**HOUSE POLICY**

Dear guests!

Thank you for visiting us! In order for you and all our dear guests to have a good time, we have collected some important and useful information. By using the accommodation, the guest has read, understood and accepted the rules. We operate the guest house within the framework of private accommodation.

**Service provider name**: Mónika Borosné Mendrek

**24-hour contact number**: + 36 30 365 7264

**Accommodation address**: 8600 Siófok, Diófás út 163.

**NTAK registration number**: MA19003038

Upon arrival, the guest must inform the owner of the information required for data collection. Provide personal data and the identification document (ID card, driver's license or passport) and confirmation of your reservation for the registration.

Guests may only occupy the house after paying the full accomodation fee and deposit.

In the event that they decide to end their stay earlier, we will not be able to refund the money. Only registered people can stay in the accommodation and its area. If the owner finds a stranger in the house, she is entitled to terminate the lease without paying back the fee.

In Siófok, the tourist tax is HUF 550 / person / night for over 18-years-olds, which guests can pay in cash on the spot in addition to the accommodation fee.

Please pay the accommodation fee on the day of arrival - in cash/bank transfer/SZÉP card.

**WIFI code**

In the Aqua Villa guest house, they can connect to the Wifi network for free with a password. The password will be provided upon arrival. Please share your experiences on @aquavillasiofok's Instagram page or rate us on Facebook or Google.

**Check-in and check-out**

The accommodation can be occupied from 4:00 p.m., and please leave by 10:00 a.m. on the day of departure.
Call + 36 30 365 7264, 1 hour before arrival.
Upon arrival, we personally welcome guests and hand over the house, and we also personally thank you upon departure.

Extension: take advantage of the last day and stay with us until 5:00 p.m. with use of the wellness and guest house, which is available and can be used for a fee. Please contact us with your request for an extension!

**Keys**

Our guests receive 1 key for the gate and 1 house key upon arrival, as the owners are not staying in the house. Please return the keys in their entirety on the day of departure, when leaving the house! In case of loss, we charge HUF 10,000 per key, as we will replace the lock.

Be considerate of the environment, nature and each other: keep quiet at night between 10:00 p.m. and 8:00 a.m. It is forbidden to listen to music loudly, to be loud! Enjoy nature, silence and peace!

**Smoking, candles**

Smoking is prohibited in the building. If you smoke, you can do so in the designated area.

It is FORBIDDEN to place candles or wicks on the edge of the jacuzzi!
In case of fire, first call 112 or 107, then + 36 30 365 7264.
A vacuum cleaner is located in the garage and in the storage room next to the kitchen.

**Grilling and setting fire**

You can set a fire in the designated place by observing the fire protection rules. Before leaving the fire place, make sure that the fire has been extinguished. Burning of materials other than firewood and paper is prohibited. Please operate the barbecue equipment with charcoal and charcoal lighter fluid.

**Use of equipment items**

Please use the furnishings as intended!
Indoor furnishings and household items (beds, bedding, mattresses, TVs, etc.) should not be taken out into the garden.
Cushions and other items belonging to outdoor furniture should not be left in the garden or on the terrace during rainy weather and overnight. Unused pillows and tools can be placed in the box on the terrace.
Our guests receive the house clean, upon departure we ask that the house be handed over in the same condition as it was received upon arrival. Otherwise, we will charge a HUF 20,000 cleaning fee!
The guest is responsible for the protection and proper use of the valuables and objects belonging to the accommodation.
Please report any damage to the accommodation provider during your stay. The guest is responsible for the damage caused, which he must reimburse to the guest house.

**Cleaning**

For longer stays, the service provider changes bed linen and towels once a week. All rooms are cleaned at that time.

**Comfort accessories**

In the villa, you will find a hair dryer, blankets, towels, shoe horn, shoe cleaner, sewing kit, umbrella, iron, and a safe for keeping your valuables.
We prepare information materials and brochures; in Hungarian, German and English.

**Climate**

When leaving the guest house, please close the windows and doors and turn off the air conditioning.

**Rules for the use of the Wellness department**

Everyone can use the pool, sauna, jacuzzi only at their own risk!!! We are not responsible for accidents!!!! It is forbidden and life-threatening for minors to stay in the pool area without supervision. Take a shower before using the pool or jacuzzi, do not use it while wearing make-up or cream (sunscreen, body lotion), as it deteriorates the quality of the water. Foreign substances (e.g. soap, shower gel, food, drink) are strictly FORBIDDEN! If the water needs to be changed due to any contamination, the guest will be responsible for paying for it! The pool area is extremely slippery!!!!

**Sauna**

The Finnish sauna operates on a self-service basis, the use and activation of which will be demonstrated upon arrival. Use the sauna at your own risk! Watch out for the risk of slipping!

**Jacuzzi**

The water temperature of the jacuzzi is 36-38 degrees in winter and summer. Please put the cover back after use. The use of the jacuzzi will be introduced to our guests upon arrival. It is FORBIDDEN to place candles or wicks on the edge of the jacuzzi!

**Garbage disposal**

Household waste can be collected in the bin in the storage room next to the kitchen. If it is full, place it in the bin on the terrace. Please use the recycling trash can!! A clean garbage bag and a recyling bag can be found in the storage room next to the kitchen.

**Garden**

We take care of the garden. Please take care of the integrity of the plants and garden furniture!

**Pets**

We cannot accept pets in the guesthouses, so they are not allowed in the accommodation area! In individual cases, we may accept them after consultation with the owner.

**Responsibility**

You are financially responsible for damages resulting from improper use of the guesthouses or violations of the House Policy (be it to movable property or damage to the property). In case of cancellation of accommodation due to violation of the policy, the guest will not receive the paid fee back, regardless of the shortened period. The Aqua Villa guest house does not take responsibility for possible theft. We are not responsible for accidents in the villa and in the garden!!!! There are several security cameras in the external area of the accommodation for property protection purposes. An alarm system is available in the villa. You can store your valuables in the safe in the villa.

The owner has the right to cancel the accommodation if the guest does not comply with the house rules. In this case, we are unable to reimburse the guest for any remaining days. We reserve the right to choose our guests: we do not accept guests who are intoxicated or aggressive.

The house rules posted at the accommodation are considered accepted upon taking over the accommodation.

We wish you a pleasant relaxation and a good rest!

Peter and Monika