

## **NETIZEN Hotel | Hostel Accommodation rules / Policies**

### **1. General Provisions**

1.1. Netizen Hostel (hereinafter referred to as Hostel) is intended for guests' temporary residence and their living accompanying services provision.

1.2. Hostel Rooms Division includes the following rooms: Twin/Double Ensuite rooms, 4-Bed Family Ensuite rooms, 6-Bed Family Ensuite rooms, Twin Budget rooms, 4-Bed Budget rooms, 4-Bed Female Dormitory rooms, 6-Bed Female Dormitory rooms, 6-Bed Mixed Dormitory rooms, 8-Bed Mixed Dormitory rooms, 10-Bed Mixed Dormitory rooms.

Total number of beds – 447.

Rooms are equipped with facilities, furniture, bed dress and other inventory designed to provide accommodation, provided by the requirements of the Hostel.

### **2. Reservation**

2.1. The guest can book a bed/room at the Hostel, paying for it before settling in.

2.2. Non-guaranteed booking – a bed/room booking, when the guest makes the first payment upon arrival at the Hostel and booking is held for the guest until 6:00 p.m. local time on the specified arrival day. If the guest does not arrive before 6 pm local time, the reservation can be cancelled. In this case, the Hostel's accommodation obligations are terminated, and accommodation is subject to availability of beds/rooms on general grounds.

2.3. Financial obligations between the Hostel and the guest with non-guaranteed reservations do not arise.

2.4. Guaranteed booking - a bed/room booking, where there are full legal obligations between the Hostel and the Guest arise. Bed/room booking is guaranteed by prepayment for at least the first night of the booked stay, or providing to the Hostel credit card information and the guest's consent to debit the account. Payment is due upon the Hostel booking confirmation receipt.

2.5. The Guaranteed booking is reserved for the guest during the first day of placement (until the checkout time (11:00) of the day following the day of arrival). In case of no show or late reservation cancellation less than 1 (one) day prior to arrival, the Hostel does not refund the cost of the first 24 hours.

2.6. Prepayment with Guaranteed booking is made by bank transfer or credit card, or by any other method of cash or non-cash payment. The payment is considered to be made if funds were received to the Hostel bank account. In case of non-payment in due time, the reservation is considered to be cancelled without warning.

### **3. Accommodation and services, registration regulations**

3.1. Hostel operating mode is round-the-clock.

3.2. Accommodation registration in the Hostel is made upon presentation of the national passport, ID card, driving license, residency permit or birth certificate.

3.3. Up to the age of 18, registration is only possible with the presence of legal representatives - parents, adoptive parents or legal custodians - or according to written consent of legal representatives.

3.4. Check-in time – after 2:00 p.m. on the arrival day, Check-out time - before 11:00 a.m. on the departure day.

Early check-in from 08:00 a.m. to 2:00 p.m. is subject to availability and an additional payment of 50% of the room price.

If you move from one room to another, then you must do it from 11:00 a.m. to 2:00 p.m., if you know that you cannot be in the Hostel at this time then you need to vacate the bed/room in advance, collect your baggage and leave it in a specially designated place (the luggage room).

3.5. If the guest delays his/her departure (after 11:00 a.m.) an additional fee is charged for the stay extension: up to 4:00 p.m., 50% for bed/room price at the rate of accommodation.

From 4:00 p.m. to 6:00 p.m., depending on the Hostel's availability, 100% of bed/room price additional fee is charged.

3.6. Prolongation of accommodation after the check-in is subject to bed/room availability.

3.7. If the guest has checked out and left their belongings at the place of residence (bed/room) the administration of the Hostel tries to contact the guest on the available contacts in the Hostel's database. In case of impossibility to contact the guest, the administrator together with the cleaning personnel makes an inventory of the guest's property in the room/in the individual locker. The guest's property surrenders to the luggage room, while the administration of the Hostel is not responsible for the safety of guest's property.

3.8. For the safety of residents, the administration of the Hostel has access to the residential area – the entrance is carried out using an electronic key.

3.9. The guest is given an electronic key for the paid stay while the procedure of check-in.

3.10. In case of loss of personal belongings or electronic key from the room, the guest must immediately inform the Front office (the reception desk) or the Hostel Security Service to take the necessary measures to search for missing items.

3.11. When extending the stay, the guest may be offered a different room/bed in the Hostel, in case the room/bed in the Hostel where the guest resided is already booked. If there is a need for an unplanned transfer of the guest to another room/bed, the Hostel administration will coordinate with the guest.

3.12. Persons who violate public order or commit hooliganism could be evicted. In the future, Hostel reserves the right to refuse to settle unilaterally for the above-mentioned persons.

3.13. The guest can use the following types of free services at the Hostel:

- High-quality bed linen and large towels
- Safe deposit boxes in the lobby
- Wi-Fi in the rooms and public areas

#### **4. Payment for accommodation and services**

4.1. Payment for accommodation and services provided by Hostel can be made by cash or non-cash payment (credit card, bank transfer) in EUR or HUF.

4.2. The payment for accommodation is charged on the terms of advance payment for the whole booked period. **Accommodation on credit is not provided at the Hostel.**

4.3. For stays less than 24 hours, the fee is charged per day, regardless of the estimated hour.

4.4. In case of extending the reservation, extra night shall be paid until the end of the original booking (11:00 am of the original departure day)

4.5. Accommodation prices for the bed/room per day at the Hostel are established by the Order of the General Manager of «Netizen Budapest Centre»

4.6. In case of impossibility to provide the guest with a bed/room according to the conditions of original, confirmed reservation, the Hostel provides the guest with a bed/room in a higher category (upgrade) without additional payment.

