

## Hotel Allora House Rules

An integral part of the hotel contract

Dear Guest!

Welcome to Hotel Allora, where you can expect complete relaxation and rejuvenation. The hotel is located just 20 minutes from downtown Budapest and the airport. The completely renovated building offers 4-star services to ensure your maximum comfort. The following house rules are an integral part of the hotel contract and apply to all guests.

### Check-in

We will provide you with a room card, which you can collect after registration. To do this, you must fill out the registration form and verify your identity. Presentation of an identity document is a basic requirement of the hotel contract. If you do not have citizenship or are arriving as an EU citizen, the law requires you to present and provide a copy of your passport or stateless person's certificate. You can check into your room from 3:00 p.m. on the day of arrival. In case of earlier arrival, the hotel may charge an additional fee in accordance with the contract.

### Check-out

On the day of your departure, please vacate your room by 11:00 a.m. at the latest, taking your luggage and personal belongings with you, and return your key card to reception. If you check out later, we may charge an additional fee. The total cost of your stay must be paid before departure in accordance with the payment method specified in the contract. If you do not pay, the hotel is entitled to retain your belongings and enforce a lien. In the event of departure without payment, the hotel will report the matter to the police and enforce its claim through legal channels, the costs of which will be borne by you. If additional charges arise later, the hotel is entitled to charge them to your credit card.

### Visitors

Only guests registered at the reception desk are allowed to stay in the hotel rooms. You are responsible for the behavior of your visitors, including any damage they may cause. The hotel is not responsible for any damage caused by visitors. If you exceed the number of guests specified in the reservation, the hotel will charge you the room rate for that day.

### Guests under 18

If you are under 14, you may only stay at the hotel under the constant supervision of a parent or other legally responsible person appointed by them. Your companion is fully responsible for your physical safety and any damage you cause. Guests under the age of 14 may only use the hotel's services when accompanied by an adult.

Alcohol consumption is prohibited for persons under the age of 18 on the hotel premises and at hotel events. Compliance with this rule is the responsibility of the parent or designated accompanying person. If you violate this rule, your accompanying person will be held responsible for the legal, moral, and financial consequences. Only guests over the age of 18 may participate in events related to wine culture.

#### Use of hotel equipment and furnishings

Hotel equipment and furnishings may only be used for their intended purpose. Any damage caused must be compensated for at the latest upon departure. Equipment may only be removed from the hotel premises with prior written permission.

The rearrangement of rooms and the relocation of furniture may only be carried out by hotel staff or persons designated by them. The removal of equipment without permission is a criminal offense, and the hotel will take the necessary legal action in such cases.

If you notice any technical malfunction, please report it to the reception immediately. You may not carry out repairs yourself – if you do so, the hotel will not be liable for any damage resulting from this.

#### Wi-Fi

You can use the Wi-Fi network free of charge throughout the hotel. You will receive the password when you check in and receive your room card. The hotel cannot guarantee the continuous and uninterrupted operation of this service.

The hotel is not responsible for any direct or indirect damage resulting from the use of Wi-Fi (e.g., device malfunction or data loss). Use of this service is at your own risk.

#### Telephone

The use of the room telephone is subject to a charge, which is calculated based on the service provider's rates and the hotel's surcharge and will automatically appear on your bill. The charge is calculated until the telephone receiver is replaced. Calls within the hotel are free of charge.

#### Safety

For your safety and that of the hotel's property and staff, a closed-circuit camera system operates throughout the building and its surrounding streets, recording events 24 hours a day.

In the event of a fire, follow the escape routes posted in the rooms and the instructions of the fire department. Fire extinguishers are located in the hotel corridors. In the event of a fire, notify the reception immediately.

Only electrical devices that are considered normal travel accessories, such as laptops, tablets, or cameras, may be used in your room.

#### Prohibited items

The following items are not allowed on the hotel premises:

- Corrosive or flammable chemicals, as defined by law
- Flammable or explosive materials
- High-value or museum-quality items
- Fireworks, firecrackers, or their components
- Waste or materials that are harmful to the environment or health
- Psychotropic substances

You may only bring these items into the hotel with the hotel's prior written permission. If you request this in writing in advance, the hotel may grant written permission for certain prohibited items to be brought in.

If you bring in prohibited items without prior written permission, the hotel is entitled to remove them or have them removed at your expense. The hotel is not responsible for any damage to items brought in without permission.

You are fully legally and financially responsible for any damage or injury caused to other guests, third parties, or the hotel by items brought in without permission.

#### Smoking

The entire hotel premises, including guest rooms, common areas, and outdoor areas, are non-smoking zones. Smoking or using electronic cigarettes is only permitted in designated areas.

Hotel staff are entitled to warn you and any other person on the hotel premises to comply with the regulations or to stop smoking.

If an official fine is imposed for violating the rules, the hotel is entitled to pass on the amount of the fine to the person who committed the violation.

#### Use of the "Do Not Disturb" sign

Rooms are cleaned between 8:00 a.m. and 3:00 p.m. By placing the "Do Not Disturb" sign on the outside of your door handle, you are clearly indicating that you do not wish to be disturbed.

