

The Hotel Unforgettable - Hotel Tiliana by Homoky Hotels & Spa

House Rules – An Integral Part of the Hotel Contract

The Hotel House Rules

Dear Guests,

The Hotel Unforgettable - Hotel Tiliana by Homoky Hotels is the perfect location for complete relaxation and rejuvenation. Located just 15 minutes from the vibrant downtown of Budapest, amidst the Buda Hills, this fully renovated four-star establishment awaits its guests. The hotel's vast 2.5-hectare park, filled with trees, multiple playgrounds, an outdoor swimming pool, and numerous surprises, provides a wonderful experience for children. By reserving a room or other services, guests agree to these conditions.

In this spirit, we warmly welcome you and wish you a restful, refreshing, and experience-rich stay.

All our staff members are dedicated to achieving these aims, but the cooperation of our guests is also essential. For this reason, we kindly ask you to observe and adhere to the norms outlined below.

The house rules are an integral part of the hotel contract.

Check-In

Guests receive a key card upon check-in, which requires the registration of all occupants staying in the room. Registration involves filling out the registration form accurately and verifying the guest's identity. Presenting an identification document is a contractual requirement essential for the hotel. Stateless persons and non-EU citizens are legally required to present and hand over their stateless ID or passport. Rooms are available from 16:00 on the day of arrival.

If a guest wishes to occupy the room earlier, the hotel reserves the right to charge an additional fee as specified in the contract.

Check-Out

On the day of departure, guests must vacate the room, with all luggage and personal items, by 11:00 and return the key card to the reception. Late check-out may incur an additional fee as specified in the contract.

The balance for the stay must be settled before final departure in accordance with the terms of the hotel contract. Should a guest refuse payment for any reason, the hotel reserves the right to withhold the guest's belongings and enforce a lien on them.

Visitors

Only guests registered at the reception are permitted in the hotel rooms. Guests are responsible for the behavior of their visitors, including any potential damages they may cause. The hotel disclaims liability for any damage caused by a visitor to the guest or a third party.

For guests exceeding the room's reserved occupancy, an additional portage/rack rate will apply.

Guests Under 18 Years of Age

Children under the age of 14 may only stay in a room under the continuous supervision of a parent or a responsible adult designated by the parent. The child's companions are responsible for the child's safety and any damage they may cause.

Guests under 14 may only use hotel facilities when accompanied by a parent or a responsible adult designated by the parent. No guest under the age of 18 is permitted to consume alcohol on hotel premises or at hotel events. The parent or responsible adult must ensure compliance with this rule. Any legal, moral, or financial consequences arising from the violation of this rule will be the full responsibility of the parent or the designated responsible adult.

Only guests over the age of 18 may participate in hotel events related to wine culture.

Hotel Equipment and Furnishings

Guests must use the hotel's equipment and furnishings as intended. Any damage resulting from improper use must be compensated by the guest upon the hotel's request or, at the latest, before departure.

Hotel furnishings or equipment may only be removed from hotel premises with prior written permission from the hotel. Rearranging furniture or moving items within the hotel room may only be done by hotel staff or designated personnel.

Removing hotel property without prior written permission constitutes a criminal offense, and in such cases, the hotel will take necessary legal action.

If any hotel equipment, furnishings, or facilities are damaged, guests must report it to the hotel. Guests are not permitted to attempt repairs themselves, and the hotel disclaims any liability for damages resulting from unauthorized repair attempts.

Wi-fi

The hotel offers a complimentary Wi-Fi system. Guests receive the Wi-Fi password upon check-in along with their key card.

The hotel does not guarantee uninterrupted Wi-Fi service or availability. The hotel is not liable for any direct or indirect damages to the guest's device or its contents that may arise from using the Wi-Fi service. Guests use this service at their own responsibility and risk.

Telephone

Using the room telephone is subject to charges. The cost of calls is based on the provider's rates plus a hotel surcharge, which is automatically added to the guest's room bill. Charges continue to accrue until the phone is properly hung up to end the call.

Internal calls within the hotel are free of charge.

Security

For the safety of guests and hotel property, the hotel operates a closed-circuit camera system 24/7, which continuously records footage in both exterior (street) and interior (courtyard) areas.

In the event of a fire, guests are required to follow the posted emergency exit routes in the room and adhere to any instructions provided by on-site fire personnel.

To ensure the safety of guests and the protection of hotel property, the hotel operates a closed-circuit camera system 24/7, which continuously records footage in both external (street) and internal (courtyard) areas of the building.

