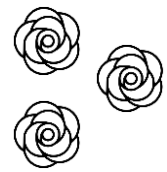




HOTEL ROSE CITY ***
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GUEST RULES & POLICY

HOTEL ROSE CITY* BUDAPEST**

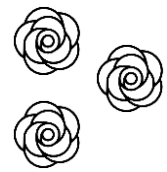
PLEASE READ, ACKNOWLEDGE AND ACCEPT THE FOLLOWING
(V.2024 - 03 - 12)

IN THE PROPERTY, IN THE ROOMS, APARTMENTS AND COMMON AREAS

- Earliest check-in time 14:00 on the day of arrival
- The check-in period is daily between 14:00 and 22:00
- The latest check-out time is 10:00 on the day of departure
- Check-out period is between 06:00 and 10:00 daily
- General cleaning period 10:00-14:00 daily
- Luggage storage is free of charge on request and available for a limited period only
- Rest room, changing room and shower on request at extra charge, subject to availability
- Cold meals and drinks are available on request on the day of arrival at an extra charge
- Cold breakfast packages are available on the day of departure for an extra charge
- Reception/Help Desk time may be limited for e.g. special periods and/or special seasons and/or exceptional periods and/or public holidays and/or national holidays
- Reception/Help Desk hours may be limited during other periods and/or weekdays and/or weekends
- Mid-year periods: from 1 May to 30 June each year
- High season periods: from 01 July to 31 August each year
- Off-season periods: from 01 October to 30 April each year, except on national holidays
- Exceptional dates and national holidays: see official national holidays in Hungary, as well as Formula 1 and New Year's Eve
- Weekdays from Monday to Friday
- Weekend periods run from Saturday to Sunday
- Only Registered Hotel guests are allowed in and around the property
- The registration form can be filled in on arrival and/or sent by post prior to arrival, or sent to the hotel email address registered with us
- Only Registered Hotel guests aged 18 or over may stay unsupervised
- Hotel guests are only allowed a limited number of visitors during limited hours. Visitors must also be registered by filling in the registration form.
- We also provide all visitors to the Hotel and our guests with a copy of our Rules and Regulations, and each visitor is also required to read, understand and agree to abide by these rules that apply to him or her. Hotel guests are always responsible for their visitors.
- Use loudspeakers, televisions, radios, etc... etc... at a volume and volume level that will not disturb neighbours and other guests
- No loud music in hotel rooms and apartments and public areas
- Quiet hours are between 22:00 and 08:00, which must be observed and respected
- Loud music is prohibited during quiet hours between 22:00 and 8:00
- Children should not be allowed to run or play in corridors, stairs, lifts, gardens or other areas or in neighbouring areas, or to make noise
- It is prohibited to throw any object from the windows of the property, or in or from public or common areas.
- No jumping or running in public areas of the property, especially stairwells and lifts
- Alcoholic beverages are not allowed in common property or common areas, except of course in the drinkbar, lobby and designated outdoor areas.



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- No feeding of birds or other domestic or wild animals on the site
- Friends and family members of non-registered guests are not allowed to use the rooms, common areas, including the garden and barbecue.
- Motorbikes, bicycles, skateboards or roller skates etc etc... are not allowed in the corridors at room level, in the communal corridors and spaces, on the terrace and in the garden area.
- Barbecues are only allowed in designated areas, under adult supervision and in compliance with fire safety regulations
- Smoking is allowed only in designated areas (5m from the hotel entrance)
- Barbecues, open flames and fires are only allowed in designated areas
- In order to avoid adding additional rules for the balcony, we ask our guests to keep their balcony clean and to beware of placing any foreign material or equipment on it.
- The windows should be kept transparent to give a uniform appearance, but it is of course possible to use internal curtains
- Food and drinks, alcoholic and non-alcoholic beverages are of course allowed in the rooms without any restrictions
- The use of any safety-rated fire or cooking equipment, as well as open flames, including smoking, is strictly prohibited in the rooms.

