

HOUSE RULES OF THE YURT HOTEL

Jurta Spirit Plantation Kft.

Greeting

Dear Guests,

The Yurta Hotel was established primarily with the aim of acquainting its guests with the effects, experience and enjoyment of the ancient Hungarian accommodation, the yurt, which positively influences the physical and mental health of people in whole and in parts. We offer our guests the experience of closeness to nature associated with camping, combined with the usual comfort of home. The guest orders his accommodation and other services in the hotel with this knowledge.

In the spirit of this thought, we greet our dear guest and, in addition to the joy of the accommodation, wish you a good rest, pleasant refreshment and relaxation rich in experiences.

All employees of our hotel do their best to achieve these goals, but the cooperation of our guests is also essential for this. To this end, we consider it necessary to observe and comply with the rules set out below.

Login

Guests receive a key to the yurt/apartment, which requires registration of the guest(s) residing in the yurt/apartment. Registration actually means filling out the registration form accurately and verifying the guest's identity. The presentation of an identity document is considered a contractual condition considered essential for the hotel. For non-EU nationals, the presentation and handing over of a passport is mandatory by law.

Yurts/apartments can be occupied from 14:00 on the day of arrival.

In case of earlier occupation of the yurt/apartment, the hotel is entitled to charge the additional fee specified in the contract.

Sign out

The yurts/apartment must be left by 10:00 a.m. on the day of departure.

In case of late departure from the yurt/apartment, the hotel is entitled to charge a surcharge specified in the contract. The guest is obliged to pay the price of his/her stay at the latest before his/her final departure from the hotel in the manner specified in the hotel contract.

In case of refusal of payment for any reason, the hotel is entitled to detain the guest's belongings brought into the hotel and enforce its lien on them.

The reception is available 0-24 hours a day, here you can find a telephone for guests.

Use of community spaces, their opening hours

Opening hours of the hotel's Notre Dame Event Terrace: Every day from 7:00 to 10:00 for breakfast. In addition, during the events organized by the hotel, for the participants of the event and for the guests of the hotel according to prior agreement.

Opening hours of the hotel's Panorama Terrace: Every day from 10:00 to 20:00.

Opening hours of the hotel's Panorama Café: Every day from 15:00 to 20:00.

Parking

The vehicles of the hotel guests can be parked free of charge in the uncovered and unguarded parking lot of the hotel (1 car/yurt). You must drive in the parking lot according to the Highway Code. The maximum speed of motor vehicles is 20 km/h.

If the guest wishes to use the parking lot, he must indicate the registration number of the vehicle on the registration form upon check-in. In case of refusal or failure to do so, parking will not be available. The guest shall be directly liable to the injured party for any damage caused by him or her to another parked car. The car park is closed from 21:00 until 7:00 the next day, gate opening must be requested at reception. From 7:00 a.m. to 9:00 p.m., the parking lot is open to traffic and can be used by guests without restrictions.

Breakfast

Breakfast is served buffet breakfast, i.e. without waitstaff, the guest serves himself from the selection of food and drinks on the tables set up in the breakfast room. Breakfast staff serve coffee and tea only.

Breakfast is served from 07:00 to 10:00.

The hotel offers unlimited food consumption from the breakfast buffet table, but neither food nor drinks can be taken out for later consumption. If the guest takes food and/or drinks out of the breakfast room for later consumption without the prior permission of the hotel, the hotel is entitled to charge 50% of the breakfast price/person/occasion to the guest's account.

Hotel equipment

The guest is obliged to use the hotel's tools and equipment as intended. The guest is obliged to compensate for any damage resulting from improper use upon the hotel's request, but at the latest before departure.

The hotel's furnishings and equipment may only be removed from the hotel premises with the prior written permission of the hotel. Any rearrangement of the yurt or apartment, any relocation of furniture may only be carried out by the hotel employee or its designated agent.

Taking away property belonging to the hotel without the prior written permission of the hotel is considered a criminal offence, and in this case the hotel will take the necessary criminal and civil legal steps.

The guest is obliged to report the failure of any equipment, furnishings and equipment of the hotel to the caretaker. The guest is not entitled to correct the defect himself or attempt to correct it. Liability for any resulting damages lies with the guest.

