



# IMOLA GARDEN

VENDÉGHÁZ

## HOUSE RULE

Dear guests!

The aim of our house rules is to ensure that our guests can relax with the necessary information.

Only those guests who accept and comply with the rules described in the house rules for themselves and their relatives can live in the Imola Garden Guesthouse. They also take responsibility for damage caused by non-compliance with the policy. The policy applies to all guests staying at the Imola Garden Guesthouse.

### 1. Liability

1.1 Guests are financially responsible for damages resulting from improper use of the Imola Garden Guesthouse or violations of the house rules.

1.2 Damage caused in the accommodation area must be compensated by the person responsible for the damage or his legal representative.

1.3 We are not responsible for personal items brought into the Guesthouse area, including its park. The guest is obliged to take care of his personal belongings and valuables. Equipment belonging to the Imola Garden Guesthouse cannot be taken from its premises, even temporarily.

1.4 In the Imola Garden Guesthouse and its park, there are several areas and devices that can be dangerous if used improperly - everyone uses them at their own risk (fire pit, stairs, garden grill, etc.)

### 2. Complaint

2.1 If any problems arise during your stay with the Guesthouse, please notify to the reception staff immediately. We cannot accept subsequent complaints!

### 3. Arrival and departure

3.1 The accommodation can be booked on the day of arrival from 14:00 to 18:00 and is available until 10:00 on the day of departure.

3.2 Upon registration, guests receive a room key, a building key, and an entrance gate key which requires the accurate filling out of the registration form and the reading of personal documents (even under the age of 14). If the keys are lost, a compensation amount (HUF 10 000) will be charged upon departure.

3.3 Under the terms of operative legislation, from 1<sup>st</sup> September 2021 certain personal data required by law shall be recorded for every guest using accommodation services in Hungary in property management software with the aid of a document reader, and be transmitted to a storage space, the Closed Guest



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Information Database (VIZA in Hungarian). For guests younger than 14, the accommodation provider may record the above data on the basis of data provided by the guest's representative (e.g. parent, guardian).

3.4 The accommodation can only be used by guests in the pre-arranged number of guests, which can be checked by the staff without prior notification.

3.5 When leaving the accommodation, you must hand in the keys at the reception and pay the remaining costs.

3.6 When leaving the rooms, please turn off the water and electricity, close the window and lock the door! Also, please always close the external passenger gate.

3.7 In the case of a separate payment, it is possible to book the accommodation at an earlier time or to stay longer on the day of departure. In both cases, prior consultation is required, and an additional fee is payable.

3.8 Upon departure, the rooms will be inspected, and in the event of any damage, the resulting costs will be reimbursed by the guest on the spot.

#### **4. Guests under 14 years of age**

14.1 A child under the age of 14 may only stay at the accommodation under the continuous supervision of a parent or other competent person authorized by him/her. The child's attendants are responsible for the safety of the child and for any damage caused by the child.

14.2 Guests under the age of 14 may use the services of our guest house only when accompanied by a parent or other competent person entrusted by them.

#### **5. Payment**

5.1 We can only guarantee reservations against a 100% advance payment, which can be arranged with any of the payment methods mentioned below.

5.2 If for some reason you leave the accommodation before the end of the period you reserved, in advance, you are also obliged to pay the accommodation fee for the booked nights.

5.3 The remaining amount in addition to the deposit, as well as the tourist tax, must be settled at the reception after check-in, but at the latest before check-out.

5.3 Payment methods: cash, bank card.

5.4 It is possible to extend your stay on the day of departure, subject to availability. Ask the reception staff about the extra fee.



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### **6. Pet**

6.1 Pets are not allowed in the Imola Garden Guesthouse.

### **7. Emergency**

7.1 In the event of a fire, start rescue immediately and call the fire department at 112 and then the reception staff!

### **8. Listening to music and holding parties**

8.1 The Imola Garden Guesthouse is in a residential area, so it is not suitable for organizing loud parties due to the undisturbed rest of the neighbours and other guests, as well as the local silence ordinance.

