



## House Rules

Dear guests,

on behalf of the entire ki-kötő team, we promise to do everything we can to make your stay with us as relaxed and smooth as possible. As our guests, you can also contribute to this by observing our house rules.

Thank you very much!

Gabriella Bényei and the ki-kötő team

### 1. Check-in and Check-out Information

ki-kötő is at your disposal from 3:00 pm on the day of arrival. Please inform us by email or phone if you arrive earlier.

Depending on which platform you booked your stay with us, the agreed payment deadlines differ. In any case, your stay must be paid in full one day before your arrival. We don't accept cash.

We need certain personal data from you when you make your reservation. When you arrive, you will be asked to provide further personal data, which we need for issuing the invoice (NAV settlement), reporting the cash payment invoice (to NAV), signing the guest book (municipal ordinance) and reporting the tourism data (to NTAK). By making an online booking through our website or a booking portal, you as a user accept the relevant privacy policy.

On the day of departure, we ask you to leave ki-kötő by 10:00 am at the latest and return the keys to the key safe at the car parking lot.

It is possible to extend your stay on the day of departure by arrangement, but only if no new guests arrive on the same day.

### 2. Keys

On your arrival you will receive keys for the house and the car park gate. If you lose them, a

compensation of 5,000 HUF per key will be retained on departure.

### **3. Visitors**

Only registered guests are allowed on the property, in our houses and in the pool.

### **4. Children under 14 Years**

Children under the age of 14 must be under the constant supervision of a parent or guardian or another legally competent person authorised by the parent or guardian. The person accompanying the child is responsible for the child's safety and any damage caused by the child.

### **5. Security**

To protect your valuables, please lock the front door, car park gate and garden gate whenever you leave the property. Please also activate the alarm system regularly on these occasions. Under no circumstances can we be held liable for the theft of valuables. Be sure to take advantage of the opportunity to lock valuables in the safe.

### **6. Fire Safety**

All guests are required to comply with the general fire safety regulations.

Should a fire occur, we expect our guests to attempt to extinguish the fire. A small fire extinguisher is located next to the fireplace in the main house. When attempting to extinguish a fire, please take care not to endanger yourself!

In case of fire, immediately alert the fire brigade (112) and contact us on +36 30 713 0783.

The use of candles and the fireplace is permitted in the main house if handled properly. Open fires of any kind are strictly prohibited in all areas of the thatched barn including the pool terrace!

It is strictly forbidden to leave open flames unattended, whether inside or outside buildings!

If you have caused a fire negligently, you are liable for the damage assessed by an expert and for the cost of assessing the damage.

In the event of an unauthorised fire alarm, you will be liable for the costs of the fire brigade's intervention, with a minimum of HUF 25,000 plus VAT.

### **7. Services**

We do not accept any liability for services and facilities provided by third parties. These service providers have no subcontractor legal relationship with us. Ki-kötő only offers them the opportunity to provide their services to our guests.

### **8. Taxes and IFA (Tourism Levy)**

The accommodation provider is responsible for the payment of all taxes and duties.

The accommodation prices quoted are net prices and do not include VAT, as we are not liable for VAT as an accommodation provider.

However, we are obliged to pay the tourism tax (IFA), which is levied independently of the

rental price. We ask you to pay it in cash and forints to our authorised representative on the day of your arrival. The tourist tax is 400 HUF/night for each guest over 18 years. We will pay the tourist tax at the Poroszló Municipality.

## **9. Breakfast**

For our flat guests in the low season: breakfast baskets can be ordered from us.

## **10. Not allowed Items**

No corrosive or flammable chemicals, substances classified as flammable and/or explosive under current legislation, fireworks, firecrackers, their parts, components, waste, substances harmful to the environment or health or psychotropic substances may be brought onto our property.

We are not liable for any damage caused by unauthorised items brought onto our property.

## **11. Own Electrical Appliances**

We cannot be held liable for any damage caused by your own electrical appliances. The tenant is liable for any damage caused to the house and yard.

## **12. Repairs**

As in any household, things can break in rented accommodation. If you find that an appliance or piece of furniture can no longer be used, please report this to us immediately so that we can arrange for its repair or replacement as soon as possible.

## **13. Guests with Dogs**

Ki-kötő is dog-friendly. Four-legged guests are welcome!

As a pet owner, you must ensure that your dog does not leave the fenced area unattended and thus enter the public area or other properties. Our property is fenced, but smaller dogs may be able to find a way out. We cannot be held responsible for runaway dogs.

Do not leave your dog running loose in the house or grounds when you leave the property. The pool shower is also not a suitable space to confine your dog. Instead, a kennel is available that is suitable for medium-sized dogs.

As a dog owner, you are liable for any damage caused by your dog (both in the garden and in the house). You are obliged to keep your dog in such a way that it does not disturb the neighbours, does not cause any damage and does not endanger the health and safety of other guests. You must also ensure that your dog does not dig up or contaminate the garden. You must immediately pick up the dirt caused by your dog with a poop bag and dispose of it in the residual waste bin.

