

HOTEL POLICY

WELCOME TO QUEEN'S COURT HOTEL & RESIDENCE,
WHERE WE AIM TO PROVIDE AN EXCEPTIONAL AND TRANQUIL EXPERIENCE FOR ALL OUR VALUED GUESTS.
TO ENSURE YOUR STAY IS COMFORTABLE AND ENJOYABLE, WE HAVE ESTABLISHED
THE FOLLOWING COMPREHENSIVE HOUSE POLICIES:

GENERAL INFORMATION

- Accepted methods of payment: Cash, Wire Transfer, Credit Card
- Accepted currencies: HUF (Ft), EUR (€)
- Accepted cards: MasterCard, VISA, Amex, Maestro, Union Pay, Discover, JCB, Diners Club, OTP, K&H and MKB SZÉP card
- Advance payment: as provided in the reservation
- Tourist tax: as provided in the reservation (4% of net room price)
- General cancellation and modification terms: as provided in the reservation
- All individual reservations can be cancelled according to the rules set out in the confirmation

1. Check-In and Check-Out:

- Check-in time is at 15:00, and check-out time is at 11:00. Early check-in and late check-out requests are subject to availability and may incur additional charges.
- A valid identification document, such as a passport or driver's license, is required upon check-in.

2. Guests under the age of 18:

- Guests under the age of 18 may use the hotel services only when accompanied by a parent or other responsible adult.
- Children under the age of 14 may only remain in the room under the permanent supervision of a parent or other responsible adult.
- The child's companions are responsible for the child's physical integrity, behaviour and any damage that the child may cause.
- People under the age of 18 may not consume any alcohol on the premises of, or at events held in the hotel. The parent or other adult responsible for the minor must ensure compliance with this rule.
- The parent or other adult is responsible for the legal, moral and material consequences of failure to comply with this rule and the hotel disclaims any liability.

3. Visitors:

- Visitors are welcome in public areas of the hotel. However, access to guest rooms is limited to registered guests only for security and privacy purposes. Visitors are requested to register at the front desk and present valid identification upon arrival.

4. Damage:

- Any damage caused to hotel property, including guest rooms and common areas, will be charged to the responsible guest. Please report any damages or issues to the front desk immediately.
- The furnishings and equipment of the hotel may only be removed from the hotel premises with the hotel's prior written permission. Any rearrangement of the hotel room, any relocation of furniture may only be carried out by hotel staff or a person designated by them. The guest is liable for any damage arising from a failure to comply with this rule and the hotel excludes any liability for resulting damages.
- Removal of hotel valuables without the hotel's prior written permission is considered a crime. In such case, the hotel will take the necessary criminal and civil action.

5. Pets:

- We welcome dogs as our primary pet guests. Additional charges may apply. Other pets may be considered on a case-by-case basis, subject to hotel management approval.
- Pets should be well-socialized, vaccinated and free from any contagious diseases.

6. Telephone Usage:

- Internal phone calls within the hotel are free of charge.
- External lines can be used for a charge. The hotel charges the cost of phone calls to the guest's room bill, adding a hotel surcharge to the charges applied by the telephone company providing the service.

7. Security and Cameras:

- For the safety and security of all guests, our hotel is equipped with surveillance cameras in public areas. These cameras adhere to applicable privacy laws and are used for security purposes only.

8. Daily Cleaning:

- Our dedicated housekeeping team will clean your room daily, unless otherwise requested. Please display the „Do Not Disturb” sign on your door if you prefer not to be disturbed.

9. Parking:

- Hotel guests can park their cars for a fee in the parking garage.
- Traffic regulations apply in the car park.
- Guests wishing to use the car park should fill in the registration form at check-in with the plate number of the vehicle, the guest's details and any visible damage on the vehicle. In the event of a refusal or failure to do so, the car park shall not be used.

10. No Smoking Policy:

- Our hotel is entirely smoke-free. Smoking, including the use of electronic cigarettes, is strictly prohibited within all indoor areas, including guest rooms and common spaces.
- For smoking please, use designated areas such as garden.

11. Minibar:

- Each guest room is equipped with a minibar offering a selection of beverages and snacks. Consuming items from the minibar will be charged to your room account. Please inform the front desk of any discrepancies or issues with the minibar upon check-in or during your stay.

12. Materials/instruments not acceptable on hotel premises

- Products classified as corrosive, flammable chemical or substance in the applicable laws;
- Substances classified as flammable and/or explosive in the applicable laws;
- Fireworks, firecrackers or parts and components thereof;
- Waste, substances harmful to the environment or health;
- Psychotropic and psychoactive substances.