### **9. Smoking and fire protection**

9.1 Smoking (also applies to electronic cigarettes and IQOS!) and using incense is forbidden in the buildings.

9.2 Smoking is forbidden in the entire area of Imola Garden - including the buildings and the entire area of the park - only in the appointed area (appointed smoking area).

9.3 It is forbidden to bring any kind of flammable material or device into the rooms. The use of open flames of any kind (e.g., candles) is forbidden!

9.4 Guests under the age of 18 may not drink alcohol or smoke at the accommodation.

9.5 All guests must comply with the fire safety regulations.

### **10. Barbecue**

10.1 There is an appointed barbecue facility in the garden. You can only use the mentioned devices in compliance with the fire protection rules.

10.2 Fires may only be made in the appointed fireplace in calm weather, in compliance with current fire safety regulations. The burning of materials other than the firewood and paper available to guests (e.g., plastic, rubber) is strictly forbidden.

10.3 The fire/embers should never be left unattended, and the fire should always be extinguished when the fire is finished.

10.4 For fuel (wood or charcoal), please ask the reception staff.



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### **11. Parking**

11.1 The park and the car park are monitored by camera. The valid RULE OF THE ROAD apply in the driveway and parking area. The permitted speed limit is 5 km/h.

11.1 A maximum of 20 cars can be parked in the Imola Garden area.

11.2 Please, park your cars in such a way that other guests are not restricted in their free movement/parking!

11.3 Please leave the cars in the appointed parking area and lock them at your own risk.

11.4 One parking place is provided free of charge for our guests.

11.5 It is not possible to carry out major installations on the vehicle in the parking area. Minor repairs and maintenance are permitted if the cleanliness of the area is not endangered.

### **12. Use of furnishings**

12.1 Please use the furnishings as intended. Please do not take decorative items from their place.

12.2 Please do not take indoor furnishings and household items (beds, bedding, mattresses, etc.) into the garden.

12.3 If the furniture and fittings are moved during the stay, we would ask that they be rearranged upon departure.

12.4 If you notice any failure, please report them to the staff immediately, we cannot accept subsequent complaints.

### **13. Cleanliness and cleaning**

13.1 Upon arrival, the accommodation rooms receive guests in a clean and tidy state, if there is a problem with cleanliness, please let us know immediately, we cannot accept subsequent complaints. Guests are responsible for cleanliness during their stay. We do not clean during their stay.

13.2 When leaving, please do not leave unwashed dishes or garbage in the shared kitchen.

13.3 The accommodation fee includes utility bills and other overhead costs, bed linen with cover, and final cleaning.

13.4 In order to maintain cleanliness, please use change shoes or slippers in the rooms.



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### **14. Meals and use of the kitchen**

14.1 At the accommodation, you can book a room with self-catering or continental breakfast.

14.2 We ask our guests not to eat in the rooms! The kitchen is used for meals, please keep it clean!

14.3 The rooms do not have a kitchen. Bringing in food is strictly forbidden.

14.4 Do not put metal objects into the microwave oven.

14.5 Before leaving, please wash used dishes and cutlery and remove perishable food from the refrigerator.

### **15. Breakfast service**

15.1 Continental breakfast is available every morning between 8:00 a.m. and 10:00 a.m. in the dining room attached to the reception building.

15.2 If the room price reserved by the guest does not include the continental breakfast, it is possible to request it at the reception, for an additional fee, until 10 a.m. the day before the breakfast.

15.3 In the event that you would like to use the breakfast outside of the time slot indicated above, please let our colleagues know at the reception.

15.4 In case of food sensitivities or food allergies, we are unable to provide special meals.

15.5 You can check the food allergens in the breakfast on the list posted in the dining room, or you can ask our colleagues for help.

15.6 The table-top coffee machine in the dining room operates in a self-service manner, you can of course contact our colleagues for help. Be sure to ask the staff to charge the device.

