

House Rules of Z Rooms Boutique

Dear Guests,

Welcome to Z Rooms Boutique, a luxurious retreat located in the heart of the city center. Our establishment is uniquely designed to meet all luxury needs and is inspired by our guests from the Belga restaurant and pub. As a small family-run hotel, we pride ourselves on providing a personal and attentive service to all our guests, catering to individual requests and ensuring a memorable stay.

To ensure a pleasant experience for everyone, we kindly ask for your cooperation in adhering to the following house rules, which form an inseparable part of the hotel contract and are mandatory for all guests.

Check-in

- **Check-In Time:** From 4:00 p.m.
- Guests will receive a card key upon registration, which requires presenting a valid ID or passport (for EU citizens).
- Early check-in may incur an additional charge.

Check-Out

- **Check-Out Time:** By 10:00 a.m.
- Guests must vacate the room and return the key card to the reception by 11:00 a.m. A fee of HUF 10,000 will be charged for lost key cards.
- Any minibar consumption left unpaid will incur a HUF 5,000 fine, billed to the guest's account.

Visitors

- Only registered guests may stay in the hotel rooms. Guests are responsible for the behavior of their visitors and any damages caused.
- Guests under 14 must be supervised by a parent or authorized adult at all times.

Use of Hotel Equipment

- Guests must use hotel tools and equipment as intended. Any damage caused by improper use must be compensated for before departure.
- Hotel property cannot be taken outside the premises without written permission. Unauthorized removal is considered theft and will be prosecuted.

WiFi

- Free Wi-Fi is available for guests. The password is provided upon check-in.
- The hotel does not guarantee uninterrupted Wi-Fi service and is not responsible for any damages resulting from its use.

Safety

- The hotel operates a 24-hour CCTV system for guest safety.

- In case of fire, follow the escape route displayed in your room and alert reception immediately.
- Irons, kettles, and other electrical devices not necessary for travel are not allowed in rooms. Smoking is strictly prohibited within the hotel and is only permitted in designated areas outside the building. A fine of HUF 20,000 will be charged for smoking violations.

Prohibited Items

- Do not bring corrosive, flammable substances, expensive valuables, fireworks, waste, or psychotropic substances into the hotel.
- The hotel will remove any prohibited items at the guest's expense and is not responsible for any damages caused by such items.

Cleaning

- For stays longer than one week, rooms are cleaned once a week with bed linen change.
- Additional cleaning is available upon request every two days between 9:30 a.m. and 2:00 p.m.
- Towels placed on the bathroom floor will be replaced for environmental reasons.

Parking

- Free parking is available for guests in front of the building, monitored by a camera system. Instructions will be provided before arrival.

Breakfast

- Breakfast is not included in the room price but is available as a buffet and à la carte. It is served from 7:00 a.m. to 9:00 a.m. (last entry at 8:30 a.m.).
- Guests are not allowed to take food or drinks from the breakfast area for later consumption.

Illness or Death of a Guest

- In case of illness, the hotel will offer medical assistance at the guest's risk. The hotel is not responsible for the medical services provided.
- In case of a guest's death, the hotel will inform the relatives and is entitled to recover costs for medical services and damages.

Abnormal Behavior

- Loud activities, music, or disturbances are prohibited after 10:00 p.m. and any behavior that affects the peace and safety of other guests will not be tolerated.
- Repeated disturbances may result in fines and eventual expulsion from the hotel without refund.

Lost and Found

- Found items are registered and stored for one month. Perishable items are destroyed. Guests can claim items by providing proof of identity and covering any associated costs.

Liability for Damages

- Guests are advised to store cash, valuables, and securities in the in-room safe. The hotel is not liable for any damages resulting from the improper use or failure to report a malfunctioning safe.
- The hotel is not responsible for damages resulting from the use of its equipment and services.

Data Protection

- The hotel will only disclose guest information to third parties with the guest's written consent, except as required by law.

For detailed rules regarding the Jacuzzi and sauna, please refer to the annex on our website: <https://zrooms.hu/> or inquire at the reception.

We look forward to welcoming you and ensuring you have a delightful stay at Z Rooms Boutique.

Sincerely,

Z Rooms Boutique Management