Z ROOMS BOUTIQUE HOUSE RULES

(OKOS HOTEL)

Dear Guests!

Z ROOMS BOUTIQUE is a family business in the heart of the city center with a unique interior that meets all luxury needs, inspired by the guests of the Belga restaurant and beer bar.

When creating both the restaurant and the accommodation, we were guided by the goal of always getting the most out of the service for our guests.

In this spirit, we welcome our dear guest and wish you a good rest, pleasant relaxation and a relaxing time full of experiences!

Our employees do their best to achieve these goals, but the cooperation of the guests is also essential for this. To this end, we consider it necessary to take into account and comply with the standards set out below.

The house rules are an inseparable part of the accommodation reservation contract, compliance with which is mandatory.

Reservation

You can book your accommodation through several channels: the online Previo accommodation reservation system on our website, Booking.com, Arbnb, Szállás.hu and Google Hotels. In each case, we will inform you about the booking and check-in process in a confirmation email.

• In each case, the Previo accommodation reservation system enables you to pay for your check-in with a code sent by us with a few simple button presses.

• The accommodation reservation can be cancelled free of charge 7 days before arrival, after which the accommodation will charge the full amount of the stay as a penalty.

• The accommodation (accommodation provider) does not charge a cancellation fee to the guest in the following cases: death in the family; the guest or his/her relative needs hospital care; in case of serious illness; in case of military conscription; in case of natural disaster. The guest is obliged to notify the accommodation provider in writing within 3 days of any of the above cases and must prove the occurrence of the event.

• After payment, your invoice will be sent to the email address you provided.

Check-in

Our guests have the opportunity to book and check-in to our unmanned accommodation 24 hours a day with a few clicks using the Previó application, which can also be easily accessed from a mobile phone with the code we send. (After entering some data here and paying for the accommodation, we will send you a unique code, which you can use from 15:00 on the day of arrival until 10:00 on the day of departure.

Our guests can use their codes to occupy their rooms from Monday to Sunday at any time after 15:00. Last minute reservations for the same day can be made until 23:00 using the link and code sent to this effect in the Previo accommodation booking system.

Rooms must be vacated by 10:00 from Monday to Sunday. If you still need help, our colleague is available from Monday to Sunday from 07:00 to 23:30 on the phone number +36 70 742 4342. In case of an emergency, our guests staying with us should use the emergency number located at the reception desk.

Check-out

On the day of departure, the guest must leave the room with their luggage and belongings by 10:00.

Prices and services

The prices displayed on the website and in other information materials are indicative accommodation and service prices provided by the accommodation. However, the price received in the voucher or confirmation applies to the guest. The prices and services included in the voucher constitute the terms of the contract. In the event of Force Majeure, the accommodation provider is entitled to change the terms and conditions it has given.

Visitors

• Only registered guests may stay in the rooms of the pension. The guest is responsible for the behavior of his/her visitor, including any damage caused. The hotel excludes liability for damage caused by the visitor to the guest and/or third parties. The accommodation operates a camera system. For unannounced guests, a fee of 10,000 HUF/person will be charged, which will be invoiced to the guest's provided e-mail address. (It will be enforced in the event of late payment.)

Guests under 18

• Children under 14 may only stay in the room under the constant supervision of their parents or another person with legal capacity authorized by them. The child's companions are responsible for the child's safety and for any damage caused by them.

• Guests under 14 may only use the accommodation's services when accompanied by their parents or another person with legal capacity authorized by them.

• Persons under 18 may not consume alcohol on the premises or at events of the accommodation. The parent or a person with legal capacity appointed by the parent or person with legal capacity appointed by the parent shall ensure compliance with/enforcement of this obligation. The parent or the person with legal capacity appointed by the parent shall be fully liable for the legal, moral and financial consequences of breaching this obligation.

Hotel equipment and facilities

• The guest shall be obliged to use the accommodation facilities and facilities as intended. The guest shall be obliged to compensate for any damage resulting from improper use upon notification of the accommodation, but no later than before departure.

• The accommodation facilities and equipment may only be removed from the hotel premises with the prior written permission of the accommodation. Any rearrangement of the room or relocation of furniture may only be carried out by the pension's staff or their designated representative.