4.7. No fee is charged for the accommodation of children under the age of 6 (six), if they are placed with their parents (guardians) in the hotel room without providing a separate bed.

4.8. The Hostel offers the guests additional services for a fee at their request, according to the list of paid services.

#### **5. Accommodation Rules**

5.1. In order to comply with fire safety rules, guests staying in the Hostel are prohibited from:

5.1.1. While guest's accommodation it is prohibited to use non-standard (not provided with the equipment of the room) electric heating devices, as well as extension cables, adapters, etc.

- 5.1.2. It is forbidden to bring and store flammable and highly inflammable materials, highly poisonous substances and bulky things to the Hostel. Oversized things (if the sum of the length, width and height exceeds 150 cm) are handed over to the Hostel's luggage room.  
The services of the luggage room are provided only for those who are accommodated in the Hostel.
- 5.1.3. When leaving the room, it is forbidden to leave electrical appliances on.
- 5.1.4. It is strictly forbidden to smoke throughout the Hostel. In case of fire safety rules violation, the Hostel administration has the right to refuse future stay of the Guest, draw up the minutes of the violation and involve appropriate authorities -if necessary-. In case of violating the rules of smoking throughout the premises of the Hostel, the Guest is entitled to pay a fine of 500 EUR.
- 5.2. On purpose to ensure the order and safety and peace of those living in the Hostel, it is prohibited:
- 5.2.1 The presence of unauthorized persons (unregistered guests) in the Hostel from 00:00 am to 06:00 am.
- 5.2.2. Passage to residential floors without a guest card.
- 5.2.3. Transfer the room key card to unauthorized persons.
- 5.2.4. To walk strangers into guests' rooms.
- 5.2.5. Violate the peace of the residents after 22.00, including loudly talking in dormitory rooms, listening to music without headphones.
- 5.2.6. Violate the sanitary standards and requirements in the room, as well as in the rest of the public spaces of the Hostel.
- 5.2.7. Stay with any animals.
- 5.2.8. Leave garbage, bottles and other items in places not intended for this.
- 5.2.9. To take out linen, towels and inventory from the room.
- 5.2.10. Carry and store sharp objects, gas, any weapons (pistols, knives, gas cartridges, etc.) in the room.
- 5.2.11. Carry, store and use any kinds of drugs.
- 5.2.12. The consumption of alcoholic beverages throughout the Hostel. Only exception applies if the beverage is purchased in lobby bar.
- 5.2.13. Being in a state of strong alcohol intoxication.
- 5.2.14. All consumption of food and beverage in the gallery (Co-Working Zone)
- 5.2.15. Sitting on the fence in front of Id Café
- 5.3. Guest can only consume their own food in the guest kitchen or in the breakfast room.
- 5.4. Guests should take care of the property and equipment of the Hostel; observe sanitary norms and public order.
- 5.5. The Hostel has the right to terminate the contract with the guest in case of repeated or gross violation of these Accommodation Rules in the Hostel.

## **6. Guests Rights and Duties**

- 6.1. The guest staying in the Hostel has the right to terminate the contract for the service, notifying the administration 24 hours before the check-out time of the original departure day.  
In this case, the guest is refunded for future paid days. If the guest notified the administration less than 24 hours before the planned departure from the Hostel, the administration has the right to withhold the amount for the next 24 hours in full.
- 6.2. In case of loss or damage to the property of the Hostel, the guest is obliged to reimburse the caused damage in accordance with the legislation of Hungary.
- 6.3. Guests staying in the Hostel are required to comply with these Rules.

## **7. Duties and responsibilities of the Hostel Administration**

- 7.1. Cleaning in rooms and common areas is done every day. Change of linen and towels 1 time in 5 days in dormitories, 1 time in 3 days in private rooms (or more at guest's request for an additional fee).
- 7.2. The Hostel is not responsible for the safety of money, other currency valuables, valuable items not deposited in safe boxes. Money and valuables are recommended to be kept in special safe deposit boxes at the reception.

7.3. In case of forgotten items discovery, the administration of the Hostel should, if possible, notify the owner of said items. Forgotten items are recorded in a special logbook and placed to a designated storage room. In case of impossibility to contact the guest, the Hostel administration does not bear responsibility.

7.4. The book of comments and suggestions (Customer book) is in the Front Office and is given to guests staying at the Hostel, upon their request.

7.5. Guests' complaints presented in writing, are considered by the Hostel administration in a period not more than 30 days from the date of their submission.

## **8. Other conditions**

8.1. The Hostel administration has the right to refuse guests in accommodation:

- in case the guests do not have identity documents (passport, ID card),
- upon provision of overdue documents,
- persons in a state of intoxicated / inadequate condition.

8.2. Administration is not responsible for the city utilities operation (water, light, heating) and the Internet provider.

8.3. All guests must comply with the fire safety rules posted on the Hostel information board.

8.4. It is forbidden to store and eat food in rooms.

8.5. It is forbidden to sit, lie down, and put bags and personal belongings on unoccupied and unpaid beds, prepared for the other guests' arrival.

8.6. Hostel personal does not bear responsibility for the guests' left items on the territory of the Hostel.