

BJ81 Suite Hotel****

Guest Information Guide

Dear Guests,

We are delighted to welcome you to our hotel. Our wish is for every moment of your stay to be comfortable, peaceful, and full of great experiences.

To help ensure a pleasant and uninterrupted stay for all guests, we would like to share a few important guidelines.

1. Arrival and Registration

- Upon arrival, please present valid photo identification (ID card or passport), as required by current legislation.
- Apartments are available from 3:00 PM on the day of arrival.
- Early check-in and late check-out are only possible upon prior agreement and subject to availability.

2. Departure

- Please vacate the apartment by 10:00 AM on the day of departure to allow us to prepare for the next guests.
- Late check-out is available upon request and for an additional fee.

3. Payment and Exchange Rates

- Accepted payment methods: cash (HUF, EUR), bank and credit cards (Eurocard MasterCard, Visa, Visa Electron, Amex, Maestro), and SZÉP Card.
- The hotel is not responsible for exchange rate differences.
- Prices include VAT.

4. Tourist Tax

- Rate: 550 HUF / person / night.
- Payable by guests over the age of 18, not included in the room rate, and must be paid separately on site.

5. Cancellation and Modification

- Reservations may be modified or cancelled up to 48 hours before arrival.
- Without a credit card guarantee or confirmed booking, the system may automatically cancel the reservation.
- For bookings with a credit card guarantee, the room is held until midnight on the day of arrival. In case of no-show, the hotel is entitled to charge for 1 night.
- For bookings made through intermediaries (e.g. online booking platforms), their respective cancellation policies apply.
- All cancellations must be made in writing (via email or through the online system).

6. Children and Discounts

- Accommodation is free for children under 4 years old sharing a room with parents.
- Baby cots are available free of charge, subject to availability.
- High chairs and step stools are also available upon request.
- Parents or guardians are responsible for the safety of their children at all times.

7. Pets

- **Only dogs** are allowed upon prior arrangement and only in designated rooms. Maximum weight: 5 kg.
- Other animals cannot be accommodated.
- Pets must be supervised at all times in the room.
- A surcharge of **€40 / night** applies, in addition to the room rate.
- Owners are fully responsible for any damages caused by their pet.

8. Parking

- One parking space per reservation is provided free of charge in our secured parking lot.
- Additional spaces may be available upon request, for an extra fee.
- Use of the parking area is at your own risk. The hotel assumes no responsibility for damage to vehicles.

9. Cleaning and Hygiene

- Daily cleaning is provided in the afternoon (no specific time guaranteed).
- Includes: bed making, surface wiping, cleaning of sanitary items, refilling of liquid soap and dish soap, vacuuming, mopping, air freshening, and emptying of waste bins.
- Staff will not remove personal belongings or food leftovers.
- Towel change: every 2 days. Bed linen change: every 3 days. Extra towels available on request at €2 / piece.

10. Breakfast and Dining

- Buffet breakfast during high season: daily from 07:00–11:00.
- Outside high season: 08:00–11:00.
- In-room breakfast can be requested upon arrival, free of charge.
- The breakfast type may be changed upon prior notice.

11. Pool and Jacuzzi

- Pool hours: 12:00–20:00, for hotel guests only. Open only in summer. Please ask reception about current pool availability.
- Swimwear is mandatory. Children under 14 may only use the pool under parental supervision.
- No alcohol, food, drinks, glass, or sharp objects are allowed in the pool.
- Use is at your own risk. There is no lifeguard on duty.
- Penthouse Jacuzzi: use is at your own risk and requires acceptance of a waiver upon arrival.

12. Sports Equipment Rental

- Requires a signed rental agreement at reception.
- Guests are fully responsible for the rented equipment during the rental period.

13. Safety and Liability

- A safe is available in each room for valuables.
- The hotel is not liable for any belongings left in the apartment, common areas, or outside the room.
- In case of fire, call 112 and notify the reception immediately.
- Surveillance cameras operate throughout the hotel premises.
- Lost and found items will be kept; return costs are the responsibility of the guest.

14. Visitors and Conduct

- Only registered guests may stay in the apartment.
- Visitors may be received with prior notice.
- Unauthorized visitors after 11:00 PM incur a €50 surcharge.
- Please observe quiet hours after 10:00 PM.
- Guests under the influence of drugs or excessive alcohol are not permitted in the apartment.
- Discriminatory or disruptive behavior will not be tolerated.

15. Other Information

- Lost room key cards incur a replacement fee of 5,000 HUF.
- Beach towels are available upon voucher presentation, with a €15 deposit.
- The possession of hazardous materials is strictly prohibited on the premises.

16. Data Protection

- Personal data is handled confidentially in accordance with applicable laws.
- Purpose of data processing: to inform guests about hotel services and updates.

17. Compensation

- Guests are liable for any damage they cause.
- A security deposit may be required upon arrival.

18. Legal and Force Majeure

- The hotel reserves the right to temporarily suspend services for maintenance or to record marketing footage.
- In case of force majeure (e.g. weather, epidemic, utility outages, government restrictions), the hotel is not liable for any interruption of service.
- The General Terms and Conditions and legal relationship between the parties are governed by Hungarian law. In case of legal dispute, Hungarian courts have jurisdiction.

We sincerely hope that every moment spent at our hotel is comfortable, relaxing, and truly unforgettable. Thank you for your cooperation and trust – we will do our best to make you feel at home.

If you have any questions regarding the house rules or their content, our reception is available 24/7 to assist you.

Sincerely,

The BJ81 Hotel Team

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