

HOTEL HOUSE RULES

An Integral Part of the Hotel Contract

Dear Guests,

The Hotel Unforgettable – Hotel Tiliانا by Homoky Hotels is the perfect destination for complete relaxation and rejuvenation. Located just 15 minutes from the vibrant city center of Budapest, nestled in the Buda Hills, our fully renovated 4-star hotel welcomes guests in an exceptional environment. The hotel features a vast 3-hectare park filled with trees, multiple playgrounds, an outdoor swimming pool, and many surprises for children. By booking a room or any other service, the guest acknowledges and accepts these conditions.

With this in mind, we warmly welcome you and wish you a pleasant and relaxing stay filled with memorable experiences.

Our staff is committed to fulfilling these goals; however, cooperation from our guests is essential. For this reason, we find it necessary to outline the following rules and kindly ask for your compliance.

Check-in

Guests receive a key card upon registration, which requires the completion of a registration form and valid identification. Providing a valid ID is a contractual requirement. Stateless persons or non-EU citizens must present and hand over their passport or stateless ID as required by law.

Rooms are available from 16:00 on the day of arrival.

Early check-in may result in an extra fee as specified in the contract.

Check-out

On the day of departure, guests must vacate their room with all belongings by 11:00 and return the key card at reception.

Late check-out may incur an extra charge.

The guest must settle all charges in full before leaving, as specified in the hotel contract.

In case of refusal to pay, the hotel has the right to withhold the guest's belongings and enforce a lien.

Leaving without payment will result in legal proceedings and a police report; all costs will be charged to the guest.

Any unpaid charges discovered later will be charged to the guest's bank card.

Visitors

Only registered guests are permitted in hotel rooms. Guests are responsible for the conduct of their visitors, including any damages. The hotel disclaims liability for any damage caused by visitors.

Additional guests beyond the booked number are charged at the rack rate.

Guests under 18

Children under 14 may only stay in the room under continuous supervision of a parent or authorized adult. Guardians are fully responsible for the child's safety and any damages.

Hotel services may only be used by children under 14 when accompanied by a parent or authorized adult.

Alcohol consumption by persons under 18 is strictly prohibited anywhere on hotel premises. This rule must be enforced by the parent or responsible adult. Any violation will result in full liability for legal, moral, and financial consequences.

Only guests over 18 may participate in events related to wine culture.

Hotel Equipment and Furnishings

Guests must use hotel equipment as intended. Any damage from misuse must be paid for by the guest upon request, or at latest upon departure.

Furnishings may not be removed or rearranged without prior written permission from the hotel.

Removing hotel property without permission constitutes a criminal offense. The hotel will take legal action in such cases.

Any malfunctioning equipment must be reported to the hotel. Guests may not attempt repairs. The hotel is not liable for any resulting damages.

Wi-Fi

Wi-Fi is provided free of charge. The password is given at check-in.

The hotel does not guarantee uninterrupted or continuous service.

The hotel accepts no liability for damage to guest devices or data resulting from Wi-Fi use. Usage is at the guest's own risk.

Telephone

Use of the room phone is subject to charges, based on telecom provider rates plus a hotel surcharge.

Charges apply until the handset is placed back.

Internal calls within the hotel are free.

Security

A closed-circuit camera system operates 24/7 in and around the hotel for guest and property security.

In case of fire, guests must follow posted evacuation routes and the instructions of fire personnel.

Fire extinguishers are located on every floor. Notify reception immediately in case of fire.

The use of irons, kettles, coffee makers, and similar devices not considered standard travel items is prohibited in rooms. Laptops, cameras, tablets, etc., are permitted.

Prohibited Items

The following may not be brought onto hotel premises:

- Corrosive, flammable chemicals or substances as defined by law
- Explosives or fire hazards
- Food or drinks not purchased at the hotel (including alcohol)
- Expensive or valuable items, antiques
- Fireworks, firecrackers, or their components
- Waste or harmful materials
- Psychotropic substances

The hotel may grant written permission to bring otherwise prohibited items.

Items brought in without permission may be removed at the guest's expense.

The hotel disclaims liability for damage to such unauthorized items.

The guest is fully liable for any damage or harm caused by prohibited items.

Smoking

The hotel is a non-smoking property. Smoking or vaping is prohibited in all indoor and outdoor areas except designated smoking zones.