Dog blankets are compulsory on all upholstered furniture and will be provided on site.

Dogs are not allowed in the pool for hygiene reasons.

Due to numerous stray males in the village, we are unable to accommodate female in heat.

## **14. Pool**

Our pool is not heated for ecological reasons. Unfortunately, we cannot change weather-related inconveniences.

The water depth is 1.50 m. Small non-swimmers - especially children - must wear approved swimming aids and be supervised at all times when in the pool.

The use of glasses is not permitted in the pool area.

If there is a disturbance in the use of the pool (for example, if the water quality deteriorates), all guests must leave the pool immediately. We ask that you inform us immediately in this case so that we can take remedial action.

## **15. Agricultural Buildings**

Children may only enter the former pigsties under adult supervision. Dangers lurk there! Please pay particular attention to the low head height. We cannot be held responsible for any injuries.

## **16. Rented Items (Barbecue, Badminton, Bicycles...)**

Please feel free to use the available items/sports equipment. The use of all items/sports equipment is free of charge.

If a guest uses our sports equipment, he/she declares that he/she is able to use it, that he/she knows the rules of use and that he/she uses the equipment at his/her own risk and responsibility.

We will take care of the repair or replacement of the objects/sports equipment as soon as possible if a defect should occur despite proper use.

The guest is responsible for any damage caused by improper use.

Please leave the provided items/sports equipment complete and in a clean and tidy condition at the original location. If it is not possible to return the items/sports equipment for reasons for which the guest is responsible or if they are in an unusable condition at the time of return, the guest is obliged to reimburse the operator for the full value of the items/sports equipment.

## **17. Heating**

The accommodation is equipped with modern heating. In the low season we will set the heating in the main house to a comfortable room temperature before your arrival. From 15<sup>th</sup> of May to 15<sup>th</sup> of September the heating is switched off. Please do not switch on the heating yourself.

In the flat, we set the heating depending on the weather via Wifi remote maintenance.

The stove bench of the fireplace, which can be heated with electricity, may only be switched on in the low season and only for a maximum of one hour per day. It must be manually switched off again after use due to overheating.

In the transitional period and in the low season, our guests are welcome to use the fireplace. Please refer to the operating instructions in our guest guide.

## **18. Smoking**

Smoking and the use of electric cigarettes is not permitted in any enclosed area. Smoking in and around the thatched barn is also strictly prohibited!

## **19. The Peace of the Neighbours and the Village**

Any behaviour that disturbs the peace, safety, sense of security or privacy of others, or that constitutes a nuisance or intimidation to others, is prohibited on the property regardless of the time of day.

Night rest is to be observed from 10:00 pm daily. All noises (conversations, music, radio, television etc.) must then be turned down to room volume in the house and garden.

As accommodation providers, we exclude liability for damage caused by the behaviour of our guests towards other guests or neighbours.

## **20. Equipment of the Guest House**

Please use all facilities and equipment exclusively for their intended purpose. You are liable for damages caused by improper use.

Furniture and equipment may only be changed with our prior permission. Furniture and other furnishings may only be moved or changed by our authorised representative.

In particular, we ask that all furnishings (e.g. beanbags) be left in the loft of the barn.

We consider the taking or removal of items of any kind as theft, which we will have to prosecute under criminal and civil law.

Please report any failure of equipment, facilities or furnishings to our authorised person immediately. He/she will arrange for replacement or repair. Do not attempt to rectify the fault yourself.

## **21. Wifi**

In the closed rooms and within a radius of approx. 20 m around our buildings, you can use our free, fibre-optic-based, fast Wifi network. Please do not change the position of the repeaters! This can lead to gaps in the coverage.

However, we cannot guarantee a continuous, uninterrupted connection to the internet because we are dependent on the network provider.

We are not liable for any direct or indirect damage to your equipment or its contents during or as a result of your use of our Wi-Fi.

## **22. Parking**

ki-kötő has an enclosed car park where three vehicles can be conveniently parked. Please use these parking spaces and do not park on the street if possible. Keep the gate locked at all times and also locked during the night.

### **23. Found Items**

If we find items that you have left with us, we will contact you. We will keep them for ten days and send them to you by post at your request and expense.

We will dispose of any food or medicines left behind.

### **24. Disclaimer**

All guests use our facilities and other services as intended, knowing and being aware of their own health, physical and mental condition. Therefore, we exclude liability for damages resulting from the use of the facilities and other services not in accordance with the intended use or not in accordance with the actual health, physical and mental condition of the guest.

Furthermore, we are not liable for any damage to items brought by our guests.

### **25. Disturbance Reports**

You are requested to report any disturbances to us immediately.

### **26. Compensation**

Please use ki-kötö with the same care and appreciation as you would your own home.

Damages caused by our guests through negligence or intent will be assessed on site by our authorised representative. We must withhold the damages thus assessed from the deposit paid. Claims exceeding the deposit remain unaffected.