In case of a fire, guests are required to follow the emergency exit routes posted in the room and adhere to the instructions given by on-site fire personnel. Fire extinguishers are located on each floor in the hotel corridors. In the event of a fire, guests must immediately alert the reception.

It is prohibited to use irons, kettles, coffee makers, and other electrical appliances not typically required for travel in hotel rooms, with the exception of laptops, notebooks, tablets, cameras, and video cameras.

Prohibited Items on Hotel Premises

- The hotel prohibits the following items from being brought onto its premises:
- Corrosive or flammable chemicals and substances classified as hazardous under applicable law,
- Materials deemed fire or explosion hazards by current regulations,
- Food and beverages (including alcoholic beverages) not purchased from the hotel's shop,
- Particularly valuable or high-worth items, including museum-quality artifacts,
- Fireworks, firecrackers, and their components,
- Waste materials or items harmful to health or the environment,
- Psychotropic substances.

Upon a guest's written request, the hotel may grant written permission to bring otherwise prohibited items onto the premises.

If a guest brings any prohibited item into the hotel without prior written permission, the hotel reserves the right to remove or have it removed at the guest's expense. The hotel disclaims responsibility for any damage to unauthorized items brought in without permission.

The guest bears full legal and financial responsibility for any damage or injury caused to other guests, third parties, or the hotel due to an unauthorized item.

Non-Smoking Policy

The hotel is a non-smoking establishment. Smoking, including the use of electronic cigarettes, is prohibited in all enclosed areas (including guest rooms), communal spaces, and all open areas associated with the hotel, except in designated smoking areas.

Hotel staff have the right to remind guests and any other individuals on hotel premises to comply with this policy and cease smoking or vaping if necessary. All guests and individuals on hotel property are required to observe this policy and comply with any requests from hotel staff to stop smoking.

If the hotel is fined by the relevant authorities due to a violation of this policy by a guest or other individual on hotel property, the hotel reserves the right to transfer the cost of the fine to the responsible individual and demand payment.

"Do Not Disturb" Sign

Housekeeping services start at 9:00 a.m. daily. By placing the "Do Not Disturb" sign on the outside door handle, guests clearly indicate that they do not wish to be disturbed by hotel staff entering

or knocking on the room door. The guest assumes responsibility for using the "Do Not Disturb" sign. If this sign remains on the door handle on the guest's departure day and the guest does not respond to the hotel's call, hotel staff may enter the room after 11:00 a.m.

In emergencies (such as fire, terrorist incidents, etc.), or if the hotel has reasonable grounds to believe the guest's life, health, safety, or property may be in danger, staff may enter the room without prior phone contact if the guest does not respond.

The hotel assumes no responsibility for damages or issues arising from improper use of the "Do Not Disturb" sign.

Daily Housekeeping

Rooms are cleaned once daily between 9:00 a.m. and 4:00 p.m. If the "Do Not Disturb" sign is displayed during this time, housekeeping will not be completed, and the guest cannot request a reduction in fees or compensation for the missed cleaning service. For environmental purposes, the hotel only replaces towels left on the bathroom floor.

Laundry and Ironing

The hotel offers laundry, ironing, and dry cleaning services upon request. Guests may arrange these services through reception.

Minibar

The hotel does not provide a minibar in the rooms. Beverages are available at the hotel's Drink Bar from 7:00 a.m. to 12:00 p.m. and in the restaurant from 12:00 p.m. to 10:00 p.m. Additionally, the 24-hour Hungaricum Shop on hotel premises offers drinks for purchase. For assistance, please contact the reception.

Parking

Guests may use the hotel's secure parking for an additional fee of 3000 HUF per night. Vehicles must adhere to traffic regulations within the parking area, with a maximum speed limit of 20 km/h.

To use the parking facility, guests must provide their vehicle's license plate number on the registration form at check-in. Failure to provide this information will result in the inability to access the parking lot. The guest is directly responsible for any damage caused to other vehicles while using the parking facility.

Breakfast

The room rate includes breakfast.

Breakfast is served buffet-style, without serving staff, allowing guests to help themselves from a variety of food and drink options available on the buffet tables in the dining area. Staff members in the breakfast area only serve espresso coffee to guests.

Breakfast hours are from 7:00 a.m. to 10:00 a.m., Monday through Friday, and until 11:00 a.m. on Saturdays and Sundays.

While guests are welcome to enjoy unlimited food from the breakfast buffet, no food or drink may be taken out of the dining area for later consumption. If a guest removes food or drink for later consumption without prior approval from the hotel, the hotel reserves the right to charge 50% of the breakfast cost per person, per occurrence, to the guest's bill.

