



HOUSE RULES

Dear guests!

Staying at the Imola Hotel Platan and using its services can only be done in compliance with these House Rules. The provisions of the House Rules are recognized as binding on the guests of the hotel. The House Rules apply to all our guests staying at the hotel.

The guest is obliged to comply with the rules of this policy, if he violates them, the Operator has the right to refuse the accommodation and can cancel related services before the end of the agreed time.

1. Liability

1.1 Guests are financially responsible for damages resulting from improper use of the Imola Hotel Platan or violations of the house rules.

1.2 Damage caused in the accommodation area must be compensated by the person responsible for the damage or his legal representative.

1.3 We are not responsible for personal items brought into the hotel area. The guest is obliged to take care of his personal belongings and valuables. Equipment belonging to the Imola Hotel Platan cannot be taken from its premises, even temporarily.

1.4 There are several devices in the hotel area that can be dangerous if used improperly - everyone uses them at their own risk.

2. Login

2.1 Registration means filling out the registration form accurately and scanning the identity documents of the guest(s). Filling out the registration form is mandatory for all persons using the form sent in advance or filling it out on the spot.

2.2 Our hotel has an obligation to provide data to the National Tourist Information Centre (NTAK). The NTAK system is suitable for the digital processing of data belonging to statistical data circles for statistical purposes only. It does not receive or store personal data about guests. More information: <https://info.ntak.hu/bemutakozas/>

2.3 Our hotel has an obligation to provide data to the Guest Information Closed Database (VIZA), so it is necessary for each person to scan their personal documents (identity card, driver's license, or passport). The following data are entered into the VIZA system: surname and first name; surname and first name at birth, place of birth; Date of birth; no; nationality; his mother's birth surname and surname, identity card or travel document identification data; in the case of a third-country national, the visa or residence permit number, the date and place of entry.

2.4 By signing the notification form, the guest consents to the personal data provided by filling out the notification form being processed and archived by the service provider within the limitation period for the purpose of establishing the contract, verifying the completion and fulfilment of the contract, and for the purpose of asserting any claims. Furthermore, by signing the notification form, the guest consents to the service provider handling it for the purpose of fulfilling its obligations defined in the relevant legislation until the competent authority can verify the fulfilment of the obligations defined in the relevant legislation. The detailed rules for handling the guest's personal data are contained in the hotel's valid data protection information.

2.5 After check-in, the guest can collect towels and sauna sheets for the wellness department at the hotel's wellness reception, by handing over the plastic cards previously received at the main reception.

2.6 The rooms can be occupied from 14:00 on the day of arrival. Earlier reservation of the room is possible based on prior agreement, subject to availability, for which the hotel is entitled to charge a surcharge.

3. Logging out

3.1 On the day of departure, the guest must leave the room with their luggage and belongings by 10:00 a.m. and return the cards received at check-in at the reception. A surcharge is payable in case of an abandoned room card or wellness card.

3.2 In case of late departure, the hotel is entitled to charge a surcharge.

3.3 The guest must pay the price of his hotel stay, including other services used, at the main reception at the latest before his final departure from the hotel.

3.4 The hotel may charge the amount of fees for subsequently incurred and unpaid services to the guest's bank card or invoice them subsequently. Furthermore, in case of departure without payment, in addition to the police report, the hotel can enforce its claim against the guest through legal means, the costs of which are paid by the guest.

3.5 It is possible to extend the stay in the hotel room on the day of departure, subject to availability. The hotel is not obliged to guarantee late check-out if requested by the guest. If the hotel can provide this service, a surcharge can be charged to the guest's room bill.

3.6 After leaving the room, the guest may use the wellness department, for which the hotel may charge an additional fee.

3.7 Payment methods: cash, bank card (Maestro, Mastercard, Visa) and Szechenyi Rest Card (OTP, K&H, MKB).

4. Visitors

4.1 Only guests registered at the reception can stay in the hotel rooms.

4.2 The guest is responsible for the behaviour of his visitor, including possible damage. The hotel excludes liability for damage caused by the visitor to the guest and/or third parties.



4.3 The hotel may charge a daily price for guests who exceed the number of persons included in the room reservation.

5. Guests under the age of 16

5.1 Due to the adult-friendly classification of the Imola Hotel Platan, the hotel accepts only guests over 16 years of age. The hotel is unable to provide services to persons under this age limit.

