

HOUSE RULES

GUESTHOUSE REGULATIONS:

- ❖ The accommodation strictly provides lodging services only.
- ❖ Loud behavior is **PROHIBITED** in shared areas, hallways, and the courtyard.
- ❖ The guesthouse does **not** have a buffet or restaurant! (There is a restaurant and café located 50 meters from the guesthouse.)
- ❖ Bringing **alcohol, intoxicating substances, cooked meals, space heaters, or irons** into the guesthouse is **STRICTLY PROHIBITED!**
- ❖ The kitchen is for **staff use only**.
- ❖ Rooms can be occupied **between 14:00 and 18:00** on the day of arrival.
- ❖ On the day of departure, please vacate the room **by 10:00**.
- ❖ Payment can be made **in cash or with a SZÉP card**.

Business Policy and Terms of Service

How to Use the Services and Booking Conditions:

- ❖ Bookings can be made via **email or phone**.
- ❖ Submitted bookings are considered as **confirmed reservations**.
- ❖ Bookings must include the **guest's name, address, and arrival/departure dates**.
- ❖ **Cancellation Policy:** Guests are required to notify the guesthouse **in writing** of any cancellations, modifications, or other changes to their reservation **prior to the start of the service**.
- ❖ For individual bookings, **cancellation without penalty is possible up to 2 days before arrival**. Failure to cancel within this period or a no-show will result in a **cancellation fee equal to one night's stay**.
- ❖ Rooms may be occupied between **14:00 and 18:00 on the day of arrival**. Please inform us in advance of your expected arrival time.

Payment Terms:

- ❖ The cost of the ordered services can be paid **on-site in cash, by SZÉP card, or by bank transfer in special cases**.
- ❖ For SZÉP card payments, the guest may be asked to present **valid identification** (ID card, passport, or driver's license) to verify card ownership.

Pricing:

- ❖ The basic accommodation fee includes **lodging with breakfast, internet, and cable TV access**.
- ❖ **Tourist tax is not included** in the prices and must be paid on-site.
- ❖ The guesthouse **reserves the right to change prices**.
- ❖ For current prices, please visit our website: www.harsfapanzio.com

Child Discounts:

- ❖ Discounts apply only to children sharing a room with their parents.

Guest's Rights and Obligations:

- ❖ Guests have the right to use the **booked room and all standard services** provided by the guesthouse.
- ❖ Guests may file **complaints** regarding services during their stay.
- ❖ Guests are obliged to pay for the services **within the agreed terms**.
- ❖ Guests must ensure that **children under 14** under their care are always **supervised by an adult**.
- ❖ If a guest **leaves the room permanently before the end of their booking period**, the guesthouse is entitled to demand **full payment** for the reserved time.
- ❖ Rooms vacated before the reserved period ends **may be resold by the guesthouse**.

Liability and Compensation:

- ❖ The guesthouse may terminate the contract **with immediate effect** and deny services if the guest:
 - Uses the facilities improperly or damages the room,
 - Behaves offensively or disrespectfully towards staff or other guests,
 - Is under the **influence of alcohol or drugs** to a significant extent,
 - Displays **threatening, offensive, or otherwise unacceptable behavior**,
 - Suffers from a **contagious disease**.
- ❖ The guesthouse is liable for **loss or damage to guest property**, unless the damage was caused by circumstances outside the control of the guesthouse or due to the guest's own negligence.
- ❖ The guesthouse is liable for **valuables, securities, or cash** only if these were **explicitly handed over for safekeeping**.
- ❖ Guests must report any **damage or loss** to the guesthouse immediately.
- ❖ If the guest **fails to report the damage at the time it occurs**, the guesthouse may only be liable **under general legal principles**, and the guest bears the burden of proof.

Guesthouse Rights:

- ❖ If a guest becomes ill and is unable to act on their own behalf, the guesthouse may **offer medical assistance**.
- ❖ In the case of illness, the guesthouse may claim **reimbursement for costs**.
- ❖ Guests are **fully liable** for any damage caused to the property or furnishings.
- ❖ If a guest fails to pay for used or ordered services, the guesthouse is entitled to **claim a lien on personal belongings** brought by the guest.
- ❖ The guesthouse must handle personal data in accordance with **Act LXIII of 1992** on data protection and related regulations.
- ❖ The guesthouse may use the **guest's personal data only for service-related purposes**.

The guest and the guesthouse agree to attempt to resolve any disputes amicably. If no agreement is reached, they will submit the matter to the Tamási District Court.

By signing the guest registration form, the guest acknowledges and agrees to be bound by the General Terms and Conditions.

The guest, as the contracting party, accepts and acknowledges these fundamental terms and conditions.

