

# House Rules

Dear Guests,

The team of Club Luxury Apartman does everything possible to ensure you enjoy a peaceful and pleasant stay. We kindly ask you to read the following information carefully and comply with our house rules.

## Check-in

Apartments are available from 3:00 PM on the day of arrival. If you wish to arrive earlier, please inform us in advance by email or phone. Our staff will inform you about availability depending on occupancy.

Upon arrival, we kindly ask you to present your personal documents for verification. Upon departure, the remaining accommodation fee and the tourist tax must be settled.

Payment is possible by bank card (Visa, Mastercard, Maestro), cash, or SZÉP Card (hospitality sub-account).

## Check-out

We kindly ask our guests to vacate the apartments by 11:00 AM on the day of departure. Late check-out is available for an additional fee, subject to availability. Please contact our staff for current details and pricing.

## Visitors

Only registered guests are allowed in the apartments.

## Pets

Pets are not allowed. Thank you for your understanding.

## Furniture, textiles and damages

Please use the apartment's equipment and furnishings properly and with care. Furniture must not be moved.

Any malfunction or damage must be reported immediately at +36 30 948 4768. Under no circumstances should guests attempt repairs themselves.

Guests are fully liable for any damage caused by negligence or intentional actions.

Furniture and textiles (e.g. blankets, towels, etc.) must not be removed from the apartment. The only exception is the bathrobe, which may be used in the Sárvári Gyógy- és Wellnessfürdő area. Please return it to the apartment after use. In case of loss, we reserve the right to charge replacement costs.

## Safety

Before leaving the apartment, please ensure that water taps are closed and all electrical devices and the air conditioning are switched off.

In case of fire, guests must follow the evacuation routes and fire safety instructions displayed in the apartment. Fire extinguishers are located on each floor. In case of fire or any sign of fire, please contact us immediately at +36 30 948 4768.

### **Wi-Fi**

Free Wi-Fi is available in the apartments.

Wi-Fi password: **Berill2019**

The Club Luxury Apartman does not guarantee uninterrupted or error-free Wi-Fi service.

### **Smoking**

Smoking, including the use of electronic cigarettes, is strictly prohibited in the apartments. In case of violation, a cleaning fee of 30,000 HUF will be charged.

Smoking is only permitted on the terraces.

### **“Do not disturb” sign**

If you do not wish to be disturbed, please hang the “Do Not Disturb” sign on the door handle. While the sign is displayed, our staff will not knock or enter the apartment.

### **Cleaning**

Our staff cleans the apartment upon request and by prior arrangement.

If a “Do Not Disturb” sign is displayed during the scheduled time, cleaning will not be carried out. In such cases, guests are not entitled to any refund or compensation.

For environmental reasons, towels are only replaced if placed on the floor.

### **Parking**

Free parking is available in front of the building. Additional free parking spaces are available opposite the building at the thermal bath car park.

Parking spaces in the courtyard of the apartment building are privately owned and must not be used.

We cannot accept responsibility for vehicles or valuables left inside them. Guests are fully liable for any damage caused to other vehicles.

### **Breakfast and dinner**

Breakfast and à la carte dinner are available at the Thermal Restaurant for an additional charge.

### **Behaviour**

Please respect the peace and comfort of other guests. Quiet hours are between 10:00 PM and 8:00 AM.

### **Illness**

If a guest becomes ill during their stay and the Club Luxury Apartman is informed, we can provide medical assistance. All related costs are borne by the guest.

In case of infectious disease diagnosis, the property reserves the right to refuse further services. Any costs arising from early departure are the responsibility of the guest.

### **Liability of Club Luxury Apartman**

The Club Luxury Apartman is liable for damages suffered by guests only if caused intentionally or by gross negligence of its employees.

### **Valuables**

We are not responsible for valuables left in the apartments.

We recommend always locking doors and windows when leaving the apartment. A free in-room safe is available; however, we do not accept responsibility for its contents.

### **Lost and found**

Lost items are stored for 3 months (except food and medication). Shipping and storage costs may apply. Unclaimed items will be disposed of after the retention period.

### **Data protection**

The Club Luxury Apartman does not provide information about current or past stays to third parties without the guest's written consent, except in cases required by law.

### **Closing**

We hope you enjoy a memorable stay and return home refreshed with positive experiences.

If you need assistance during your stay, please contact:

**Adrienn Szenteleki**

+36 30 948 4768

We wish you a pleasant stay in Sárvár.

**The Club Luxury Apartman Team**

*Dated: 14.05.2026*