5.2 Guests under the age of 18 may only use the hotel's services if accompanied by a parent or with the parent's written permission.

5.3 Persons under the age of 18 may not consume alcohol on the hotel premises. The parent of a person under the age of 18, or a competent person authorized by him, must ensure compliance with this obligation. The parent or the person authorized by him/her is fully responsible for the legal, moral, and financial consequences of breaching this obligation.

5.4 The participants of the hotel's event related to wine culture can only be guests over 18 years of age.

6. Pet

6.1 It is forbidden to bring dogs and other animals into the hotel, except for service dogs with harnesses and distinctive markings, as well as service dogs.

7. Hotel tools and equipment

7.1 The guest is obliged to use the hotel's tools and equipment as intended. The guest must compensate the damage resulting from improper use upon the hotel's invitation, but at the latest before departure.

7.2 The hotel's furnishings and equipment may only be taken out of the hotel area with the prior written permission of the hotel. Any rearrangement of the hotel room or relocation of furniture may only be carried out by the hotel's staff or its appointed representative.

7.3 Taking hotel property without the prior written permission of the hotel is considered a crime, and in this case the hotel will take the necessary criminal and civil legal steps.

7.4 The guest is obliged to notify the hotel of the failure of any of the hotel's equipment, furnishings, or equipment. The guest is not entitled to correct the error himself or to attempt to correct it. The hotel shall not be liable for any resulting damages.

8. WI-FI

8.1 The hotel operates a WI-FI system, the use of which is free of charge.

8.2 The guest receives the WI-FI connection password upon check-in at the hotel, at the same time as receiving the chip cards.

8.3 The hotel does not guarantee the continuous, uninterrupted operation and availability of WI-FI.

8.4 The hotel assumes no responsibility for direct or indirect damage to the guest's device or its contents during or because of using the WI-FI. The guest uses the service at his own risk and responsibility.

9. Telephone

9.1 The use of the room phone is subject to a charge when making an external call. The hotel may charge the cost of the telephone call to the guest's room account with a hotel surcharge based on the rates of the service provider's telephone company.

9.2 Calls within the hotel are free of charge.

10. Security

10.1 In the event of a fire, the guest must follow the escape route posted in the room and the instructions of the on-site firefighter.

10.2 Fire extinguishers can be found in the corridors of the hotel, on each floor. In the event of a fire, the guest must notify the reception immediately.

10.3 In the hotel room, it is forbidden to operate an iron, kettle, coffee maker and other electrical devices that do not belong to the usual travel needs - this does not include laptops, notebooks, tablets, cameras, video cameras.

11. Things that cannot be brought into the hotel area

11.1 The hotel prohibits the entry of the following items:

- things classified as corrosive, flammable chemicals, or substances in current legislation,
- substances classified as flammable and/or explosive in current legislation,
- food and drinks not bought in the hotel's shop (including alcoholic drinks),
- particularly expensive, high-value valuables, museum objects,
- fireworks, firecrackers, their parts, and components,
- waste, things harmful to the environment and health,
- psychotropic substance.

11.2 Upon the guest's prior written request, the hotel may, in writing, authorize the entry of things that cannot be brought into the hotel area.

11.3 If the guest brings something that cannot be brought into the hotel area without the hotel's prior written permission, the hotel may remove it or have it removed at the guest's expense.

11.4 The hotel excludes liability for damage caused by things brought in without permission.

11.5 The guest bears full legal and financial responsibility for all damage and injury caused by things brought in without permission to other guests, third parties or the hotel.

12. Smoking

12.1 The hotel is a non-smoking hotel. Pursuant to this, smoking or the use of any tobacco substitute products is prohibited in the hotel's closed rooms (including guest rooms), public areas, and the entire open area of the hotel - except for designated smoking areas.

12.2 Hotel employees have the right to warn guests and any other person staying in the hotel to comply with this regulation and to stop smoking or any other tobacco substitute product. The guest or any person staying in the hotel area is obliged to comply with the regulation and to comply with any notice. If, due to the illegal behaviour of any guest or other person staying on the hotel premises, the hotel is fined by the competent authority based on the relevant law, the hotel is entitled to pass on the amount of the fine to the person who demonstrated the illegal behaviour, or to demand its payment.

