

**TULIPÁN U.2. APARTMANHÁZ**  
**HOUSE RULES - GUEST INFORMATION**

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**HOUSE RULES - GUEST INFORMATION**

**Accommodation name:** Tulipán Apartment/guest house

Accommodation address: Tulipán utca 2, 9740 Bük.

Owner: Dávid Varga

Phone: +36 30 507 9656

e-mail address: info.zimmerbuk@gmail.com.

**Website:** <https://www.bukszallas.hu/>

**Website:** <https://www.zimmerbuk.com/>

**Free emergency calls**

- Ambulances: 104

- Police: 107
- Fire department: 105
- General: 112

When occupying the Apartment, the tenant accepts that he is fully responsible for material damage to the building's equipment and condition, as well as for any accidents, and that he complies with the provisions of the House Rules.

The accommodation can only be booked after presenting a valid identity document, which is mandatory for all guests. In the absence of this, the guest may not stay in the accommodation area.

The tenant can only stay in the apartment within the pre-booked and paid time. The rooms are double. It can be occupied from 13.00 and onwards. You must leave by 9:00 a.m. In individual cases, it is possible to deviate from this date, after prior consultation.

Only registered persons are allowed to stay in the Apartment area, a maximum of 2+2 people in an apartment. We handle your data in accordance with the regulations of the GDPR and fulfill our obligation to provide digital data through the system of the NTAK Center.

When using the tools and equipment in the building as intended, everyone must comply with the accident prevention regulations. Household cleaning products can only be used by adults, to which we ask you to pay special attention!

The tenant must report any extraordinary event to the owner or call one of the posted telephone numbers without delay. General emergency number: 112. Owner: +36 30/5079656.

The use of the tenants' personal belongings is solely their personal responsibility, and the landlord assumes no responsibility in case of their damage or disappearance.

Error report. We kindly ask our guests to report any kind of malfunction experienced in the apartment building to the operator immediately by calling +36-30-5079656. The guest is not entitled to repair the fault himself or attempt to repair it.

The guest is obliged to use the tools and equipment of the Apartment house as intended. The guest is obliged to compensate the damage resulting from improper use at the request of the operator, but at the latest before departure.

The person responsible for the damage or his legal representative must compensate for the damage caused in the accommodation area.

Smoking. We ask that you do not smoke in the entire area of the accommodation. The designated smoking area is indicated by a sign. The use of an open flame is only possible in the designated fire-lighting area.

It is forbidden to bring pets into the apartment area!

Garbage is delivered on Fridays, so please put the waste selectively in the container on Thursday evening. Only waste placed in the container is taken away. Selective waste must be collected in designated containers.

Please do not disturb the peace of others by making noise or immoral behavior! In the area of the apartment building, regardless of the time, any conduct or behavior that disturbs the peace, safety, sense of security, and privacy of others, which is or may be considered harassment, or may be suitable for intimidating others, is prohibited.

The owner or his agent has the right to warn guests who do not comply with the rules and, if necessary, to cancel the accommodation.

The tenant assumes responsibility for the received keys, and is also obliged to hand over the apartment in the received condition on the day of moving in. The tenant can object to the quality of the service and the operation of the holiday home in the "Buyers' Book" provided for this purpose.

We wish all our dear guests a good rest!

Online booking is available on our website.

Our own website contains up-to-date information in 4 languages with realistic photos and a photo gallery, contact information, room prices, and a booking interface. It also contains a description of the types of rooms, the number of beds and the available services and attractions in the area. <https://www.zimmerbuk.com/> and <https://www.bukszallas.hu/> sites.

Online booking option on intermediary sites. Real-time, direct booking is possible on the social portal facebook.com or on the accommodation agency website, booking.com, szallas.hu or on our own website, zimmerbuk.com.

Electricity. 220-230 Volts.

Login. Arrival is possible between 13:00 and 17:00.

The ordered room can be occupied from 1 p.m. on the day of arrival. The owner or his representative is present at the specified arrival/departure time. The service provider is available 24/7 by phone at +36 30/5079656.

Early arrival depending on availability: before 1 pm and between 5-8 pm is possible for a fee of HUF 6,000 per room.

Check-out is possible between 06:00 and 09:00.

Check-out on the day of the trip is between 6 and 9 a.m. Late check-out depending on availability: until 5 p.m. for HUF 16,800 per room we can provide. At the specified arrival/departure time, the owner or his representative is present (if required). The service provider is available 24/7 by phone at +36 30/5079656.

Reservation, room reservation. It is possible to book a room in person, by phone, by e-mail, or by letter.

Cancellation policy. The guest can cancel the reservation free of charge 14 days before arrival. The guest will be charged 50% of the total price if he cancels the reservation within 8-13 days before arrival. The guest will be charged 100% of the total price in advance if he cancels the reservation within 7 days before arrival or if he does not arrive. The guest will be charged the previously paid deposit if he cancels the reservation. For the above, bank transfer is the accepted method of payment. Refunds will be made within 15 days.

We ask for a deposit (security deposit) to be paid upon arrival to preserve the condition. The deposit is between 50 and 150 euros, depending on the number of rooms, i.e. we ask our guests for a deposit of 20,000 to 600,000 HUF. If no damage has occurred, the deposit will be refunded to the guest in cash on the day of departure.

