



## CARRIER HOTEL

### RULES AND POLICIES

Hotel guests must accept and comply with the policies. Those who do not abide by the rules or do not comply with the rules, the hotel operator can refuse those guests from the services. If a guest does not know the rules, he or she will not release them.

Our goal is to provide our guests with a peaceful environment during their stay. We ask our guests not to interfere with the rest of the other guests with their behavior!

#### The reception

The reception at Carrier Hotel is open from 07:00 until 19:30 on weekdays, if it's not a holiday. Apart from the reception opening hours, we are not obliged to receive guests. We can make exceptions, for individual and pre agreed cases.

#### Registration

In the opening hours of the reception. The reception at the Carrier Hotel is open daily from 07:00 until 19:00.

- You must complete the application form and present your identity card. Guests arriving at the hotel must register at the reception **one by one** by completing the application form in a readable form.
- For non-EEA nationals or stateless persons, as in the second law of 2007, it is obligatory to request the guest's passport or identity card and to write the information contained therein in the guestbook.
- **The room is available from 14:00 on the day of arrival and until 10:00 am on the day of departure.**
- The guest receives after check-in a key to the room and entrance to the hotel, which they must return at the check-out.

#### Departure

- On the day of departure, guests must leave the room with their luggage and other belongings by 10:00 am and hand over the keys for the room and entrance to the hotel and check-out at the reception desk. If this is not the case, we will have to charge the overnight fee for the next day.
- Loss of the room key and entrance hotel key will incur a fee of HUF 3,000-3,000 each.
- The items in the safe are stored at the latest at check-out at the hotel. **Upon departure you must empty the safe.**
- In case of later departure of the room (after 10 o'clock) the hotel is entitled to charge the extra charge indicated in the price list.
- The guest is required to pay for the stay at the hotel at the latest at check-out.
- In case of refusal of payment for any reason, the hotel is entitled to withhold the possession of the guest in the hotel and to assert the lien.
- When leaving without payment in addition to the police report, the hotel asserts its legal claim against the guest, its costs will be charged to the guest.



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#### **Payment**

- You can pay the bill at the reception during the opening hours of the checkout till between 08:00 and 15:00 daily.
- The guest must pay for the stay at the hotel at the latest before leaving the hotel.
- For longer stays please set up your account every 14 days.

#### **Cancellation policy**

**A cancellation is only accepted in writing (email or letter).**

- 14 days before arrival the order can be canceled free of charge.
- A minimum deposit of 1 day room fee is required 4-13 days before the arrival. For stays of more than 3 nights, the cancellation fee is 50% of the total price.
- If canceled 2-3 days before the arrival date, 50% of the total price of the reservation will be charged as a cancellation fee.
- **If canceled within 24 hours or in case of no-show, 100% of the total value of the order will be charged as a cancellation fee.**

**These reservation-, change- and cancellation conditions only apply to individual bookings.**

#### **Cancellation policy for group bookings of at least 20 people or at least 5 rooms for individual bookings:**

Cancellation 30 days before arrival: free of charge.

Cancellation 15-29 days before arrival: 50% of the deposit, ie 25% of the total price of the reservation.

Cancellation 7-14 days before arrival: the total amount of the deposit, ie 50% of the total price of the reservation.

In case of no-show without cancellation or 6 days before arrival, 100% of the total price of the reservation will be charged as a cancellation fee.

#### **If the group size changes after the booking, the following conditions apply:**

- Group discount is available for at least 20 persons, if the number falls below the current price list is calculated.
- If the number of people in the group does not fall below 20, we can change the number of employees in the 29 to 15 days before arrival, depending on the occupancy, free of charge.
- A maximum of 5 persons (max 2 rooms) can be canceled 14-7 days before arrival if the group size does not fall below 20.
- Up to 1 room can be canceled up to 6 days before arrival, if the group size is not limited to 20 persons.

#### **Breakfast**

- We inform our dear guests, that **the room rate includes breakfast. If you don't require breakfast please indicate it at the reservation or the latest time at check-in, so the breakfast price will not be charged.**



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- You can enjoy breakfast in the hotel's breakfast room between 07:00 am and 10:00 am, when breakfast is included in the room rate.
- Breakfast is served as a buffet (depends on availability).
- We can not offer lactose-free, gluten-free, vegetarian and other specialties. Please inquire about these needs before booking at our reception!
- The hotel offers unlimited food from the breakfast buffet, but no food or drinks can be taken for later consumption. If the guest takes food and / or drinks from the breakfast room for later consumption without prior approval from the hotel, the hotel is entitled to charge 50% of the breakfast price per person / per incident to the guest's account.
- It is FORBIDDEN to bring breakfast items and groceries to the room!
- Cutlery can only be borrowed with information and consent from the staff outside the morning time, which must be returned before breakfast the next morning.