13. "Do not disturb" warning sign

13.1 The guest is entitled to "Do not disturb!" by hanging a warning sign on the outside handle of the room door, it clearly indicates that hotel staff should not disturb, knock, or enter the room.

13.2 The guest places the "Do Not Disturb!" warning sign on the outside handle of the entrance door at his own risk and responsibility. a warning sign is found, and the guest does not respond to the hotel's phone call, so the hotel staff can enter the room at any time after 10:00 a.m.

13.3 In an extraordinary situation (e.g., fire, terrorist attack, etc.) without a prior phone call, or when the hotel reasonably assumes, based on the information available to it, that the guest's life, health, physical integrity, property security is or may be in danger in the room, and the guest does not respond to the hotel's phone call, the hotel's employees are entitled to enter the room.

13.4 The "Do not disturb!" The hotel is not responsible for any damage or injury resulting from improper use of the warning sign.

14. Daily cleaning

14.1 The hotel cleans the room once a day, between 8:00 a.m. and 2:00 p.m.

14.2 If during this period the persons cleaning the room say, "Do not disturb!" on the door of the room. a warning sign is found, the room will not be cleaned, therefore the guest cannot demand a reduction in fees or compensation.

14.3 From an environmental point of view, the hotel only changes towels placed on the bathroom floor.

15. Washing, ironing

15.1 The hotel undertakes washing and ironing according to the laundry list. A laundry list and price list can be found in the room wardrobe.

15.2 According to the hotel's fire protection regulations, it is forbidden to use your own iron in the room.

16. Minibar

16.1 The minibar can only contain products provided by the hotel. The minibar cannot be used to cool or store the guest's belongings. Products in the minibar are available for a fee. The current price list can be found on the cabinet.

17. Parking

17.1 Hotel guests can park their vehicles free of charge in the underground garage in front of the hotel.

17.2 A limited number of parking spaces are available, advance booking is not possible.

17.3 You must drive in the parking lot according to the regulations of the Rules of the road.

17.4 If the guest wishes to use the parking lot, he must indicate the registration number of the vehicle on the registration form upon check-in. In case of refusal or failure to do so, the hotel may refuse to provide the parking space.

17.5 The hotel is not responsible for any damage caused to the parked car (weather, damage caused by other vehicles, etc.).

17.6 The guest is directly liable to the injured party for the damage he caused to another parked car.

17.7 Please leave the business entrances free.

18. Camera system

18.1 The hotel operates a closed-circuit camera system in the building and its external and internal environment for the property and personal safety of the guests and the hotel, which continuously takes and records recordings 24 hours a day. The detailed rules for data management related to recordings recorded by the system are contained in the hotel's current data protection information.

19. Safe

19.1 There is a built-in room safe in our hotel rooms. The hotel specifically draws the attention of its guests to place their valuables, cash, and securities in the safe in the room.

19.2 If the safe does not work, or does not work as intended, the guest must inform the hotel reception immediately. The guest bears the responsibility for damages resulting from failure to provide information or late information.

20. Food and beverage services

20.1 The breakfast is in the form of a buffet breakfast, i.e., the guest serves himself from the selection of food and drinks on the tables set up in the breakfast room. Breakfast time: from 7:00



a.m. to 10:00 a.m. The wait staff is only obliged to serve drinks issued at the bar, which are not part of breakfast, the amount of which will be charged to the room bill.

20.2 The dinner is served as a plate service, by the wait staff in the hotel's restaurant. If dinner is not part of the room price to be paid by the guest, a surcharge is payable, which the hotel charges to the guest's room account. Dinner time: from 18:00 to 21:00.

20.3 Neither food nor drinks can be taken out of the hotel restaurant for later consumption. If the guest takes food and/or drinks out of the restaurant for later consumption without the prior permission of the hotel, the hotel is entitled to charge a surcharge

20.4 The hotel can also provide lactose-free, vegetarian, and other dietary options. The guest's special dietary needs must be indicated no later than 24 hours before check-in. In this case, the guest must send a precise description of the diet to the hotel. In the absence of written information, the hotel is not obliged to provide the special meal.

20.5 Food and drinks consumed in the hotel area in addition to the basic services (breakfast and/or dinner) can be charged to the room account and can be paid on the day of departure. Food and drinks not purchased at the hotel can only be consumed by our guests in the hotel room, not in public places, restaurants, bars, or wellness areas.

