



HOUSE RULES

We make every effort to ensure that your stay is pleasant and comfortable.

We kindly ask you to observe the following house rules.

- Reception is available 24 hours a day throughout the year.
- Check-in is from 3:00 PM; check-out is by 10:00 AM.
- All guests over 18 years of age are subject to the local tourism tax (currently HUF 600/person/night).
- One key card is issued per registered guest. Lost cards must be reported immediately and returned upon departure.
- Children under 14 must be supervised by a parent or authorized adult.
- Only registered guests may stay in guestrooms. Please inform Reception if you receive visitors.
- Complimentary outdoor, unguarded parking is available. The Hotel is not liable for damage to vehicles.
- Hotel property must not be removed from guestrooms or public areas.
- Guestrooms are cleaned daily between 10:00 AM and 3:00 PM. If a 'Do Not Disturb' sign is displayed, housekeeping will not enter and no compensation is provided for missed service. On the day of departure, if the sign remains displayed and the guest cannot be contacted, staff may enter the room after 10:00 AM.
- The guest is liable for any intentional or negligent damage caused to Hotel property.
- Please report any maintenance issues to Reception.
- Please respect the peace and comfort of other guests, especially between 10:00 PM and 6:00 AM.



- Appropriate attire is required in the Lavender Restaurant.
- The Hotel may refuse service or require disruptive guests to leave without refund.
- The Hotel may terminate the accommodation agreement immediately if the room or Hotel facilities are misused or safety rules are violated.
- The Hotel is entirely non-smoking, including guestrooms. Smoking is permitted only in designated outdoor smoking areas. This also applies to e-cigarettes.
- Pets are not permitted.
- Food and beverages may not be removed from the restaurant. Breakfast: 7:00–10:00; Dinner: 7:00–10:00 PM.
- Alcohol will not be served to persons under 18 years of age.
- The SPA is open from 8:00 AM to 8:00 PM. The fitness room is available throughout the day.
- Please hand any found property to Reception.
- The Hotel accepts no responsibility for valuables left in guestrooms. Please lock your room and use the in-room safe.
- Fire safety regulations must be observed. Bringing or operating personal appliances such as kettles, coffee makers or irons is prohibited.
- In the event of a fire alarm or evacuation, please follow evacuation signs and staff or firefighter instructions.
- Immediately report any fire or sign of fire to Reception.
- Please report any comments or concerns regarding your room, the Hotel or other guests to Reception so that we can resolve them as quickly as possible.

We wish you a pleasant, relaxing and enjoyable stay at Balaton Park Hotel.