13. Privacy:

- The hotel discloses information on the guest's current, past or future hotel stays to third parties, including close relatives of the guest, only with the prior written consent of the guest. This prohibition on supply of information does not apply to requests for information under the law.
- The guest acknowledges that the hotel is required by law to disclose guests' personal information to a requesting authority, provided that the legal conditions for such disclosure are met.
- The hotel may not object to the provision of information based on the law, an official decision or a court order.

14. Quiet Hours Policy:

- This policy is implemented to prohibit unnecessary or excessive noise that may bother guests who are trying to sleep. Queen's Court Hotel & Residence does not allow stag or hen parties on the premises. Quiet Hours are between 23:00 and 07:00.
- Failure to comply with this policy will result in a notification from the hotel to the guest. If the guest does not comply, an automatic deduction of €100 will be made from the security deposit.

15. Reservation Extension:

- The extension of your reservation is subject to the online pricing of the specific period. If you wish to check out after 15:00, it is considered an additional night, and the corresponding fee will apply. Please note that the extension of your reservation is subject to availability and it is necessary to notify the hotel in advance and make the payment accordingly.

16. Security Deposit Policy:

- There is a mandatory security deposit required at check in by either credit card or via a cash deposit. Guests are required to leave a fixed amount of €150 in either cash or as an authorization on their credit card. If there are no damages or fees incurred during the stay, the deposit will be refunded to the guest's credit card (please note that the refund may take up to 14 days depending on the issuing bank of your card) or returned in cash upon check-out.
- However if there are any damages or fees, the hotel will deduct the cost from the deposit before refunding the remainder to the guest within 14 days depending on the issuing bank of your card.

17. Lost or Stolen Property:

- Please be aware that the owner is solely responsible for the loss or theft of personal belongings. As a precautionary measure, we kindly request that you utilize the safety boxes provided in your room or the central safe located within the hotel premises to secure your valuables. Additionally, we urge you to always remember to lock your room for added security.

18. Legal statement:

- The operation of the Queen's Court Hotel & Residence is according to the Laws of The Republic of Hungary and any dispute arising from staying in the hotel or using the services of the hotel should be settled according to the laws of The Republic of Hungary and within the jurisdiction of the city of Budapest.

19. In case of fire:

- The Queen's Court Hotel & Residence is equipped with a fire alarm system. All our staffs are trained to deal with emergency situations quickly and efficiently.

20. In case of emergency:

- We urgently request that you familiarize yourself with the location of the emergency exits, fire alarm system and fire extinguisher.

21. Please try to observe the points enroute to your room:

- Locate the nearest emergency exit to your room! Count and remember the number of doors between your room and that exit!
- Open the emergency exit door and take a look at the stairwell behind it!
- Locate the nearest fire alarm and fire extinguisher!

22. What to do if you notice fire

- If there is fire or smoke in your room, leave immediately! If you are in the corridor activate the nearest fire alarm! Alarm buttons are installed near every elevator.
- If possible, close all doors near the fire so that it cannot spread! The smoke proof doors in the corridors can be closed using the button next to them.
- Please do not take any personal risk, only attempt to put out small fires with the aid of an extinguisher if safe to do so.
- In case of a large fire, leave the building immediately!

23. If you notice a fire, please remember the following points:

- Call the reception if you can!
- Close all windows and doors!

24. What to do if the alarm is given while you are in your room

- Leave your room immediately!
- Lifts should not be used in the event of fire.
- The emergency staircase is available as an emergency exit route.
- Fire doors close automatically but remain operational for rescue purpose.

25. If you leave your room to go to the nearest emergency exit, please proceed as follows:

- Carefully open the door and establish whether there is smoke in the corridor!
- If only a little smoke is visible, make your way as rapidly as possible to the next emergency exit!
- If it is dark, feel your way along the wall and count the doors to the emergency exit!
- Proceed bent over, as the air on the ground is better than on higher levels!
- Never try to go through thick smoke!
- Don't use the elevators!

26. What to do if you cannot leave your room:

- Call the reception and inform of your situation!
- Remain in your room if exit is blocked, this is the safest place to be!
- Place wet towels and sheets against the foot of the door to prevent smoke from entering your room!
- Take the curtains down if the fire reaches the window from outside at least no material will be set alight!
- Keep wastepaper baskets ready for use as buckets so that you can keep towels and sheets at the door wet!
- Make yourself noticeable!
- Remain close to the floor!
- Cover your mouth and nose with a damp cloth to ease breathing!
- Do not break any windows unless necessary!
- If the door is closed and there is no fire in the room, open a window to avoid smoke poisoning!
- Consider your actions carefully and remain calm!

27. Kindly help us to avoid fires: Do not use your own cooking and heating appliances.

NTAK registration number: SZ19000558

Accommodation type: Hotel