SMOKING

- Smoking and the use of open flames is strictly forbidden in the whole building and its areas, except in the barbecue areas and the garden, which have been authorised in advance by the staff
- Strictly non-smoking in hotel rooms and apartments, common areas except designated smoking areas and/or rooms
- Smokers should be aware that they must not disturb other guests and must not smoke in their rooms, corridors or common areas, as smoke can enter other air spaces through various openings, air conditioning systems, exhaust and ventilation systems and is also extremely dangerous for fire and accidents.
- If this prohibition is violated by anyone, a fine of 500, - EUR or 555, - USD will be imposed with immediate effect and without further consideration.

ROOMS

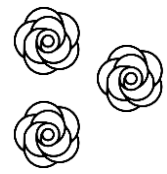
- The rooms are furnished with an inventory list of all furniture and equipment in the rooms, towels, bed linen, ornaments, pictures, glassware according to the maximum number of persons allowed.
- Please read the room inventories and lists carefully and keep them in good condition
- The guest is responsible for any damage or shortage, which must be covered at cost in the event of damage, breakage or theft.

ROOM SERVICE

- Our hotel offers a limited level of cleaning services, but this is in line with an average three-star hotel rating.
- Daily rubbish removal, daily toilet cleaning and towel change (towels are provided and are usually changed every 2-3 days, but can be changed daily on request). A full day's cleaning is usually done every 2-3 days (bed linen is changed every 2-3 days, or more often if you stay longer or request it / etc. etc.) On request, we can carry out extra cleaning at the time you request, separately and without extra charge.



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- Guests can request laundry services at the reception located on the ground floor of the property, subject to capacity and at an additional charge. Please use the laundry bag provided in your room and coordinate your laundry needs with any member of staff.

TERRACE

- Do not hang or store clothes, towels or other objects on the balcony or in room windows.
- Dry towels or swimming trunks, or clothes and underwear you have washed, only in the room
- It is strictly forbidden to cook, barbecue or use open flames in the rooms, balconies, common areas, common corridors, etc., etc., or for any purpose, including smoking, according to the regulations of the State Fire Service and the local Fire Brigade.
- No sitting, standing, climbing, hanging, etc. etc. on the handrails in the hotel area
- It is strictly forbidden to smoke on balconies, in room windows, in rooms and it is also strictly forbidden to throw cigarettes, ashes or cigarette butts on balconies or windows.
- Furthermore, the storage and use of hallucinogenic or mind-altering substances, whether natural or chemically produced, in rooms, corridors, communal areas, gardens and in the entire hotel is prohibited. In particular, it is forbidden to dispose of materials, packaging materials, containers, aids, needles, syringes used in common areas or on terraces or patios.
- In particular, it is prohibited to bring into the hotel or leave behind any combustible or chemical substances, medicines, hallucinogens or drugs, their accessories, containers and packaging materials, especially as there is a school service facility in the immediate vicinity of the hotel exclusively for children aged 6-18 years.
- Failure to comply with the above could have serious consequences, as the criminal liability of those employed in Hungary is high. Failure to do so will result in the hotel's staff taking action to impose penalties.

PETS

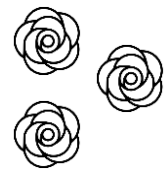
- Pets and small animals are not allowed in the entire hotel area, regardless of their size or type. Anyone breaking this prohibition will be subject to a cleaning fee of 500, - EUR or 555, - USD without further consideration and the guest will be required to remove the animal immediately upon request.
- It is also forbidden to bring or keep exotic or dangerous animals, or animals that require a permit to keep on the hotel's premises, and in case of violation of this rule, a compensation of 1000,- EUR or 1100,- USD will be paid, and the hotel will take action to prosecute without further notice.

