

HOUSE RULES



Kató Apartment

Dear Guests!

The purpose of our house rules is to ensure the safety of our guests and the undisturbed enjoyment of their stay. For this reason, we kindly ask you to read and follow these regulations. By occupying the accommodation, we assume that you have read and accepted the house rules.

Only those guests may stay in our guesthouse who accept and comply with the rules described herein, both for themselves and their companions.

1. Check-in and Check-out

- **Check-in:** from 14:00 on the day of arrival via smart lock. Entry is granted using the 4-digit code automatically generated upon booking.
- **Check-out:** by 10:00 a.m. on the day of departure. The 4-digit door code received upon booking will only work until this time.

The accommodation fee and the tourist tax must be paid at the time of booking. In the event that you leave the accommodation before the end of your reserved stay, we are unable to provide a refund.

Guests receive the entry code for the door lock when the booking is confirmed.

2. Registration

- A valid ID card or passport is required.

Presentation of an identity card or passport is carried out simultaneously with the booking through the automatic system (the accommodation provider is legally obliged* to perform electronic identification).

3. Check-out

On the day of departure, the guest must vacate the room and the parking area with all belongings by 10:00 a.m. The door code received upon booking will ONLY work until 10:00 a.m. Please leave the keys, TV remote control, and any items provided by the accommodation inside the apartment.

Late departure will incur an extra charge.

Guests are required to settle payment for any services used no later than before their final departure.

Leaving without payment will result in a police report and legal proceedings.

Only registered guests (name, address, nationality) may stay in the guesthouse. Guests are responsible for the behavior of their visitors, including any damages caused. The accommodation does not assume responsibility for any damage caused by visitors to the guest or to third parties.

Guests beyond the booked number of people may not stay in the rooms of the accommodation.

** Use of digital document readers and transmission of data has been mandatory since 1 September 2021 under Government Decree 235/2019 (X.15.) implementing the Act on the state tasks for the development of tourist areas.*

4. Use of Facilities and Safety

Guests are obliged to use the equipment and furnishings of the accommodation at their own risk and in compliance with safety rules.

Outdoor and children's toys may only be used under parental supervision.

Furnishings and equipment may only be removed from the premises with prior permission of the owner. Rearranging rooms, furniture, or the yard also requires permission.

Any malfunction of equipment must be reported immediately (via email, phone, or SMS). Guests are not permitted to attempt to repair equipment themselves. The accommodation does not accept liability for damages or accidents resulting from such attempts.

Use of the hot tub (wooden tub) in the yard is only permitted after handover and start-up.

5. Wifi

Free Wi-Fi is available. The Wi-Fi password is posted inside the apartment.

Continuous, uninterrupted service cannot be guaranteed. The accommodation accepts no liability for direct or indirect damage to guests' devices or data resulting from the use of Wi-Fi. Use is at the guest's own risk.

6. Air Conditioning

Use of air conditioning is free of charge.

Please avoid continuous daytime use of the A/C – in such cases, the unit will be switched off remotely.

7. Safety

Fire extinguishers are located on the outdoor terrace and in the entrance hall of the main building. In case of fire, guests must immediately evacuate the building and notify the host.

8. Locking

Always lock the guesthouse, building, and gate when leaving.

Guests may not use personal electrical appliances (irons, kettles, coffee machines, etc.) in the rooms without permission, except for common travel necessities.

9. Prohibited Items

The following may not be brought onto the premises:

- corrosive or flammable chemicals and substances classified as hazardous,
- materials deemed fire- or explosion-hazardous by law,
- fireworks, firecrackers, or their components,
- waste or environmentally harmful substances,
- psychotropic substances.

If prohibited items are brought in without prior written consent, the accommodation may remove or have them removed at the guest's expense and accepts no liability for resulting damages.

Smoking and the use of e-cigarettes are prohibited in all areas of the building, including common areas, except at designated smoking spots.