21. Dress code

21.1 The general dress code applies to guests in the hotel area.

21.2. In the catering units of the hotel and during meals, it is expected to wear clothing appropriate to the occasion. It is not recommended to wear bathrobes, slippers, or warmers in the restaurant.

21.3 Sportswear is mandatory in the fitness room.

22. Illness or death of the guest

22.1 If the guest falls ill during the use of the accommodation service and is unable to take care of himself, the hotel offers medical assistance.

22.2 The guest uses the offered medical assistance at his own risk and responsibility. The doctor is not an employee, agent, or contributor of the hotel, and the hotel excludes responsibility for the diagnosis, applied therapy, and its consequences. In the event of illness/death of the guest, the hotel claims reimbursement of its expenses from the sick/deceased's relatives, heirs, or bill payer; regarding possible medical and procedural costs, compensation for services used before death, and possible damage to equipment and furnishings in connection with the illness/death.

22.3 In the event of an infectious disease of the guest, the hotel is entitled to refuse the accommodation service without refund or compensation, with immediate effect. In this case, the guest must leave the hotel with his luggage at his own expense within the period specified in the hotel's cancellation notice.

23. Disorderly conduct

23.1 For the peace of the guests, after 10:00 p.m. - except for events and programs organized or authorized by the hotel - loud music, noisy activities, sound effects, disturbing television, radio, etc. in the room are prohibited.

23.2 Regardless of the time, any behaviour that disturbs the peace, safety, sense of security and privacy of others is prohibited in the hotel area; is or may be considered harassment, capable of intimidating others.

23.3 The hotel employee is entitled to warn the disruptive and/or loud guest. The first warning is free of charge, for the second and third warnings, the hotel may charge a surcharge to the room bill of the warned guest. After the third warning, the hotel is entitled to terminate the hotel contract unilaterally, with immediate effect, and to immediately expel the guest from the hotel without any obligation to repay and/or compensate.

23.4 The hotel excludes its responsibility for any damage caused to other guests by the guest's behaviour.

24. Found objects

24.1 Found objects can be handed in at the reception. The hotel destroys food, food-type articles, and medicines. The hotel keeps the items that can be stored for 3 months. If the rightful owner of the found object comes forward, he can take over the object by presenting and signing a document proving his identity, as well as in return for reimbursement of the costs incurred in keeping it. Items that cannot be kept by the hotel due to their size, weight or other characteristics, the hotel will immediately hand over to the regionally competent clerk.

25. Data protection

25.1 The hotel provides information about the guest's current, past, and future stays at the hotel to third parties, including the guest's close relatives, only based on the guest's prior written permission. This prohibition of information does not apply to official inquiries based on the law.

25.2 The guest acknowledges that, based on the provisions of the law, the hotel is obliged to release the guest's personal data requested in the inquiry to the requesting authority if the legal conditions are met. The hotel cannot object to the provision of data based on legislation, official or court decisions.

26. Energy

26.1 The management and entire staff of the Imola Hotel Platan place great emphasis on environmental awareness throughout the hotel. We ask that you, as a guest of the House, contribute to the achievement of our goals during your stay here and help us save energy.

26.2 During your stay in the room, operate the lighting only place and for as long as necessary. If you are not in the room, turn off the lights (in addition to using the room card that provides electricity).

26.3 Always close the water taps after use!

26.4 During both the heating and cooling periods, avoid keeping the doors and windows in the tilted position for a long time, including ventilating with them open. We recommend using the intensive ventilation mode with the window fully open for a few minutes. Before leaving for any reason, carefully close the windows and balcony doors behind you and make sure they are closed.

26.5 The rooms are equipped with ceiling heating and cooling, which are centrally controlled. If required, an individual adjustment of +/- 3 °C compared to the basic setting is possible, which can be adjusted with the touch panel thermostat mounted on the wall. The default value is 22 °C in heating mode and 24 °C in cooling mode. The use of cooling and heating of the surface is provided as part of the service, but we ask that the doors and windows be closed when using the device to save energy. Before leaving for any reason, reset the thermostat on the wall to the condition it was in when you arrived. The equipment is independent of electricity, so no electricity is required for its operation.

27. Wellness department

27.1 Everyone can use the facilities of the wellness department at their own risk!

27.2 The wellness department cannot be used by: patients with a fever, infectious patients, people suffering from a skin disease with a striking, large pathological change, or a disease with a convulsive state or loss of consciousness, who have open wounds, drunk guests, people under the influence of drugs or intoxicating drugs.

