

# Libra Hotel Policies

**Dear Guest!**

**To avoid any misunderstandings and legal disputes in the future, please read the following points of the house rules!**

**Please take note of these points!**

**All hotel guests are equally obliged to comply with these rules**

- The hotel has a 24-hour reception service.

There are several security cameras in the hotel.

Sales desk is open every day from 8 am to 8 pm, during which time they will answer your requests and manage your reservations.

## Check-in information:

Rooms can be occupied from 14:00 until 20:00 on the day of arrival. Early arrival: 2000 HUF/hour/room.

If you arrive later, please let us know in advance!

## Check-in:

By law, the accommodation provider is entitled to ask for the guest's identity document and the guest is obliged to present it.

The accommodation service user must present the identification document (identity card, passport, driving licence) to the accommodation provider for recording. The accommodation provider is obliged to record the data in its software in a storage area, which will transmit it to the Closed Information Database for Guests (VIZA).

### Check-out information:

Rooms must be vacated by 10:00am on the day of departure. Late check-out: 2000 HUF/hour/room.

If guests do not leave the room by 16:00 on the day of departure, a full day's stay will be charged.

Guests are kindly requested to make sure that no valuables or personal belongings are left in the room before departure.

The door must always be locked when leaving the room! The room door must also be kept locked at night.

The Guest must return the key to the reception upon departure.

The hotel door is locked every day at 23:00, after which the intercom is used.

The hotel has rooms on the first and second floor, no lift!

The hotel has 3 apartments on the ground floor.

### Wifi

Wi-Fi is available in the hotel and is free of charge. The hotel cannot guarantee the continuous, uninterrupted operation and availability of wi-fi.

### Quiet hours

Guests are kindly requested to respect the privacy of other guests and do not disturb others by being noisy. No noise is allowed in the hotel after 10:00pm.

If the above rule is not respected, the hotel staff may ask the Guest to leave!

### **SMOKING RULES:**

**The hotel is non-smoking. Smoking is not permitted.**

**Designated place: back terrace of the hotel 5 metres away from entrance.**

A fine of 50.000 HUF will be imposed for setting off the fire alarm, which must be paid by the person responsible for smoking!

Damage caused by smoking in the room will be fully compensated! The premises of the building are equipped with smoke detectors.

All financial, civil or criminal liability rests with the offender.

The person responsible for ensuring compliance is: Mária Lipniczky, Hotel Manager.

The hotel is NOT responsible for any valuables or cash left in the rooms. The Guest's valuables will be deposited free of charge in the safe at the reception upon request.

In the event of damage or loss of items taken over for use, the person who caused the damage is liable to pay compensation for the damage, which is at least 70% of the value of the item.

#### Rules applicable to pets:

Pets are not allowed in the hotel rooms.

Small dogs are only accepted in the apartments, for an extra charge!

Pets are only allowed in the apartments with constant supervision. Any damages caused byb pets must be paid for by the Guest responsible for the pets.

The rooms are cleaned daily between 10-16 hours.

Please indicate your need for a towel change by placing the towels on the floor.

Any faults in the common areas and room furnishings must be recorded in the fault book at reception for professional repair.

#### **Designated first aid point: the hotel reception.**

Any anomalies or accidents which are detected and which constitute a danger must be reported immediately to the hotel reception.

#### Restaurant:

Open every day: 10:00-21:30

Breakfast: cold buffet breakfast every day from 6am-10am in the restaurant.

Hot breakfast available every day from 9am-10am.

Half board: buffet breakfast and 3-course dinner (soup, main course, dessert) from the menu in the Libra restaurant

Dinner: 16:00-21:30,

Lunch: 12:00-15:00.

The restaurant is open to non-hotel guests, too, so it is forbidden to be in scanty attire or in a spa robe!

## Individual electrical appliances

It is forbidden to use flammable or explosive materials in the hotel room, as well as private coffee makers, water heaters, irons and other electrical appliances. If you require ironing, please inform the reception.

## ⑩ Fire safety

All Guests are required to comply with the hotel's fire safety policy. In the event of a fire alarm, guests must leave the building immediately, following escape routes and taking care of each other's safety.

## ⑩ Wellness policy:

Swimsuits and slippers MUST be worn in the wellness area!

All guests may use the wellness area at their own risk!

The wellness is available during opening hours. Every day from 10:00am to 08:00pm, except for pre-booked private wellness hours.

No food, bottles or pets of any kind allowed in the wellness area!

Guests under the age of 12 must be accompanied by a parent or adult.

You may NOT use the jacuzzi:

- Suffering from convulsions, loss of consciousness, or with a conspicuous or extensive pathological lesion
- persons who are drunk, under the influence of drugs or narcotic drugs.

**ALL GUESTS USE THE WELLNESS AREA AT THEIR OWN RISK!  
There is a high risk of slipping in the wellness area.**

**Compliance with the rules is mandatory for all hotel guests!**

**If the above mentioned rules are not respected, the hotel staff may ask the  
Guest to leave!**

**Have a nice day and a pleasant stay!**

**The hotel management and all staff.**