Taking any item without the prior written permission of the accommodation is a criminal offense, and in such cases the accommodation will take the necessary criminal and civil legal steps.

• The guest is obliged to report any malfunction of any equipment, furnishings or equipment of the accommodation to the accommodation. The guest is not entitled to repair the defect himself or attempt to repair it. The accommodation excludes liability for any resulting damage.

Wi-fi

The accommodation operates a wi-fi system, the use of which is free of charge.

• The guest will find the password for the wi-fi connection on the brochure placed in his room upon arrival at the hotel.

• The accommodation does not guarantee the continuous, uninterrupted operation and availability of the wi-fi.

• The accommodation does not assume liability for any direct or indirect damage to the guest's device or its contents during or as a result of the use of the wi-fi. The guest uses the service at his own risk and responsibility.

Security

• The accommodation operates a closed-circuit camera system in the building and its external (street) and internal (courtyard) environment for the property and personal safety of guests and the hotel, which continuously takes and records footage 24 hours a day.

• In the event of a fire, the guest is obliged to follow the escape route posted in the room and the instructions of the firefighter on site.

• Fire extinguishers are located in the hotel corridors and on each floor. In the event of a fire, the guest is obliged to immediately alert the emergency number. (found on the counter and in the room)

• European emergency number: 112; Firefighters: 105; Ambulances: 104; Police: 107.

• It is forbidden to operate irons, coffee makers and other electrical devices that are not part of the usual travel necessities in the room - excluding laptops, notebooks, tablets, cameras, video cameras.

Things that cannot be brought into the hotel area:

• things classified as corrosive, flammable chemicals or materials in the applicable legislation,

• materials classified as flammable and/or explosive in the applicable legislation,

• particularly expensive, valuable items, museum objects, fireworks, firecrackers, their parts and components, waste, things harmful to the environment or health, psychotropic substances,

• The accommodation may, upon the guest's prior written request, permit the bringing of things that cannot be brought into the accommodation area.

• If the guest brings things that cannot be brought into the accommodation area without the prior written permission of the accommodation, the hotel may remove them or have them removed at the guest's expense.

The accommodation excludes liability for damage caused by items brought in without permission.

• The guest is fully legally and financially liable for all damage and injury caused by items brought in without permission to other guests, third parties or the accommodation.

Items that cannot be brought into rooms or suites:

• food (consumable in public areas),

• red wine.

Pets:

The accommodation does not accept any animals.

Smoking

• The accommodation is non-smoking. Accordingly, smoking and the use of electronic cigarettes are prohibited in the closed rooms of the accommodation (including guest rooms), in its public areas and in the entire open area of the accommodation - with the exception of designated smoking areas.

• If the accommodation is fined by the competent authority based on the relevant legislation due to the unlawful conduct of any guest or other person staying on the premises of the accommodation, the accommodation is entitled to transfer the amount of the fine to the person who committed the unlawful conduct or to demand its payment from him.

• Smoking is strictly prohibited throughout the building.

Our rooms are equipped with smoke detectors. There is a designated smoking area in front of the building. If you smoke, we will charge a fine of HUF 50,000, which will be invoiced and forwarded to the e-mail address provided in your reservation. (will be enforced in case of late payment)

“Do not disturb” warning sign

• The accommodation staff cleans the rooms continuously from 9:00 in the morning.

• By hanging the “Do not disturb” warning sign on the outside door handle of the room, the guest clearly indicates that the accommodation staff are not to disturb, knock or enter the room.

• The guest places the “Do not disturb” warning sign on the outside door handle of the entrance door at his/her own responsibility and risk. If the accommodation staff finds the “Do not disturb” warning sign on the door handle of the room on the day of the guest’s departure and the guest does not answer the phone call, the accommodation staff may enter the room at any time after 10:00.

• In an emergency (e.g. fire, terrorist attack, etc.) without prior phone call, or when the accommodation, based on the information at its disposal, reasonably assumes that the life, health, physical integrity, or property safety of the guest in the room is or may be in

danger, and the guest does not respond to the phone call, the accommodation staff is entitled to enter the room.

