**House Rules**

Welcome to Madarász Delux Guesthouse!

Our aim is to ensure your pleasant stay and to avoid any misunderstandings, so please read the following policy carefully and adhere to it during your stay. By booking, the policy is deemed to be accepted.

Our guest house is run as private accommodation.

NTAK registration number: MA24095403, MA24095722, MA24093810

Contact:

Madarász Delux Vendégház - Horváth Krisztina

8220 Balatonalmádi, Madarász Viktor utca 3,5,7.

Tel: +36-30-894-2663

E-mail: horvath.kriszta5@gmail.com

* Upon arrival or before arrival, the guest is required to hand over/transmit to the accommodation provider his/her personal documents (passport or identity card, address card) - or copies thereof - necessary for the purpose of registration and payment of the tourist tax. Guests may only occupy the house after payment of the full participation fee.
* Payment terms are as follows: 30% deposit payable at the time of booking, the remaining 70% payable 1 week before arrival.
* The total participation fee is the total number of days booked in advance. In case our guests decide to interrupt their stay earlier, we will not be able to refund any money.
* **Accommodation can be booked from 14:00 on the day of arrival.** If you arrive after 20:00 in the evening, please inform us by telephone so that we can meet you personally. Our apartment is a family business, so we are available personally on arrival and departure, and in other cases, especially on the day of arrival and departure, for any request/question 24 hours a day. **Contact us on** +36-30-894-2663.
* Please **hand over the house by 11:00 on the day of departure**. We will arrange this before your arrival or during your stay. (Early arrival, late departure at extra charge, subject to availability.) The owner will be available on arrival and departure at the time of your arrival and departure, if requested in advance.
* The property is open to visitors during the day only, with the permission of the owner. Only the number of guests indicated in the reservation may use the accommodation. Only registered guests may stay in the entire property. Registered guests may receive visitors only with the permission and consent of the owner. Strangers are not allowed in without the permission of the host.
* Guests will be given a key to the house and the external gate on arrival, which they are kindly requested to hand over on departure.
* By arrangement, small and large dogs may be brought into the apartment, but please take extra care to ensure that they do not cause any damage. For any other pets, please ask for the owner's permission/approval.
* If you arrive by car, free parking for two cars is available in the courtyard.
* Please refrain from noisy activities in view of the silence ordinance and the residents of the area! Especially after 10 pm. No noise and parties are allowed in the building and garden. Please refrain from any noisy activities between 22:00 and 8:00! When returning home at night and at dawn, please do not make any noise on the street or in the building.
* Smoking is only allowed on the terrace or in the garden, strictly prohibited in the apartment building! This request applies to all alternative tobacco products. Please dispose of cigarette butts in the ashtrays provided for this purpose!
* We are not responsible for any personal belongings left in the rooms!
* Please keep the house tidy, take care of the furniture and do not take them out of the house (e.g. towels, pillows, blankets).
* The house is equipped with spices and cleaning products in the kitchen, as well as cosmetics, toiletries and laundry products in the bathroom. Guests are welcome to use them.
* When leaving the guest house, please turn off the water, turn off the lights and air conditioning and close the roof windows. Please leave the guest house in the same condition as when you arrived, as the final cleaning included in the price is not general cleaning. Otherwise, an extra charge of 10 000 HUF per apartment will be made. To protect your own and other people's valuables, please close the front door, windows and garden gates carefully when leaving the apartment.
* Keys should be kept in a safe place. Lost keys must be reported immediately! The costs of changing the locks and copying the keys must be reimbursed to the landlord.
* No flammable materials or objects of any kind are allowed in the rooms. The wood-burning fireplace is used in extreme cold, otherwise the air conditioning and oil radiator provide warmth.
* Damage caused on the premises of the accommodation shall be compensated by the person who caused the damage or his/her legal representative. Please use the furniture and equipment of the guest house as intended. We are not liable for any material damage or accidents resulting from improper use of the building and its equipment and accessories. Any damage resulting from improper use of the building or from a breach of the rules of the house is the financial responsibility of the guest or his/her legal representative. In every household, including this one, there may be a breakdown or damage through no fault of the guest. Please report this to us immediately to avoid major damage! No claims will be accepted afterwards!
* We cannot be held responsible for personal valuables (e.g. money, jewellery, etc.) left unattended!
* Please do not eat in the rooms! Please use the dining room or the kitchen for meals. After using the kitchen, please leave the utensils clean and place the daily garbage and food waste in the garbage bin by the street gate, in accordance with the sanitary regulations.
* We reserve the right to select our guests. We cannot accept drunk or aggressive guests! The owner reserves the right to refuse to accept guests who behave in a disorderly manner and do not respect the house rules, or to remove them from the guest house!
* In case of violation of the policy, the accommodation may be cancelled by the owner. In this case, guests will not be refunded for any remaining days.
* By using the accommodation, it is understood that the guest has read, understood and accepted the terms and conditions of the policy.
* Other facilities available on request from the owner: baby cot + baby bedding.
* For longer stays a weekly change of bed linen and cleaning is provided.
* Please close windows when using air conditioning and heating. Please treat the equipment and utensils as your own, so that they can be used again for your comfort the next time you stay.
* If you are satisfied with the service, please write a review to horvath.kriszta5@gmail.com. Any complaints will be taken into consideration, and we will try to resolve them personally from 09:00 to 20:00.
* Free WiFi is available in the building. The password is in the information booklet.
* The apartments are equipped with smoke detectors. When you are alerted, please make sure that there is a fire. Please report the alarm to us immediately, use the fire extinguisher provided and call the fire brigade immediately on 112. In case of accident or sickness, you can also call emergency number 112.
* The toilet is equipped with a sewage system, so please do not throw anything in it except toilet paper. Please put everything else in the bin. In the event of a blockage, 30.000 Ft will be charged for the call out of the technicians. Thank you for your cooperation!
* Please note that we cannot be held liable for any damage caused by events beyond our control (e.g. power cuts, hail, fire, natural disasters). Thank you for cooperating with us to ensure that you and other guests have the best possible stay.

We wish you a pleasant stay and relaxation!