ELEVATOR

- Only persons aged 10 or over may use the hotel lift without supervision
- In the event of fire, the use of the lift is strictly forbidden for any reason and is life-threatening
- In the event of an emergency, guests should use the warning system in accordance with emergency procedures. All of our staff working every shift in our hotel, which operates from 0-24 hours, are all qualified and experienced in lift rescue. In an emergency, please behave calmly and strictly follow the verbal instructions of our staff. All rescues from lifts are 100% accident-free, so don't try to escape at random.
- The hotel lift is fully over-insured for weight and any accidental emergency, undergoes monthly, semi-annual and annual maintenance, and is reviewed quarterly by a dedicated maintenance expert for maximum safety



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RUBBISH

- Please do not leave rubbish in corridors, doorways or other common areas. Garbage is removed daily from rooms and apartments by house-keeping staff
- If you have old equipment or an equipment that has broken down or malfunctions over time, or if you notice a breakage or malfunction in your own belongings or other items of furniture and equipment in our facilities, please contact reception immediately for assistance. In the meantime, please coordinate with the reception to remove the inadvertent or inflammable object from the property upon request.
- Please place your food and other chemical waste in the bags provided in the hotel rooms and apartments, and in the bins in your room and bathroom.
- We ask all our guests not to litter the rooms or the corridors and common areas with debris or rubbish.

PARKING AND VEHICLE (motorized and non-motorized, includes motorcycles)

- Limited on-street parking is available for an additional fee. There is a parking fee every working day between 8:30-20:00. A maximum of 3 hours of parking can be paid at a time. Zone code: 0202
- The nearest pay car parks:
Millennium parking lot: 1024, Budapest, Kis Rókus utca 16-20 (~450 m)
Mammut Parking House: 1024, Budapest, Lövház utca 7. (~750 m)

MAIL SERVICES

- It is the responsibility of the recipient to arrange postal delivery of self-addressed mail sent to the Hotel's address and to coordinate postal delivery with the postal service providers. Reception will make reasonable efforts to provide the recipient with the correct address details, but we cannot under any circumstances be held responsible for lost or undelivered parcels or letters. All mail not received for more than 30 days will no longer be stored by the Reception and will not be returned at the expense of the Reception or the partner. These objects will be destroyed.
- Please contact the Front Office if you wish to receive a personal mail during a long stay.
- The e-mail service is free of charge at reception.
- A fax service is available for an extra charge.
- Copying services are available for free of charge.
- Public telephones are not available in the hotel and its immediate surroundings.
- Free WI-FI network is provided throughout the property.
- There are POS terminals or other cash collection and payment facilities within 500 metres of the hotel.

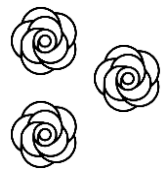
ENFORCEMENT AND PENALTIES

Our hotel management has established a system of fines to ensure that the Rules and Regulations set out in this Policy are enforced. In doing so, we must provide the registered guest with a copy of all written documentation of the violation and any penalties. Each Registered Guest is ultimately responsible for fines and for the termination of infringements. A fine may be imposed for any violation of any of the above rules, according to the following schedule:

- The first call for the termination of the infringement is verbal.
- Second warning of the infringement and its termination is written.
- Third notice of infringement to cease and desist in the event of a warning, the Registered Guest must vacate the property and pay 100% of the total amount due for the rental, acknowledging the non-



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refundable status. In such a case, an additional penalty may be imposed, including the presence of the Police and the filing of a complaint. The same rule applies to accidental or intentional damage.

- If the Guest fails to comply with the Rules or any hotel management decision taken in accordance with the Rules, the Guest may be liable for further damages and may be removed from the hotel without further consultation or notification, even with police assistance.

REGISTRATION

- To save time, please complete the following uploaded registration form and send it by email at least one day before arrival to speed up the check-in procedure.
- Please note that only the completed registration form sent from the e-mail address used for the booking is valid.
- Please note that the registration form must be completed by all guests, adults and children.
- Please note that our reception staff will ask you to fill in all the details on the hotel's registration form and will always check your details against the details on your passport or ID card. The registration form must be filled in and signed as it appears on your passport or ID card.
- Please note that, due to the regulations in force in Hungary, personal documents, photo IDs, passports, driving licences or address registration cards must be scanned and uploaded to the VISA and NTAK data systems by our reception staff.

This Guest Rules & Policy is valid from 2023 - 03 - 12 day, until revoked or until a new Guest Rules & Policy is published on our website. All rights reserved. Made on behalf of i-Hotels Kft.