Abnormal behavior

The theme of the Balaton region and the experience of wine culture may result in a louder behavior, wider gesture or different reaction of the guest(s) than usual in other places.

For the peace of the guests, after 22:00 – except in the case of events or programs organized or authorized by the hotel – loudness, music, noise, noise and noise activities, sound effects, television with disturbing volume in the yurt/apartment, radio broadcasting, etc. are prohibited.

All conduct and behaviour that disturb the peace, safety, sense of security and privacy of others is prohibited on the territory of the hotel, regardless of the time; qualifies or may qualify as harassment, is capable of intimidating others.

The hotel staff is entitled to warn the disruptive and/or loud guest. The first warning is free of charge, for the second and third warnings the hotel will charge the room bill of the warned guest in the amount of HUF 25,000 each. After the third warning, the hotel is entitled to unilaterally terminate the hotel contract with immediate effect and expel the guest from the hotel without any obligation to refund and/or compensate.

The hotel excludes its liability for any harm caused by the guest's conduct to other guests.

Visitors

Only guests registered at reception are allowed to stay in the yurts/apartments of the hotel. The guest is liable for the conduct of his visitor, including any damage. Liability for damage caused by the visitor to the guest and/or third parties does not lie with the hotel, but with the guest.

Guests in excess of the number of guests booked will be charged an additional fee.

Guests under 18 years old

Children under the age of 14 may only stay in the yurt / apartment under the continuous supervision of their parents or other persons authorised by them. The child's companions are responsible for the child's safety and any damage caused by him. Guests under the age of 14 may only use the services of the hotel if accompanied by their parents or other persons authorized by them to act.

Persons under the age of 18 are not allowed to drink alcohol at the yurt hotel's event. The parent of the person under the age of 18 or a person with legal capacity appointed by him or her is obliged to ensure the observance / enforcement of this obligation. The parent or a person with legal capacity appointed by him or her bears

full responsibility for the legal, moral and material consequences of breaching this obligation.

Things not allowed in the hotel

The hotel prohibits the following items:

- things classified as corrosive, flammable chemicals or substances in the legislation in force,
- substances classified as flammable and/or explosive by the legislation in force,
- particularly expensive, high-value valuables, museum objects,
- fireworks, firecrackers, parts and components thereof,
- waste, something harmful to the environment or health,
- psychotropic substance,
- any animal, pet, regardless of breed or sex,
- Drone of any power and shape.

At the prior written request of the guest, the hotel may grant a written exemption from the entry of prohibited items in cases deserving special appreciation. If the guest brings something that cannot be brought into the hotel without the prior written permission of the hotel, the hotel may remove or have it removed at the guest's expense.

The hotel shall not be liable for any damage caused by anything brought in without permission.

The guest is fully legally and financially liable for any damage or injury caused to another guest, third party or the hotel itself by the thing brought in without permission.

It is strictly FORBIDDEN to consume food and any coloured drinks or alcohol in the yurt and rooms!

Smoking

The hotel is basically non-smoking. Accordingly, smoking and the use of e-cigarettes are prohibited in the closed areas of the hotel (including yurts/apartments), communal areas and in the entire open area belonging to the accommodation, except in designated smoking areas.

Hotel employees are entitled to warn guests and any other person staying in the yurt hotel to comply with this regulation and to stop smoking and e-cigarettes. The guest or any person staying in the hotel area is obliged to comply with the regulations and to comply with any request. If the hotel is fined by the competent authority in accordance with the applicable law for the unlawful conduct of any guest or other person staying in the hotel area, the hotel is entitled to pass on the amount of the fine to the person who has engaged in the given unlawful conduct or to demand payment thereof from him.

WI-FI

The hotel has a wireless (WIFI) internet system, the use of which is free of charge. The guest receives the system connection password at the time of logon, at the same time as receiving the key.

The continuous, uninterrupted operation and availability of wi-fi is not guaranteed by the hotel.

The hotel shall not be liable for any direct or indirect damage to the guest's device or its content incurred during or as a result of the use of wi-fi. The guest uses the service at his/her own risk and responsibility.