Staff may warn violators and request compliance. If the hotel is fined due to non-compliance, the fine will be charged to the offender.

"Do Not Disturb" Sign

Housekeeping begins at 9:00.

The sign on the doorknob indicates the guest does not wish to be disturbed. Use of this sign is at the guest's own risk.

If the sign remains up on the day of departure and the guest is unreachable, staff may enter after 11:00.

In emergencies (e.g., fire, suspected danger to life or property), staff may enter without prior notice.

The hotel accepts no liability for misuse of the “Do Not Disturb” sign.

Daily Cleaning

Rooms are cleaned once daily between 9:00 and 14:00.

If the sign is on the door during this period, cleaning will be skipped. No compensation is offered.

Towels placed on the bathroom floor will be changed in accordance with eco-friendly policies.

Laundry, Ironing

The hotel does not offer laundry, ironing, or dry cleaning services but can help arrange them. The hotel is not responsible for third-party service quality.

Ironing is not allowed in rooms due to fire regulations.

Minibar

Only hotel-supplied items may be stored in the minibar. Items consumed are charged according to the price list on the table.

Parking

Secure parking is available at HUF 4,000/night.

Traffic rules must be followed; speed limit is 20 km/h.

Guests must provide their vehicle license plate at check-in. Without this, parking cannot be used. Guests are liable for any damage caused to other vehicles.

Breakfast

Breakfast is included in the room rate.

It is served as a buffet. Guests serve themselves; staff only serve espresso.

Breakfast is from 7:00 to 10:00.

Food and drink may not be taken from the buffet. Unauthorized removal will incur a 50% surcharge per person per occurrence.

Guest Illness or Death

In case of illness during stay, the hotel offers medical assistance, used at the guest's own risk. The doctor is not affiliated with the hotel, and the hotel is not liable for diagnosis or treatment outcomes.

In case of illness or death, costs incurred (medical, procedural, property damage) are to be covered by the next of kin or account holder.

For infectious diseases, the hotel may terminate the contract without refund. The guest must vacate the hotel at their own cost. Procedures follow Regulation 18/1998. (VI. 3.) NM.

Disruptive Behavior

The hotel is a wine hotel, and elevated behavior may occur due to wine-themed experiences.

For the comfort of other guests, noise is prohibited after 22:00, unless during hotel-approved events.

Behavior that disturbs others' peace, safety, or privacy, or causes fear or harassment, is prohibited.

Staff may warn disruptive guests. First warning is free. Second and third warnings incur a charge of HUF 5,000 each.

After the third warning, the hotel may terminate the contract without refund and expel the guest.

The hotel disclaims liability for harm caused by guests to other guests.

Lost and Found

Items can be handed in at reception. Food, medicine, and perishables will be destroyed. Other items are kept for 3 months.

Items can be claimed with ID and payment of storage costs. Large or unsafe items are handed over to local authorities.

Hotel Liability

The hotel is liable for damage to guest property brought into the hotel, excluding prohibited items.

For cash, valuables, or securities, liability only applies if stored in the room safe.

Guests must report malfunctioning safes immediately; otherwise, they bear responsibility for any losses.

The hotel is liable for damages only if they occur in areas normally used by the guest (room, hall, lobby, garden, parking). Compensation is limited to 50x the daily room rate.

The hotel is not liable if the damage was due to unavoidable external causes or caused by the guest.

Use of hotel facilities is at the guest's own risk based on their physical and mental health.

Wake-up calls are a courtesy and not a contractual service. The hotel is not liable for missed or late wake-up calls.

Data Protection

The hotel does not provide any information about a guest's stay to third parties, including relatives, without prior written consent.

Exceptions apply to official legal inquiries.

The guest acknowledges that, when legally required, the hotel must provide requested personal data to authorities.

Wellness Opening Hours – September 1 to June 30:

- Daily: 8:00 – 20:00
- Indoor wellness closed for cleaning: 12:00 – 13:00
- Finnish and infrared sauna: 8:00 – 20:00

Wellness Opening Hours – July 1 to August 31:

- Daily: 8:00 – 20:00
- Indoor wellness closed for cleaning: 12:00 – 13:00
- Finnish and infrared sauna: 8:00 – 20:00
- Outdoor pool: 8:00 – 20:00

We look forward to welcoming you as our guest!