#### Security

- All guests must adhere to the fire safety regulations of our hotel.
- For reasons of fire safety, no electrical appliances may be used in the hotel room, e.g. Immersion heaters, electric kettles, irons etc. and other electrical appliances that do not belong to the usual travel requirements. Laptop, notebook, tablet, camera and camcorder are not included.
- When you leave the room, please always turn off the TV and turn off the lights.
- Do not store flammable, explosive material in the hotel room.
- **In case of fire leave the building immediately. The escape route is marked on the hotel corridors by signposts.**
- Always keep the room closed and close the window and the balcony door when leaving. Protect your values!
- In case of emergency, please call the reception.
- If you find any lost items, then give it to the receptionist!

#### Smoking

- The Carrier Hotel is a non-smoking hotel. Please respect the non-smoker protection law!
- Smoking is permitted in a designated 5 meter non-smoking area in front of the entrance.
- For smoking in the hotel or in the room, a cleaning fee of 30,000 HUF per day will be charged.

#### Hotel facilities, equipment, liability for damage

- The guest must use the equipment of the hotel as intended. However, damage caused by improper use must be reimbursed by the guest or his legal representative at the request of the hotel at the latest before departure.
- The equipment of the hotel can only be removed from the hotel with the prior written consent of the hotel. A rearrangement of the hotel room and the removal of furniture may only be carried out by an employee or an authorized representative. Damage caused by arbitrary modifications will be charged to the hotel guest.
- The transfer of the hotel property is punishable without prior written approval of the hotel. In this case, the hotel will take the necessary criminal and civil action.



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- The guest must inform the hotel about damage to hotel equipment, hotel facilities. The guest is not authorized to fix the failure himself or just to try to fix it. The hotel excludes liability for any resulting damages.

#### **Pets**

The hotel accepts pets for an extra fee. For 1 pet we price is: 1000 HUF/room/night/pet.

If the hotels furniture gets damaged because of the pet, then the owner is obligated to compensate for the damages.

#### **The rest of the guests**

Please respect the rest of the other guests and do not disturb them in a loud voice. Pay special attention to the rest of the others after 22:00 o'clock.

#### **Failure report**

If you find any flaws in the hotel facilities, please inform the reception immediately.

#### **Environmental protection**

Our hotel supports environmentally friendly programs and initiatives. Please help and monitor the negative impact of excessive water and energy use on our environment. Many Thanks!

#### **Visitors**

- Only registered guests can stay in the hotel room. Guests are welcome at the hotel reception.
- The guest is responsible for the behavior of the visitor, including any damages. The hotel excludes liability for damages caused by the visitor to the guest and / or a third party.

#### **Parking**

- There is a limited number of free parking spaces on the east side of the hotel.
- Please note that you are not allowed to leave anything in the car.
- If the guest of the hotel damages another car in the hotel car park, he/she is responsible and must settle the damage directly with the injured person.

#### **Guests under 18 years**

- Guests under the age of 18 are only allowed to use the hotel's facilities with a parent or an authorized person.
- A child under the age of 14 may only stay in the room under the supervision of a parent or a person appointed by him. The child's companions are responsible for the integrity of the child and for any damage he/she causes.
- The hotel staff does not take care of the child.
- A person under the age of 18 is not allowed to drink alcohol in the hotel or smoke in the designated smoking area.



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- Compliance with the regulations must be ensured by a person supervising a person under 18 years of age.

#### **Wi-fi**

- In the hotel free Wi-Fi is available.
- The guest receives the password for the Wi-Fi connection upon check-in. Free Wi-Fi is available until check-out.
- The hotel does not guarantee the continuous operation and availability of the Wi-Fi system.
- The hotel is not liable for direct or indirect damages caused by the use of the WLAN on the guest's device or its contents. The service is used by the guest at his own risk and hazards.

