash bags are available in the kitchen.
- d. The accommodation fee includes utility costs, bed linen with covers, and final cleaning. For stays longer than one week, cleaning, including linen and towel changes, is provided once a week.
- e. To help maintain cleanliness, please use indoor slippers or house shoes in the guesthouse.

## IX. Garden and Outbuildings

- a. Guests are not permitted to use the house's outbuilding (storage).
- b. The host maintains the garden. Please take care to preserve the plants.
- c. Garden furniture and the barbecue can be used at guests' risk.

## X. Smoking and Fire Safety

- a. Smoking inside the guesthouse is strictly prohibited! It is allowed on the terrace and in the garden, but only with the use of an ashtray.
- b. It is forbidden to bring any flammable materials or items into the rooms.
- c. The use of any open flames is prohibited.
- d. In case of fire, immediately use the fire extinguisher located at the designated spot and call the fire department at 105. Then notify the host.

## XI. Fire Pit and Grill Use

- a. Fires may only be lit in the designated fire pit area, during calm weather, equipped with a bucket of water for extinguishing, and in compliance with current fire safety regulations.
- b. It is strictly prohibited to burn any materials other than the provided firewood and paper.
- c. Never leave a fire or embers unattended, and always ensure the fire is fully extinguished after use.
- d. Use the grill on the lower terrace. The necessary tools can be found nearby.

## XII. Heating and Cooling

- a. The guesthouse can be heated and cooled using the air conditioner, which can be operated with the remote control located on the coffee table.
- b. Additionally, during the winter season, the fireplace can be used for heating. When using the fireplace, the rules outlined in the “Fire Pit and Fire Safety” and “Use of Furnishings” sections apply. All necessary tools for its use can be found nearby.

## XIII. Music and Parties

- a. The guesthouse is located in a residential area, making it unsuitable for loud parties due to the need to respect neighbors’ peaceful rest and comply with local noise regulations.
- b. To ensure neighbors’ tranquility, it is prohibited to make noise, play music, or listen to music between 10:00 PM and 8:00 AM.

## XIV. Pets

- a. Bringing pets into the guesthouse is prohibited without prior permission.
- b. Rules for dogs:
  - 1) The owner must ensure that their dog does not disturb the neighbors’ peace, cause material damage, or endanger others’ safety or health.
  - 2) The owner must prevent the dog from accessing public areas unsupervised.
  - 3) Cleaning up after the dog in the garden is the owner’s responsibility.
  - 4) The owner bears full financial, legal, and moral responsibility for any damage caused by the dog in the guesthouse or its garden.

## XV. Broken or Malfunctioning Items

- a. If any item or equipment breaks or malfunctions during your stay, please notify us immediately so we can replace it or arrange for repairs as soon as possible.
- b. As in any household, items in the guesthouse may sometimes fail or malfunction through no fault of the guests. If you notice any irregularities, please inform the host promptly using the contact details provided below to prevent potential serious damage.

## XVI. Services

- a. Wi-Fi is available free of charge. The password can be found in the information folder at the guesthouse.
- b. The guesthouse offers a pool and a jacuzzi. For details on using these amenities, please inquire with us.
- c. A user manual for the jacuzzi can be found at the guesthouse.

## XVII. Other Provisions

- a. We reserve the right to refuse or immediately remove guests who behave inappropriately or fail to comply with the house rules.
- b. Hosting additional guests is only allowed with prior approval and may take place during the day until 10:00 PM. Without prior approval, it is strictly prohibited.
- c. Lost property: Items left behind at the guesthouse will be kept for one month.
- d. The guesthouse does not assume responsibility or provide compensation for:
  - 1) Damages resulting from natural disasters.
  - 2) Inconveniences or damages caused by network failures or issues with utility providers.
  - 3) Accidents, personal injuries, or property damage.

Thank you for reading and respecting the house rules of our guesthouse.

We wish you a pleasant stay and a relaxing time!

The owners of Kulcs a Kulcshoz Menedék

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