



## Camping Rules and Policies

The camping guests are liable to accept and abide the rules that are written in the policy. Those, who do not confess or do not observe the rules and policies may be denied from the service by the campsite management. Not knowing the policies does not relieve the spa guests of its compliance.

### Arrival

In the reception opening hours:

- Guests arriving to the camping are required to fill in an application form one by one at the reception before occupying the campsite.
- The prices include the spa entry, which has to be paid, even if the bath is not used by the camping guests.
- The spa area can be used with an access watch. Its receipt and return is confirmed at the reception by a signature.
- We kindly request all our guests to hang the camping sign received at the check-in on a visible place.
- In case of losing the access watch 2000.- Ft reimbursement fee has to be paid per piece.
- The watch entitles our guests for unlimited use of the external and internal swimming pools, but for using the sauna, sauna-tickets are required which you can purchase at the cash-desk of the spa.
- **Only registered guests are allowed to stay at the campsite, having visitors is possible at the campsite reception.**

### Departure

- Please leave the access watches at the campsite reception at check-out.
- The day of departure you have to leave the camping at 12 o'clock at the latest. If this does not happen, we are compelled to charge the fee for the next day of accommodation as well.

### Reception

*Camping Thermál:* The reception in the Hotel Thermál is open every day between 7am and 7pm.

*Camping Solaris:* The reception is open in months November-February between 8am and 4pm, otherwise between 7am and 7pm.

Beyond the opening hours of the reception we are unable to have guests.

### Payment

- Payment is available at the reception. The opening hours of the reception are seen at the reception as well.
- In case of longer stay, please settle the bill every 14 days.



### **Waste collection, sewage**

Littering in the area of the camping is PROHIBITED! We kindly request all our guests to keep their camp sites and the whole area of the camping clean. Please place the waste in a dedicated collection container. Dropping off hazardous waste on the camping area is impossible. We draw our guests' attention to the fact that camping waste collection containers have to be used only for collecting litter coming from the camp usage. Structure demolition waste, pallets and other non-camping waste collecting in or beside the containers is PROHIBITED. Such garbage will be transported by Komthermál ltd., and the costs are further invoiced for the garbage placing person. Guests using a caravan can collect their waste water only at the designated collection place.

### **Safety**

When leaving the camp area, keep your access watches with you because of an easier identification for the security service.

The Brigetio Spa closes at 8pm. Staying in the swimming pools is allowed until 7:45pm. After the closing time the swimming pools cannot be used.

### **Brigetio Spa**

- At our camping the spa entering payment is required, even if our guests do not use it.
- The camping guests are required to wear their access watches continuously while staying in the area of the Brigetio Spa.
- The camping guests in the spa area must observe the rules and policies of the Brigetio Spa.
- The Rules and Policies can be found on the page [www.komthermal.hu](http://www.komthermal.hu) or also posted in the bath.
- The spa can be used only with the access watches overtaken on arrival.
- The camping guests can use the area of the spa only on foot.
- **In the case of the pools of the Brigetio Spa, the water exchange is indicated at the reception of the campsites. Any water change will occasionally affect only one pool, all other pools will be in operation. The guest acknowledges that he / she cannot claim compensation for water changes. Please consider the above before booking!**

### **Liability for damages**

Please use the equipment of the campsite with due care, the liability for any damage caused is the responsibility of the guest.

### **Pets**

- Pets (cats, dogs) can be taken into the camping for an additional pet fee.
- Owners have to take full responsibility for their health and behavior.



- Pets are not allowed to enter the social and public rooms (Bath, toilet, kitchen, scullery), as well as to the spa area, children playgrounds and sport facilities.
- Pet owners are personally responsible for all property damages, including expenses that pets cause.
- **Dogs have to be kept and walked on a leash at all times.**
- Due to the risk of accidents unattended dogs have to be tied.
- It is the duty of pet owners to ensure that they pick up after their pets.

### **Laundry**

Washing can be done only at the washing facilities (laundry). The key to the laundry is found at the reception. Washing your caravan, tent or car inside the campsite is forbidden.

### **Dishwashing**

Dishwashing can be done only at the dishwashing facilities.

### **Thermál Camping gate**

In order to ensure the good night's sleep the gate of the camping is closed between 11pm and 7am. Beyond these times the gate can be opened only in case of individual requests in advance.

### **Rest for guests**

Please respect other guests and keep noise levels down inside the camping area. Quiet must be especially observed after 10pm.

### **Failure reporting**

If any malfunction is detected in the camping equipment, please immediately notify the reception desk.

### **Fire-protection**

Entering and staying in the camping and the Brigetio Spa implies acceptance of the fire-protection regulations.

### **Valuables**

Guests have to take full responsibility for their valuables in the area of the camping and Brigetio Spa.

### **Others**

- The immediate relegation from the camping is the result of unworthy and uncultured behavior, disturbing the peace and quiet of others and the community, offensive behavior against the public morality, excessive noises, frequent littering, violation of the camping business interests.



- Drivers must obey the traffic regulations in the area of the camping and throughout the spa as well, within the camping area the residential zone rules are applied. The maximum speed on the campsite road is: 5 km/h.
- We kindly request our guests to use their vehicles within the campsite between 10pm and 6am only in reasonable cases. The gate between 11pm and 7am is locked, opening the gate should be arranged with the guard duty.
- All over the campsite, everyone is obliged to comply with the fire safety, accident protection, the water safety, public health and other regulatory requirements.
- In case of disruption or emergencies, the employees of Komthermál Kft. and the security personnel have the power to act. The instructions of these people have to be executed under any circumstances!
- In case of damages by abnormal use or negligence, caused by the guests, a compensation charge is required.
- For any injury, accident happening at the campsite the Komthermál Ltd. does not take the responsibility.
- Please, leave the safety lanes next to traffic routes free.
- Digging drainage ditches, as well as drain sewage into the ground is prohibited due to environmental regulations.
- All guests are required to comply with the rules and policies. Against those who break the rules the campsite is entitled to take measures.
- To register any complaints or comments, the "Book of Customers" is available to our dear guests for this purpose.
- **There is regular mowing in the area of the Brigetio Spa and its campsites, as well as in the area of wooden houses which unfortunately comes with a noise. In the case of the spa area the lawn must be mowed until 9 am in the morning before the opening, in the case of the wooden houses and campsites, the lawn will be mown between 9 am and 12 pm and from 1 pm to 3 pm. The guest acknowledges that they cannot claim compensation for mowing and the associated noise effects. Please consider the above before booking!**

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

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



<b>Solaris Camping and Apartments</b> <b>Tel:</b> +36 (34) 342-551 / Extension 13 <b>Mobil:</b> +36 30/563-5841 <b>E-mail:</b> <a href="mailto:repcio@komthermal.hu">repcio@komthermal.hu</a>	<b>Thermal Hotel and Camping</b> <b>Tel:</b> +36 (34) 341 222 or +36 (34) 342-447 <b>E-mail:</b> <a href="mailto:thermalhotel@komthermal.hu">thermalhotel@komthermal.hu</a>
Security service	At the Solaris Campsite Reception, at the Thermal Hotel & Camping Reception and at the Brigetio Spa Cash-desk

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

Valid from 11<sup>th</sup> August 2021.