Staff are entitled to remind guests and any other persons on the premises to comply with the house rules. Everyone must follow these instructions. If the accommodation is fined by the authorities due to violations, the fine will be charged to the offending guest.

10. Entry by the Host

In extraordinary situations (e.g., fire, terrorist threat, etc.), or when there is reason to believe that a guest's life, health, safety, or property is at risk, and the guest does not respond to phone calls, the host may enter the room without prior notice.

11. Cleaning

Apartments are handed over clean and disinfected. Daily cleaning is only available upon request for an extra charge.

Please empty the indoor bins (bathroom and living room) into the designated recycling containers regularly.

For stays longer than one week, linen and towels will be changed, and cleaning provided – with your consent – at an agreed time.

12. Laundry and Ironing

An iron and ironing board are available upon request.

Laundry and ironing are offered for an additional fee. Upon request, we will arrange laundry, ironing, or dry-cleaning through a third-party service provider, but we accept no responsibility for their work.

13. Parking

Parking in the yard is free of charge. Traffic rules (KRESZ) must be observed; speed limit is 5 km/h.

Guests are directly liable to the damaged party for any damage they cause to another vehicle.

Major vehicle repairs or maintenance are not permitted; only small repairs are allowed, provided cleanliness is maintained.

14. Illness of a Guest

If a guest becomes ill during their stay and cannot act on their own behalf, the accommodation will offer medical assistance. The guest uses such services at their own risk. The doctor is not an employee or agent of the accommodation, and the accommodation accepts no liability for diagnosis, treatment, or consequences.

In the case of an infectious disease, the accommodation may terminate the contract immediately without refund or compensation, and the guest must vacate the premises with their belongings at their own expense within the time set by the host.

15. Disturbances

For the peace of all, between 22:00 – 08:00, loud noise, music, shouting, or disturbing TV/radio volume is prohibited (except during programs or events organized or permitted by the accommodation).

At all times, behavior that disturbs others' peace, safety, or privacy, or that may be considered harassment or intimidation, is prohibited.

Staff may warn noisy or disruptive guests. After the **third warning**, the accommodation has the right to terminate the contract immediately and expel the guest without refund or compensation.

The accommodation does not accept liability for inconvenience caused by disturbing behavior of guests.

16. Lost and Found

Found items may be handed in to the host, who will register them. Food, food-like items, and medicines will be destroyed immediately. Other items will be stored for 3 months. The rightful owner can claim their belongings by presenting proof of identity and signing.

17. Liability of the Accommodation

The accommodation does not accept liability for cash, securities, or valuables. Please take care of your belongings.

The accommodation is only liable for damages to other personal items if the damage occurred in areas exclusively used by the guest and is due to the accommodation's negligence (except in cases of burglary or theft).

In such cases, compensation is limited to twice the daily room rate paid by the guest.

The accommodation is exempt from liability if the damage is due to unavoidable external causes (e.g., natural disaster, hail, fire, power outage, damage in the parking lot) or if caused by the guest.

In the case of infectious disease, the accommodation acts in accordance with Regulation 18/1998. (VI.3.) NM, calling a doctor to establish whether the guest is infectious.

Guests use the equipment and services of the accommodation in accordance with their health, physical, and mental condition. The accommodation does not assume liability for accidents or damages resulting from inappropriate use or use not suited to the guest's actual condition.

18. Data Protection

Guests acknowledge that the accommodation is legally obliged to provide personal data to authorities upon request, where legally justified. The accommodation cannot object to such legal requests.

Following the house rules is in every guest's interest, as it ensures your peace and safety.

If you have any remarks, complaints about cleanliness, quality of service, or equipment, please report them immediately during your stay – in person or via the nonstop phone number!

We cannot consider complaints raised afterwards. Reporting issues promptly is in your best interest, so we can resolve them quickly and guarantee your undisturbed comfort.

24/7 Telephone Service:

Kató Endre: + 36 30 899-6640

Emergency call : 112

NTAK number: MA25117658

We wish you a pleasant stay!