Fire protection. It is forbidden to bring any kind of flammable material or device into the apartments. Items classified as corrosive, flammable chemicals, materials, substances classified as flammable and/or explosive, fireworks, firecrackers, their parts, components, waste, things harmful to the environment, psychotropic substances are not allowed in the area of the apartment building.

Fire extinguishers can be found in the apartment building in the designated area (in the dining room). In the event of a fire, the guest must immediately call the Fire Department at 112, then the owner at +36-30-5079656.

Currency exchange. There is a currency exchange near the accommodation. For more information, please contact your host.

Temple. There are churches of various denominations in the town, and there is an ecumenical church at the spa. Please contact your host for addresses and opening times.

Pharmacy, doctor. It is located 5 km from the accommodation. Ask your host about the opening hours and the duty schedule.

Cash machine (ATM). There is an ATM near the accommodation, 20m to the left of the spa's main entrance. (maximum HUF 100,000/transaction)

SERVICES.

**Bedding.** The standard change of bed linen takes place once a week. Upon request, we provide clean bed linen daily for a fee. Please notify your host of your request.

**Washing.** At the request of the guest, the accommodation provides a (paid) laundry service.

**Pillow.** We provide 2 pillows (1 small, 1 large) per guest. A spare pillow can be requested. Contact your host with your request.

**Extra bed, children's bed.** Depending on the size of some of our rooms, it is possible to place a guest bed, an extra bed, or a child's bed. Contact your host with your request.

**Baby-friendly services.** At the request of our guests arriving with children, we provide a mobile baby bed, mattress, mattress cover, high chair, baby bathtub, and plastic toys (subject to occupancy of the ground-floor garden apartment).

**Business services.** Ask your host about photocopying, scanning, printing options and prices.

**AC charging of an electric car** is a possible (paid) service. Ask your host about the possibilities and their prices.

**Umbrella.** Umbrellas can be borrowed from your host at the reception.

**Bathroom.** 100% of the rooms have a bathroom with a toilet, shower cabin, sink, mirror, electrical sockets, towel rack, hanger, shelf, liquid soap holder, hair dryer, spare toilet paper.

**Lamps, electrical sockets, lighting.** The apartment building has adequate lighting both in the rooms and in the common areas. There are free electrical sockets in all rooms. Central and individual switches are available for lighting.

**Air conditioning.** Our apartments also have air conditioning, which can be individually controlled. Air conditioning can be used for a fee. If you have any questions about its operation, please let your host know.

**Parking.** We have our own free parking lot next to the house. You can park in front of the hotel's main entrance. The apartment building has four parking spaces. Please use this.

**Internet access / WI-FI.** We provide wireless internet access in the common areas and in the rooms. The use and strength of Wi-Fi is not done via optical cable. I recommend not using it to download movies. It is used for communication such as writing letters, skype, viber, internet browsing. Damage, damage, damage settlement. The equipment and tools in the rooms and communal spaces must be used as intended. In the event of any damage, the host must be informed and any damage caused by the guest must be repaired immediately.

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Possibility of grilling and cooking. For a fee, the apartments can be used for barbecues and potlucks in the garden, in a specially designated area. We provide the necessary tools for this. The kettle, grill grate and disc must be thoroughly washed after each use!

Bicycle and electric scooter use. Bicycles and scooters for movement outside the accommodation. Our guests can use bicycles (free of charge) and 1 electric scooter (for a fee). The tools can only be used by adults!

Doing sports. the possibility of playing sports in the garden, an outdoor air conditioner equipped for our guests is available (paid service). It can only be used at your own risk!

Ironing facility. Upon request, we provide an ironing board and an iron at the reception.

Provision of shoe care equipment. Upon request, we can provide shoe care equipment at the reception.

Provision of sewing equipment. Upon request, we can provide sewing equipment at the reception.

Radio. The accommodation's SAT television sets are suitable for receiving radio channels.

Chair. In the rooms of the accommodation, you will find 1-5 seats, of which at least one armchair is provided for the guests.

Cleaning. Daily cleaning can be requested for an additional fee. Please discuss this upon arrival! Standard cleaning with bed linen change once a week, room towels are changed at least every 4 days. (in agreement with the guest) We provide 1 large towel and 1 small towel per person for our guests. If you have any other requirements, please let your host know.

Blanket. There is an extra blanket, please inform your host of your request.

Lost and found. In the case of a lost or found item in the accommodation area, please contact your host.

Terrace with seating. All accommodations have a terrace or balcony. On the terrace there are sunbeds, seating furniture, chairs and a table, which are provided for hotel guests.

Transfer. Please notify your host of your request in time. We are available for a fee.

Television. All rooms at the accommodation have a flat screen SAT. with TV. We offer a wide selection of local and international TV channels and radio channels.

Shops. There are several shops and shopping centers near the accommodation. Contact your host for detailed information.

Buying. There is a grocery store and ABC nearby. Your host will be happy to provide information on the most important shopping opportunities.

Tap water. Tap water in the city and throughout Hungary is strictly controlled and drinkable.  
Don't take water because it's excellent!

Dávid Varga (owner), tel. +36 30/5079656.