Illness or death of the guest

If the guest falls ill during the period of using the accommodation service and is unable to act on his/her own behalf, the hotel offers medical assistance. The guest uses the medical assistance offered at his/her own risk and responsibility. The doctor is not an employee, agent or contributor of the hotel, the hotel does not assume responsibility for the diagnosis, the applied therapy and its consequences. In case of illness/death of the guest, the hotel claims reimbursement of the costs of the patient/deceased from the patient's/deceased's relative, heir or bill payer. Possible medical and procedural costs, consideration for services used prior to death, and possible damage to equipment and furnishings in connection with illness/death.

In case of infectious disease of the guest, the hotel is entitled to terminate the hotel contract with immediate effect without refund or compensation. In this case, the guest is obliged to leave the hotel with his luggage at his own expense within the period specified in the hotel's termination. In case of infectious diseases, the hotel has adopted the 18/1998 (VI.3.) NM Regulation. (This regulation prescribes what to do in case of an infectious disease. According to the decree, if there is such a suspicion, the hotel will call a doctor and he will determine whether the guest is contagious or not.)

Washing, ironing

The hotel does not undertake washing, ironing or dry cleaning. At the request of the guest, he organizes washing, ironing, dry cleaning of the guest's clothes. The hotel only participates in the organization, the company performing the laundry, etc. is not an employee of the hotel, therefore it does not take responsibility for the work of the company. According to the hotel's fire policy, ironing is prohibited in rooms and yurts.

Lost and found

Found items can be dropped off at reception, where they will be registered. Food, food-like items, medicines will be destroyed by the hotel. The items that can be stored are kept by the hotel for 3 months. If the rightful owner of the found object comes forward, he can take over the object by presenting and signing a document

proving his identity and reimbursing the costs incurred in guarding it. Objects that cannot be kept by the hotel due to their size, weight or other characteristics will be handed over immediately by the hotel to the territorially competent notary.

Hotel liability for damages

The hotel shall be liable for any damage caused to the guest's belongings brought into the hotel, with the exception of items excluded from the entry. In the case of cash, securities and valuables, the hotel is only obliged to compensate for the damage incurred if the guest has deposited them in the hotel safe located at the reception.

The hotel shall only be liable for damages to other items brought in by the guest if the damage occurred in a place usually used by the guest or open to the guest, for example: yurt, garden, car park.

The hotel is exempt from its obligation to pay compensation if it proves that the damage occurred due to an unavoidable cause beyond the control of the guests and employees, or that the damage was caused by the guest himself.

The Guest uses and uses the hotel's equipment and other services as intended, aware and aware of his/her own health, physical and mental state, therefore the hotel excludes its liability for damages resulting from improper use or use that does not correspond to the real health, physical or mental condition of the guest.

The guest may request an alarm at his/her own risk, which is a gesture of attentiveness on the part of the hotel and is not part of the hotel's contractual service. The hotel shall not be liable for damages resulting from failure to wake up or late wake-up call.

Data protection

The hotel shall inform third parties about the present, past or future stay of the guest, including the close relatives of the guest, only with the prior written permission of the guest. This prohibition on providing information shall not apply to requests made pursuant to law.

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

The hotel's data protection rules are detailed in the hotel's Privacy Policy.

Security

In order to ensure the property and personal safety of guests and the hotel, the hotel operates a closed-circuit camera system in the building and its external (street) and internal (courtyard) environment, which continuously records and records 24 hours a day. The detailed rules for the operation of the electronic surveillance system have been developed in accordance with legal requirements. In accordance with legal requirements, the document "Information on the use of closed-circuit camera system" has also been placed on the territory of the hotel.

In case of fire, the guest is obliged to follow the escape route posted on the territory of the hotel and the instructions of the firefighter on site.

Fire extinguishing cylinders can be found in the corridors, floors and side walls of the yurts. In case of fire, the guest is obliged to immediately alert the reception.

It is FORBIDDEN to operate irons, kettles, coffee machines and other electrical appliances not included in normal travel needs, including laptops, notebooks, tablets, cameras, camcorders, in the hotel rooms and yurts. It is also FORBIDDEN to use fireworks and open flames in these places.

Balatongyörök, 10/01/2025