27.3 The use of the therapeutic pools is contraindicated in: severe heart, circulatory and respiratory failure, incontinence, malignant tumour disease, acute inflammatory disease, tuberculosis, thrombosis, severe varicose veins, and pregnancy.

27.4 Recommended longest stay in the spa pool: 30 minutes.

27.5 Children under the age of 14 may not use the spa pools!

27.6 All bathers must follow the pool supervisor's instructions.

27.7 It is forbidden to enter the pool area with street shoes! It is forbidden to enter the pool with a contaminated body! It is mandatory to use a shower and a foot washer before using the pools!

27.8 Food and drink consumption is only possible in the Vitamin Bar located in the pool area.

27.9 It is forbidden to play ball and use swimming mattresses in the pools!

27.10 We would like to draw your attention to the fact that gold and silver jewellery can become discoloured because of medicinal waters.

27.11. A designated first aid station is available to guests during the wellness opening hours.

27.12. The use of slippers is mandatory in the wellness area. Please pay special attention to the fact that the paving around the pools may be wet. Please pay close attention to the risk of slipping.

27.13. We are not responsible for accidents resulting from the guest's fault or improper use of the facilities.

27.14. Any extraordinary event - personal injury, fire, the presence of an accident-prone device or object - please notify the staff, who are obliged to take immediate action based on the relevant regulations!

27.15 Opening hours of the wellness department: from 8 a.m. to 8 p.m.

27.16. For massage services available in the hotel's medical department, it is necessary to make an appointment in advance at the wellness reception. After using the treatment, the staff charges the price of the given service to the room account.

27.17. If the guest does not show up for the previously reserved time, the staff may charge 100% of the price of the given treatment to the guest's room account, which the guest must pay.

27.18 In the entire area of the wellness department, the authoritative ones are described in the spa etiquette, which you can find on the hotel's website (www.imolaplatan.hu) and displayed in the wellness department.

28. Liability of the hotel for damages

28.1 In the case of cash, securities, and valuables, the hotel is only obliged to compensate for the damage caused if they have been taken over by the hotel for safekeeping and this has been documented in writing.

28.2 The hotel specifically draws the attention of the guest to place his cash, valuables, and securities in the safe in the room.

28.3 The hotel is only liable for damage caused to the guest's other belongings if the damage occurred in a place normally used by the guest or open to the guest, for example: the hotel room, corridor, lobby, garden, parking lot. However, the hotel is released from its obligation to compensate if it proves that the damage was caused by an unavoidable cause beyond the control of the guests and employees, or that the damage was caused by the guest himself.

28.4 The guest uses and utilizes the hotel's equipment, wellness, and other services as intended, with awareness and knowledge of his own health, physical and mental state, therefore any damage resulting from improper use or use that is not in accordance with the guest's real health, physical and mental state the hotel excludes liability for damages.

28.5 The guest can request a wake-up call at his own risk, which is a gesture of attention on the part of the hotel, it is not part of the hotel's contractual service. The hotel is not responsible for any damages resulting from the failure to receive the requested wake-up call or a late wake-up call.



29. Other provisions

29.1 In the immediate vicinity of the hotel is the Thermal Spa Eger, to which the hotel provides access for guests. The hotel may charge a surcharge for this service, which will be charged to the guest's room bill.

29.2 The hotel only accepts room reservations in written form - by e-mail - to guarantee which an advance payment is required, the amount of which can be 50-100% of the total value of the reservation.

29.3 The advance can be paid by bank transfer, bank card and SZÉP card as required.

29.4 The hotel can accept room-related comments and requests no later than 1 week before arrival, subject to availability. The hotel tries to comply with specific room requests - location, location, room number - but cannot guarantee it. No changes are possible after logging in.

29.5 The hotel does not consider price offers sent by e-mail as a guaranteed reservation, the room reservation is valid only after a written order and advance payment, or after a written confirmation sent by the hotel. If the mentioned document is not sent by the hotel to the guest, the reservation is not considered valid.

These Rules are valid until withdrawn.

Thank you for reading and respecting Imola Hotel Platan's policy.

We wish you a pleasant relaxation and a good rest!

Management of Imola Hotel Platan