Guest Illness or Death

If a guest becomes ill during their stay and is unable to act on their own behalf, the hotel will offer medical assistance. The guest accepts this assistance at their own risk and responsibility. The hotel does not employ, contract, or affiliate with the medical provider and assumes no liability for the diagnosis, treatment, or any consequences thereof. In the event of a guest's illness or death, the hotel reserves the right to claim compensation for its costs from the guest's relatives, heirs, or the bill payer. This may include medical and procedural costs, charges for services rendered before death, and any damage caused to equipment or furnishings related to the illness or death.

If a guest has an infectious disease, the hotel is entitled to terminate the hotel contract immediately, without refund or compensation. In such cases, the guest must vacate the hotel with their belongings within the specified time at their own expense. In cases of infectious disease, the hotel is required to act in accordance with Decree 18/1998 (VI. 3.) of the Ministry of Health. According to this regulation, the hotel will call a doctor to assess whether the guest has an infectious condition.

Disruptive Behavior

As a wine-themed hotel, some cultural experiences related to wine may lead to guests displaying behaviors that are louder or more expressive than usual.

To maintain a peaceful environment, loud noises, music, or any activities that cause disturbance are prohibited on hotel grounds after 10:00 p.m., except during hotel-organized or authorized events. Regardless of the time, behaviors that disturb others' peace, safety, sense of security, or privacy, or that may constitute harassment or intimidation, are prohibited at all times.

Hotel staff are authorized to warn disruptive or noisy guests. The first warning is complimentary, but a fee of 5,000 HUF will be charged to the guest's room account for the second and third warnings. After the third warning, the hotel reserves the right to unilaterally terminate the hotel contract with immediate effect, expelling the guest without any right to a refund or compensation.

Guests with Pets

Guests with pets must not leave them unattended in the room, and the pet must not disturb other guests. If the hotel is required to compensate a complaining guest due to disturbance caused by a pet, the cost will be charged to the pet owner.

The hotel excludes liability for any harm or disturbance caused to other guests by a guest's behavior.

Lost and Found

Items found on hotel premises should be handed in at the reception, where they will be recorded. Perishable items, including food and medicines, will be disposed of by the hotel. Storable items will be kept for up to three months. If the rightful owner claims an item, they must provide proof of identity, sign for the item, and reimburse any storage costs. Items that cannot be stored due to size, weight, or other characteristics will be transferred to the local authorities.

Hotel Liability

The hotel is liable for damages to items guests bring into the hotel, except for items excluded from coverage. For cash, securities, or valuables, the hotel is only liable if these are stored in the room

safe. The hotel explicitly advises guests to place cash, valuables, and securities in the in-room safe.

If the safe is not functioning properly, guests must immediately inform the reception. Guests are responsible for damages resulting from delayed or omitted notification of a malfunctioning safe.

The hotel's liability for other items brought in by the guest applies only if the damage occurs in areas typically accessible to guests, such as the guest room, corridors, lobby, garden, or parking lot. Compensation for such damages is limited to fifty times the daily room rate paid by the guest.

The hotel is exempt from liability if it proves that the damage was caused by an unavoidable event beyond the control of guests or staff or if the guest was responsible for the damage.

Guests must use hotel equipment, wellness facilities, and other services responsibly and with awareness of their own health, physical, and mental condition. The hotel excludes liability for damages resulting from improper or unsuitable use of facilities based on the guest's actual health, physical, or mental condition.

Guests may request a wake-up call, which is a courtesy service from the hotel and not part of the contractual agreement. The hotel accepts no liability for any damages resulting from a missed or delayed wake-up call.

Data Privacy

The hotel provides information about a guest's current, past, or future stay to third parties, including close family members, only with the guest's prior written consent. This confidentiality does not apply to requests made under legal obligations.

Guests acknowledge that, under applicable laws, the hotel is required to provide requested personal information to authorities when legal conditions are met. The hotel cannot contest data provision that is legally mandated by a court or government authority.

Wellness Area Opening Hours

Open daily, including weekends:

Indoor wellness facilities: 8:00 a.m. – 8:00 p.m. (closed from 12:00 p.m. to 1:00 p.m. for cleaning)

Finnish and infrared saunas: 8:00 a.m. – 8:00 p.m.

Please note that wellness hours may vary during peak periods. The outdoor jacuzzi is operational during the winter months.

Seasonal Outdoor Pool Hours

Open from June to September: 8:00 a.m. – 8:00 p.m.

We look forward to welcoming you as our guest!

Budapest, September 13, 2018