

HOTEL CHARLES BUDAPEST – RULES OF THE HOUSE

1. Orders for accommodation services made in writing or by other means, which have been confirmed by the hotel and have not been cancelled by the customer in a timely manner, are mutually binding. The front office manager keeps a record of all received and confirmed orders.
2. The hotel may provide accommodation only for guests who register in the regular manner. For this purpose, the guest must present a personal document (citizen's identification card), or a valid passport to the receptionist. Accepting these Rules of the House is also obligatory for the registration.
3. Accommodation in the hotel is permitted only to persons who are not carrying infectious diseases and who are not visibly under the influence of alcohol or drugs.
4. In special cases the hotel may offer guests other accommodation than has been agreed upon if this does not fundamentally differ from the already confirmed order.
5. Check-in is possible from 14:00 on the day of arrival. On the day of travel, the room must be vacated by 11:00 at the latest. If our guests require early check-in or late check-out, they must contact our hotel reception in advance. Our colleagues may provide this service upon availability and with possible extra costs.
6. In the case that a hotel guest requests an extension of the residence in the hotel, reception may offer this guest a room other than that in which the guest was originally staying.
7. Hotel guests may receive visits in their hotel rooms from guests not staying in the hotel. Visitors must present a personal document at the hotel reception and register in the visitors' book. These visits can last for only a maximum of 2 hours and must finish until 10:00 pm.
8. Hotel Charles enforces a 'No In-Room Party' Policy to ensure we can protect the hotel and our guests at all times. No parties, loud disturbances and/or noise-nuisance are allowed or tolerated on these premises. In the event of a disturbance, one polite request (warning) will be given to reduce the noise. If our request is not followed, the guest will be asked to leave the hotel without refund and may be charged Guest Compensation Disturbance Fee.

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9. Between the hours of 10:00 pm and 06:00 am guests are obliged to maintain low noise levels.

10. Guests may use rooms only for the period, which has been mutually agreed with the hotel reception, at the latest until 11:00 am on the departure day. If a guest fails to vacate the room within the designated time, reception shall charge this guest for the following night's accommodation fee. For a possible late check-out please consult with the reception in time, and upon availability we may grant a later check-out for a supplemental fee.

11. Guests who take accommodation after midnight, shall still pay the price for accommodation for the whole of the preceding night. The hotel's official Check-in time is from 02:00 pm. For a possible early check-in, please consult with the reservation team, or the reception in advance.

12. Guests may not move furniture or interfere with the electrical network of electrical appliances or other installation in any way without the consent of the hotel management.

13. Guests may not use their own electrical appliances in the hotel building except for those serving for personal hygiene (electrical shavers or massaging machines, hairdryers etc.), or personal computers and telephone chargers. The rooms own electrical devices shall only be used according to their main purpose.

14. Upon leaving their room, guests are obliged to turn off all water taps, and to turn off all electric lighting and other electrical appliances in the room and close the door. Guests bear full responsibility for any damages, which ensue from failure to abide by this prescription. Hotel guests are responsible for given room keys during their whole stay. In case of loss, the guests are asked to inform reception staff immediately in order to prevent abusing the key. Losing the room key will result in a penalty of 20 Eur, which is to be paid on the spot, at the reception.

15. For safety reasons it is not permitted to leave children under 12 years of age in hotel rooms and other common areas of the hotel without adult supervision, and children under 12 years of age may not use the lift without supervision.

16. Guests are responsible for damages caused to hotel property according to the valid legal prescriptions of Hungary.

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17. The hotel's inner courtyard parking facility may be used only upon availability of parking slots. Slots marked as 'Private' are to be left free for their owners. For parking fees please consult the reception or see the website of the hotel.

18. Guests are obliged to pay the price agreed upon according to the written confirmation of their reservation. 'On the spot' payments for accommodation and other services are to be made at the beginning of the stay. The bill is payable upon presentation to the guest.

19. We shall be happy to listen to any suggestions for improvement of the accommodation and catering services in the hotel. In case of any complaints we shall purposefully arrange the rectification of any insufficiencies.

20. Dogs and other animals may be taken into the hotel premises only with the consent of reception for a surcharge 15 Eur/animal/night (max. 2 animal / room). Their owners must thoroughly abide by the instructions of reception.

- a) The pet is socialized, vaccinated, and has no fleas or ticks.
- b) The pets can not be left without supervision if there is a risk of causing any damage or might disturb other guests.
- c) Animals may not be allowed onto beds or other furniture, which serves for guests. It is not permitted to use baths, showers or washbasins for bathing or washing animals.
- d) Utensils, which serve for preparation or serving of food to guests, must not be used for feeding dogs or other animals.
- e) Owners are responsible for ensuring that animals are kept quiet between the hours of 10:00 pm and 06:00 am. In the case of failure to abide by this regulation the guest may be asked to leave the hotel without a refund of the price of the night's accommodation.
- f) Owners are fully responsible for any damages caused to hotel property by their animals.
- g) Pets are allowed in the hotel restaurant only from 12:00, provided the animal's behavior and cleanliness are adequate and they do not disturb other guests. Pets are not allowed in the restaurant during breakfast time (7:00 – 10:30) for hygienic reasons due to the breakfast's buffet style. An exception is the case when the hotel terrace is open, as pets can be taken to the terrace through the hotel's main entrance and they can stay there during breakfast.

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21. During their stay in the hotel, each guest is obliged to act in such a manner as to ensure that their conduct does not cause the outbreak of fire. Fire alarm escape routes are displayed at the inner side of each guest room doors.

22. In the case of fire, guests are obliged to notify the reception without hesitation, either directly, or on the phone (0) and may use a portable fire extinguisher located at the corridors of each floor to extinguish the flames. The use of the elevator in case of fire is prohibited!

23. Smoking is prohibited in the whole building of the hotel (both in the rooms and in the common areas). Violation of this rule will trigger a penalty fee of 100-200 Eur depending on the smoke odors experienced in the room, and the amount is calculated by discretion of the hotel.

24. The hotel shall ensure provision of first aid and helps organizing a transport to hospital in the case of sickness or injury to guests.

25. Entry to occupied hotel rooms is permitted to the chambermaid who is allocated to the given room, the hotel housekeeper, the accommodation manager and maintenance staff in the case of reporting of a technical defect in the room. If you do not want someone to enter your room, please hang the "do not disturb" card on your room's outside door handle. It can be found in the entrance area of your room.

26. Consuming the products from the minibar involves additional costs. You can find the prices in the kitchen area.

27. Washing machine – available at an extra cost on the 6-th floor. Please contact the reception for further information.

28. Drying machine - available at an extra cost on the 6-th floor. Please contact the reception for further information.

29. Microwave oven – can be requested depending on availability. In case of longer stay (weeks) it is an equipment of the kitchenette. Please contact the reception!

30. Lost and found – Items left behind are stored for 3 months.

Hotel guests are obliged to abide by the provisions of these hotel regulations. In the case of serious violation, the reception or hotel management may withdraw from the contract on accommodation services before the elapse of the agreed period. In cases where the hotel suffers damage (either physical, or moral) due to the guests' violation of the above rules, it may charge a compensation fee in proportion to the damage. Moral damage may be for example disturbing other guests, thus ruining the reputation of the hotel.

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We request that guests report any complaints and defects to the hotel reception or hotel management in person. Your complaints shall be attended to immediately.

These hotel regulations are available to guests in their rooms, at the hotel reception, and on the hotel's website: www.charleshotel.hu

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