

HOTEL POLICIES

It's important to us that each Guest is given appropriate information to make their stay as comfortable as possible. Here you can find details of our Hotel Policies on items such as Check-In/Check-Out times, Cancellations, Payment, and much more. For additional details, please contact the hotel and speak to one of our helpful Team Members.

Check-in & Check-out

- Guests may check-in at any time from 3 p.m. on day of arrival. Late check-in – from 7 p.m. – should be noted in advance.
- On departure, guests must vacate their rooms and check-out by no later than 11 a.m. Failure to do so will entitle the Hotel to charge for an additional night.
- Guests receive the room key directly while checking-in. Guests are given a registration card that is needed to be filled in appropriately. By signing the registration card, our guests claim that they have read and acknowledged the rules and regulations of our hotel.
- Payment of the price of reservation and the cost of additional services requested during the stay is directly while checking-out.
- Guests above 18 years are subject to paying tourism tax the rate of which is HUF 300 per person per night.

Pet Policy

Our hotel welcomes your pets, to a limit of two medium pets per room, for a fee of HUF 1,000 per pet per night. We reserve the right to charge guests the cost of damage caused by the pet to the hotel's property or structure without asking consent. We kindly ask our guests to keep all dogs on a leash when outside the room. Please note that we do not permit pets in the hotel's meeting rooms, restaurants or bath facilities. We kindly inform our guests that the hotel does not provide any pet accessories (such as dog bed, dog bowl, etc.). Therefore, it is the responsibility of the dog owner to ensure all necessary accessories.

Rules in the Dining Halls

- The first meal of any reservation including half-board meal is dinner on the day of arrival, while the last meal is breakfast on the day of departure. Dinner is available from 6 p. m. until 9 p. m., while breakfast between 7 a. m. and 10 a. m.
- We kindly ask our guests to attend meals in appropriate clothing. No slippers, bathrobe, swimming suit, shorts or tracksuit is accepted.
- Please note that dogs are not permitted in the meeting rooms or the dining halls.

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Smoking

- Our hotel is non-smoking.
- Please note that the smoking areas are located outdoors exclusively. Smoking is not permitted indoors - smoking in the room is subject to HUF 5,000 charge. Any charges resulting from deodorizing the property or other smoke related maintenance shall be the financial responsibility of the occupant of said room.

Parking

Self parking; no covered parking facility ensured.
Parking Fee: HUF 300 per vehicle per night

Pool Policy

We are pleased to offer our guests complimentary access to the wellness center in the building of the Mediterranean Bath House and in the building of the Renaissance Palace. We kindly ask that all children be supervised by an adult. Please note that the Palace Bath welcomes guests only above 18 years.

Opening hours

Mediterranean Bath House

9 a.m. – 9 p.m. from Sunday to Thursday
9 a.m. – 10 p.m. on Friday and Saturday

Renaissance Bath House

10 a.m. – 7 p.m. each day

Disturbance

The Hotel reserves the right to require a guest to leave if he/she is causing a disturbance, annoying other guests or Hotel staff or is behaving in an unacceptable manner.

Losses and Liabilities

- Guests must report any loss of or damage to their property immediately on discovery to the Hotel and shall make themselves available to assist with any reports made by the Hotel to the police.
- Whilst all reasonable efforts have been taken by the Hotel to ensure that Bookings made under this Agreement are able to proceed, the Hotel reserves the right to relocate any Booking to another hotel of similar size and standard. The Client acknowledges that the Hotel accepts no liability for any loss or damage suffered by or caused to the Client in consequence of the relocation of the Client.

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- Guests will be liable for any loss, damage or personal injury they may cause at the Hotel.

Damage to hotel property

We reserve the right to charge guests the cost of rectifying damage, caused by the deliberate, negligent or reckless act of the guest to the hotel's property or structure. Should this damage come to light after the guest has departed, we reserve the right to make a charge to the guest's credit / debit card, or send an invoice for the amount to the registered address. We will however make every effort to rectify any damage internally prior to contracting specialists to make the repairs, and therefore will make every effort to keep any costs that the guest would incur to a minimum.

Removal of hotel property

We reserve the right to charge guests the cost of replacing any items that are removed from the premises by them without consent. The charge will be the full replacement amount of the missing item, including any carriage charges. Should the fact that the item is missing come to light after the guest has departed, we reserve the right to make a charge to the guests credit / debit card, or send an invoice for the amount to the registered address.

Cancellation

Without charges, cancellation is accepted 21 days prior to the date of arrival the latest. In case the cancellation is initiated in less than 21 days prior to the date of arrival, 60% of the price of reservation is charged.

Payment

- No deposit is requested. Payment is on the day of departure, directly while-checking out.
- Hotel Currency: Hungarian Forint (HUF)
- Payment options:
 - Cash
 - Bank card (Visa, Visa Electron, Eurocard Mastercard, American Express, Maestro)

Further Information

- **Reception:** Reception is attended to 24 hours a day.
- **Internet:** Internet access is provided throughout the hotel for free (Internet access is ensured through a cable available in all rooms, and in most rooms, through wireless connection. However, there is no internet access ensured in the rooms located in the Renaissance Theme Park. For guests having their accommodation in the Renaissance Theme Park, we provide with internet access in the building of the Reception).
- **Currency Exchange:** No currency exchange facility at reception.