



## THERMÁL 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 the Thermal Hotel is open daily from 07:00 until 19:00. Beyond the opening hours of the reception, we can not receive guests. Apart from that, we can only do this in individual, pre-agreed cases.

#### **Registration**

In the opening hours of the reception. The reception at the Thermal 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 Hotelgram system.
- **The room is available from 14:00 on the day of arrival and until 10:00 am on the day of departure.**
- For earlier occupancy of the room (before 14:00), the hotel is entitled to charge the extra cost indicated in the price list.
- After check-in, the guest will receive a key for the room, which must be returned to the reception upon departure.
- Guests of the Brigetio Spa can use the entrance watch, its receipt and return at the reception is confirmed by their signature.

#### **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 key and check-in 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 will incur a fee of HUF 3,000. In case of loss of the bath entrance watch a fee of 2000 HUF per admission hour has to be paid.
- The items in the locker or in the safe are stored at the latest at check-out at the hotel. Upon departure you must empty the locker and the storage room in 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 17:50 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).**

- 1 days before arrival the order can be canceled free of charge.
- **If canceled within 24 hours or in case of no-show, 30% 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. We kindly inform our guests that if you do not use the breakfast ordered during your booking due to your own behavior (for example, a delay or you do not wish to have breakfast), the breakfast will still be charged.
- 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 or as a menu (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!



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- Breakfast for children is payable between 3 and 6 years.
- 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

- There is a camera system in the building and in the outdoor environment to ensure 24/7 ownership and personal security for guests and the hotel, while continuously taking pictures and storing them. It is strictly forbidden to damage, bend or obscure these devices. The recordings are kept for the duration of the legal period. For more details: <http://www.komthermal.hu/adatvedelem>
- The hotel staff has the right to check the arrival of the guest in the hotel on arrival, and is entitled to withdraw the guest if his behavior is incompatible with the rest of the guests, and in some cases (eg, arrest) the guest can be intercepted as well.
- All guests must adhere to the fire safety regulations of our hotel and Brigetio Spa.
- 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!
- Please wear the entrance watch in the spa and on the campsite to facilitate identification for the security service!
- In case of emergency, please call the reception.
- Find the lost items at the reception!

#### Brigetio Spa

- If the room rate includes entry to the Brigetio Spa, guests will receive an entry watch upon check-in. The guest can only use the services of the spa appropriately if he is aware of his or her own health, physical and mental state. The hotel and Brigetio Spa exclude all liability for any damage or injury resulting from the use of the spa, sauna, steam bath and salt room, which are not in accordance with the guest's condition.
- Please note the guidelines of the Brigetio Spa in the swimming area. The guidelines can also be found at <http://www.komthermal.hu/hazirend> or in the bathroom.
- With the wristwatch you can use the outdoor and indoor pools indefinitely. However, you must buy the sauna ticket for the sauna at the cash desk of the spa.



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- Guests of the hotel can use the spa daily from 4.30 am.
- The Brigetio Spa closes at 20:00. In the pools you can stay until 19.45. Pools can not be used after closing time.
- Children under 14 are not allowed to visit the Sauna World! We draw the parents' attention to the fact that the sauna world can be used on Tuesdays and Sundays WITHOUT SWIMSUIT. On these swimsuit-free days (Tuesday, Sunday) in the sauna world wearing swimwear is prohibited. In the relaxation room, the intimate body parts are covered with a towel. The splash pool can only be used naked. For more details: <http://www.komthermal.hu/hazirend>
- You must wear the spa entrance watch during your stay at Brigetio Spa.
- In the wellness area guests can only walk.
- **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!**

#### **Smoking**

- The Thermal 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.
- 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 does not accept pets for health reasons.

#### **Hotel Thermál gate**

To ensure the night's sleep, the gate of the Thermal Hotel is closed from 23:00 to 07:00 am. Only with an individual inquiry we can deviate from it.



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### **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.

### **Air conditioner**

When occupying the superior room with air conditioning you will get a remote control at the reception and it will be also explained how the device works. On the day of departure, switch off the air conditioning and leave the remote control at the reception.

### **Parking**

- There is a limited number of free parking spaces on the north side of the hotel.
- In the hotel area and in the camping, only vehicles under 3.5 t can be parked, which can be driven with a driving license class B. The above prohibition does not apply to caravans.
- If you want to park a more than 3.5 t vehicle, please contact our reception.
- The Hotel Thermál and Camping as well as the entire area of the spa are subject to the rules and regulations of the traffic sign. Within the hotel area, the campsite's terms and conditions apply to the campsite! Top speed for all vehicles: 5 km / h.
- 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 care about 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.

#### **Phone**

The room telephone can only be used to inform the reception.

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

- We would like to point out to our guests that the hotel is responsible for all damages (except the intake of not allowed items), which the guest has placed at the specified location in the hotel. In the hotel lobby there is a locker for our guests. The key is available on request at the reception. We keep a record of the key handover. You can keep your valuables in the locker until you check out. Thereafter, the hotel staff has the right to empty the cabinet and bring the contents to the guest's residence at the guest's expense. *In our locker our guests can store up to 50,000 HUF. The use of the locker is free. If the key is lost, a fee of HUF 2,000 will be charged upon departure.*
- Items worth over HUF 50,000 are in the hotel safe in a separate, locked, numbered container. When placing the item(s) in the safe, you will receive a two-piece delivery confirmation, one copy of which will be kept by the guest and the other by the reception. The items are then locked, one key at the front desk and the other at the guest. On request - during the opening hours of the reception - we return the items, which are confirmed by the signature of both parties - guest and receptionist. The maximum size of the object to be placed in the vault must not exceed the size of the container: 100 (height) x 355 (width) x 240 (depth) mm. It is not possible to save objects larger than this size.
- It is forbidden to bring weapons, fireworks, works of art, jewellery 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 the spa or public areas of the hotel!





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#### **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 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 linen every 7 days. We can do this on request also at different times.
- The bathrobe must be left at the reception upon check-out, otherwise it will be charged.
- 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.



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- 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.
- We ask our guests to drive at the campsite from 22:00 to 06:00 am only if justified. The gate is closed between 23:00 and 7:00 am. Check with the security guard for the gate opening.
- 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 or spa area.
- 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.
- **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!**





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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	
AMBULANCE	104
FIREFIGHTERS	105
POLICE	107
GENERAL ASSISTANCE CALL	112
Security service	At the Solaris Campsite Reception, at the Thermal Hotel & Camping Reception and at the Brigetio Spa Cash register

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

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