• The accommodation is not liable for any damage or injury resulting from the improper use of the “Do not disturb” warning sign

Cleaning

• The accommodation is cleaned between 9:00 and 14:00.

If you would like cleaning, you can do so after 3 days of stay, or with a change of bed linen for stays longer than 1 week. Towels are changed daily upon request, and the trash can is emptied daily upon request. Please indicate any service you would like in advance when booking. If you do not do so, the staff will not enter your room until you have left.

• In an emergency (such as fire, terrorist attack, etc.) without prior phone call, or when the accommodation reasonably assumes, based on the information at its disposal, that the guest's life, health, physical integrity, or property safety is or may be in danger in the room, and the guest does not respond to the accommodation's phone call, the accommodation staff is authorized to enter the room (e.g. if our smoke detectors are activated).

• If the room cleaners find a “Do not disturb” warning sign on the outside door handle of the room during this period, the room will not be cleaned, and therefore the guest cannot claim a fee reduction or compensation.

• For environmental reasons, the hotel will only replace towels placed on the bathroom floor.

Washing, ironing

• The hotel does not provide washing, ironing, or dry cleaning services.

• According to the hotel’s fire safety regulations, ironing is prohibited in the room.

Minibar

• There is no minibar in the rooms. Mini refrigerators have been installed, which the guest can use free of charge during their stay.

Parking

• A closed, camera-guarded parking lot opposite the building is available for guests, which can be used individually with a parking ticket (fee 300 HUF/hour).

• Parking is free 10 minutes’ walk from the hotel.

Breakfast

• Breakfast is not available at the hotel.

• If you would like to have breakfast, we recommend you to pay attention to the wide range of breakfast places and bakeries located within 100 meters from us.

• Grocery store is located 90 meters from the hotel.

Guest illness, death

• In the event of the guest's infectious disease, the accommodation is entitled to terminate the hotel contract with immediate effect without refund or compensation. In this case, the guest is obliged to leave the accommodation together with his/her luggage at his/her own expense within the period specified in the accommodation's notice of termination. In the event of an infectious disease, the hotel is obliged to act in accordance with Decree 18/1998. (VI. 3.) NM. (This regulation prescribes what to do in the event of a contagious disease. According to the regulation, if such a suspicion exists, the accommodation will call a doctor, who will determine whether the guest is contagious or not.)

Abnormal behavior

• For the sake of the guests' peace and quiet, loud music, noise, noise-causing activities, sound effects, disturbing television, radio, etc. are prohibited in the accommodation area after 10:00 PM.

• Any behavior or conduct that disturbs the peace, safety, sense of security, or privacy of others is prohibited in the accommodation area, regardless of the time; it is or may be considered harassment, or is capable of intimidating others.

• The accommodation excludes liability for any harm caused to other guests by the guest's behavior.

Found objects

• Food, food-related items, and medicines will be destroyed by the accommodation. Items that can be stored will be kept by the hotel for 1 month. If the rightful owner of the found object comes forward, he or she may take possession of the object upon presentation of a document proving his or her identity and signature, and upon reimbursement of the costs incurred in custody. Objects that cannot be kept by the accommodation due to their size, weight or other properties shall be immediately handed over to the territorially competent notary.

The hotel’s liability for damages

• The accommodation expressly draws the guest’s attention to the fact that he or she should place his or her cash, valuables and securities in the safe in the room.

• The guest uses and makes use of the accommodation’s equipment and other services as intended, with awareness and knowledge of his or her own health, physical and

mental condition, therefore the accommodation excludes any liability for damages resulting from improper use or use that is not in accordance with the guest’s actual health, physical and mental condition.

Privacy

• The accommodation will only provide information about the guest's current, past or future stay to third parties, including the guest's close relatives, with the guest's prior written permission. This prohibition on disclosure does not apply to requests made pursuant to the law.

The guest acknowledges that the accommodation is obliged by law to provide the requesting authority with the personal data requested by the guest in the request, if the legal conditions are met. The accommodation cannot object to the provision of data based on law, authority or court decision.

• The Jacuzzi and sauna regulations are part of the hotel policy, which can be viewed on our website: https://zrooms.hu/ .

We hope to welcome you among our guests soon!