This is done at your own risk. On the day of check-out, if the sign is still on the door handle after 11:00 a.m. and you cannot be reached by phone, hotel staff are entitled to enter the room.

In exceptional cases – such as fire, emergency, or if your physical safety, health, or property security is at risk – the hotel is entitled to enter the room without prior notice.

The hotel is not responsible for any consequences resulting from the improper use of the sign.

#### Daily cleaning

Your room will be cleaned once a day between 8:00 a.m. and 3:00 p.m. If the "Do Not Disturb" sign is on the door handle during this period, cleaning will not be performed on that day, and there will be no possibility of replacement, nor will you be entitled to a reduction in price or compensation.

In the spirit of environmental awareness, we only replace towels that you place on the bathroom floor.

#### Laundry and ironing

The hotel has its own laundry and ironing service, which you will find behind the reception desk in the designated room. The reception staff can provide you with the exact details.

For fire safety reasons, ironing is strictly prohibited in guest rooms.

#### Minibar

The minibar contains only products provided by the hotel. It cannot be used to store personal food or drinks. The minibar products are placed according to pre-purchased minibar packages. The current price list is available at the reception desk and in the booking confirmation.

#### Parking

We provide free parking for you in the hotel's outdoor parking lot. Traffic regulations must be observed in the parking lot (KRESZ), and the maximum speed limit is 20 km/h.

To use the parking lot, you must register your vehicle's license plate number at check-in. If you fail to do so, you will not be able to use the parking lot.

If you cause damage to another vehicle with your own vehicle, you will be held directly responsible.

#### Breakfast

For most room types, breakfast is included in the room rate – please check your reservation for exact details.

Breakfast is served as a self-service buffet. You can choose your food and drinks from the tables in the breakfast room.

Breakfast is served from 7:00 a.m. to 10:00 a.m.

Food from the buffet table may only be consumed in the breakfast room. It is not permitted to take food or drinks away. If you do take food or drinks away without the hotel's permission, we are entitled to charge 50% of the breakfast price per person per occasion.

#### Illness or death of a guest

If you fall ill during your stay and are unable to take action on your own, the hotel will offer medical assistance. The use of a doctor is entirely at your own risk. The doctor is not an employee or agent of the hotel, so the hotel is not responsible for the diagnosis and treatment.

In the event of illness or death, the hotel may request reimbursement of costs from relatives, heirs, or the person paying the bill, including medical and procedural fees, cleaning costs, the cost of services used, and any damage caused to the room.

In case of suspected infectious disease, the hotel will act in accordance with applicable law (Decree 18/1998. (VI. 3.) NM). If you are diagnosed with an infectious disease, the hotel may immediately terminate the contract and you will be required to leave the hotel at your own expense within the specified time limit.

#### Unacceptable behavior

In order to ensure that guests can relax undisturbed, loud noises, loud music, noisy activities, and any disturbing sounds (e.g., excessive volume from televisions or radios) are prohibited after 10:00 p.m., unless the hotel is hosting an authorized event.

Regardless of the time of day, any behavior that violates the peace, safety, or privacy of other guests, or that constitutes or could be considered harassment, is prohibited. The hotel reserves the right to warn guests who engage in such behavior, to restrict their services, and, in serious cases, to terminate the guest contract with immediate effect.

#### Handling of found items

If you wish to hand in a found item, you can do so at the reception, where we will register it. We do not store food and food-like products; these will be destroyed by the hotel. We will keep items that can be stored for three months.

If you are the rightful owner, you can collect the item upon presentation of proof of identity and signing a receipt. Upon request, we can also send it to you by post, but you will have to pay the cost. Items that cannot be stored due to their size, weight, or other characteristics will be handed over to the local notary public immediately.

#### The hotel's liability for damages

The hotel is liable for damage to your personal belongings, except for items excluded from storage. We are only liable for cash, securities, and other valuables if you have stored them in the safe in your room.

Please always store your valuables in the safe. If the safe is not working properly, please report this immediately to the reception desk. The hotel is not liable for any damage resulting from delayed or omitted reports.

We will only provide compensation for other property if the damage occurred in a place that you use regularly (e.g., room, hallway, lobby). The maximum compensation for such damage is fifty times the daily room rate you paid.

We are not liable for compensation if it can be proven that the damage was unavoidable, occurred for reasons beyond the hotel's control, or was caused by you.

You may use the hotel's facilities and services at your own risk, taking into account your health, physical and mental condition. We are not liable for damage resulting from improper use or use that is not suitable for you.

The wake-up service we provide is a courtesy service that is not part of our contractual obligations. We cannot be held liable for any damage resulting from a missed or delayed wake-up call.

#### Data protection

The hotel may only disclose information about your past, present or future stays, including those of your relatives, to third parties with your prior written consent. Exceptions to this rule are official requests based on legal requirements.

You acknowledge that the hotel is required by law to disclose the requested personal data to the requesting authority if there is a legal basis for such disclosure. In such cases, the hotel is not entitled to raise any objections.

We look forward to welcoming you as our guest soon!