### **16. Garbage disposal**

16.1 Household waste can be collected in kitchen and bathroom bins. If these become full during your stay, please empty them into the large black bin at the entrance. For another garbage bag, please inquire at the reception.

### **17. Heating**

17.1 The guesthouse and villa building have gas central heating; the desired temperature of the rooms can be set using the heads of the thermostatic radiator valves on the radiators. Value 3 is ~19. °C, the value of 4 is ~21. °C, while value 5 is corresponds to ~23°C.



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### **18. Cooling**

18.1 All rooms of the accommodation are equipped with air conditioning. Please use the devices as intended.

18.2 You can control the air conditioning in the guest house's rooms by using the control unit on the wall next to the front door.

18.3 To control the air conditioning in the rooms of the Villa building using a remote control.

### **19. Energy**

19.1 We attach great emphases to environmental awareness in the entire area of Imola Garden. Please help us save energy. If you are not in the room, do not leave the lights on, turn off the water taps after use!

19.2 Ventilate briefly during the heating period. Before leaving the room, set the radiator thermostat to 3-4. Windows and entrance doors are carefully closed behind them.

19.3 The use of the air conditioning equipment is free of charge, but we ask that the doors and windows be closed during the use of the equipment to save energy. When leaving for any reason, turn off the devices.

### **20. Garden/Gate**

20.1 The garden is taken care of by the staff. Please take care of the health of the plants.

20.2 The entrance gate must always be locked. Our guests who have checked in have their own keys, new arrivals must ring the bell.

### **21. Broken or damaged items**

21.1 If any equipment breaks or breaks down during your stay, please notify us immediately so that we can replace it as soon as possible or take care of the repair.

21.2 As in all households, in the Guesthouse it may happen that something breaks down or breaks down through no fault of the guests. If you notice any abnormalities, to prevent possible serious damage, please report it to the reception staff immediately via one of the contact details below.

### **22. Found objects**

22.1 Found items can be handed in to the reception staff, where they will be registered.

22.2 Food, food-type articles and medicines are destroyed by the staff.



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22.3 The staff keeps the objects that can be stored for 10 days. If the rightful owner of the found object comes forward, he can take over the object by presenting and signing a document proving his identity, as well as in exchange for the reimbursement of the costs incurred for safekeeping.

### **23. Wifi**

23.1 There is a Wi-Fi system in the entire area of the guesthouse, the use of which is free of charge.

23.2 The guest receives the Wi-Fi connection password upon check-in, at the same time as receiving the keys.

23.3 The staff does not guarantee the continuous, uninterrupted operation and availability of Wifi.

23.4 The staff assumes no responsibility for direct or indirect damage to the guest's device or its contents during or as a result of using Wifi. The guest uses the service at his own risk and responsibility.

### **24. Other provisions**

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

24.2 Disrespectful and uncivilized behaviour, disturbing the peace of others and the rest of the community, behaviour that offends public morals, loudness, continuous littering will result in immediate relegation from the Guesthouse. Anyone who continues the damage-causing activity even after the warning is obliged to leave immediately after the assessment and payment of the damage caused!

24.3 In consideration of the silence order and our other guests, please refrain from all kinds of noisy activities! Furthermore, we ask that you drive quietly in the buildings when you arrive home at night or in the morning!

24.4 In all cases, theft or intentional damage will result in a police report.

24.5 Visitors to the accommodation can only be received during the day, with the permission of the staff.

24.6 The Imola Garden Guesthouse cannot be held responsible for damages resulting from events other than its own fault (e.g., natural disaster, power outage, etc.).

24.7 By using the accommodation, it goes without saying that the guest has read, understood, and accepted the rules.

Thank you for reading and respecting Imola Garden Guesthouse's policy.

We wish you a pleasant relaxation and a good rest!

Management of the Imola Garden Guest House



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**Imola Garden Vendégház**

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