#### **Valuables, things you cannot take to the hotel**

- We would like to point out to our guests that the hotel is responsible for the items – except for the prohibited items that the hotel excludes from bringing in – that were placed in specific location for safekeeping. In the office of the hotel there is a safe for the guests to use. Only until departure can the guest store his/her valuables. Upon storage in the safe there will be made a written proof of receipt with 2 copies for the receptionist and the guest each, which lists the deposited items. After that the items will be locked in the safe. By asking – in the time of the reception opening hours – we can return the items with the signature of both receptionist and guest as verification.
- It is forbidden to bring weapons, fireworks, works of art, jewelry or securities to the hotel.
- The guest is liable for damages caused by the unauthorized thing or for damages incurred by the hotel or a third party.
- When you leave the room, please close the window and the door.
- Please do not leave your belongings unattended in public areas of the hotel!

#### **Lost property**

The found items must be handed in at the reception where they are registered. Food and medicines are destroyed by the hotel within 3 days. We keep the found objects for 3 months. If the legitimate owner of the found object answers, he or she will get back his property after checking his identity. Upon request of the guest, the item can be returned by post: In the form of a receipt, we return the property by post at the guest's expense.

#### **Data protection**

See at Privacy policy

#### **The "Ne Zavarj! Do not disturb! " warning sign**

- We would like to remind our guests to use the warning sign "Ne Zavarj! Do not disturb!" at your own risk.
- By hanging the warning sign "Ne Zavarj! Do not disturb!" at the latch of the room door, the guest points out that the hotel staff should not disturb him/her, knock or enter the room.
- In exceptional circumstances (fire, etc.) without prior call or if the hotel reasonably has reason to believe that in the room anything is endangering or compromising the life, health, physical



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integrity or safety of the guest, he/she will respond to the request. Call not, the hotel staff is entitled to enter the room.

- If the hotel staff finds a "Do not disturb!" On the door handle on the day of departure and the guest does not answer the hotel's call, the hotel staff can enter the room anytime after 10:00.
- If room cleaners in the cleaning time find a "Ne Zavarj! Do not disturb!" warning sign at the outside door handle, the room is not cleaned, and the guest cannot ask for a discount or compensation.

#### **Daily refreshing cleaning**

- The hotel staff carries out once a day a refreshing cleaning in the room (filling of toilet paper, emptying the trash can, embedding - if there is no personal object on the bed).
- From an ecological point of view, the hotel only replaces towels left on the bathroom floor.
- For longer stays, towels are changed every 5 days and bedclothes every 7 days. We can do this on request also at different times.
- If the room is heavily contaminated by the guest's behavior (e.g. vomiting, droppings, etc.) and the room needs to be cleaned or disinfected, then its cost and the cost of contaminated textiles may be fully or partially transferred to the guest.

#### **Disease of the guest, death**

- In case of illness the hotel can offer medical help. The hotel is not responsible for the applied diagnosis and therapy.
- In the case of an infectious disease of a guest, the hotel must proceed under the law 18/1998. (VI.3) act NM. In the case of an infectious disease of a guest, the hotel is entitled to terminate the contract between the guest and the hotel with immediate effect without any refund obligation and to oblige the guest to leave the hotel promptly.
- In case of death of the guest, the hotel must notify the notary and the relatives of the guest if the name and address of any contact person are known.
- In the event of death of the guest, the hotel may charge the costs of the procedure and the reimbursement of any fees paid by the hotel (e.g. transport costs) to the heir and / or relative.
- In the case of a concealed infectious disease (such as psoriasis), the hotel may request the guest to be reimbursed for the special cleaning, disinfection and possibly the back-up costs of the room.

#### **Others**

- The immediate hotel ban is due to unworthy and unrestricted behavior, disruption of the rest of the community and the rest of others, behavioral disorder in morality, noise, constant garbage, violation of the owner's business interests.
- **It is obligatory by the guests to lock the hotel entrance door always after 8 p.m until 7 a.m.**
- In the event of a breakdown or an emergency, the employees of Komthermál Ltd. and the security personnel have the right to act. The instructions of these persons must be carried out immediately!
- The hotel accepts no liability for damages caused by the guest to another guest.
- For damage caused by unusual use or negligence, the guests are liable for damages.
- Komthermál Ltd. assumes no liability for injuries or accidents in the hotel.



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- All guests must follow the guidelines. Komthermál Ltd. is entitled to take action against those who violate the rules.
- The accompanying "customer book" is available to our dear guests to submit complaints or comments.

The rules and policies are an integral part of the hotel contract.

**If you have a question or problem, please contact our reception staff!**

Important Phone Numbers	
<b>AMBULANCE</b>	<b>104</b>
<b>FIREFIGHTERS</b>	<b>105</b>
<b>POLICE</b>	<b>107</b>
<b>GENERAL ASSISTANCE CALL</b>	<b>112</b>

We wish a pleasant relaxation and a nice stay for our dear guests!