



SEA PENSION*** HOUSE RULES

Welcome to Sea Pension***! Our house rules aim to provide the necessary information for a peaceful and pleasant stay and to avoid any misunderstandings.

These rules apply to all guests staying at the guesthouse. Please read and follow the rules carefully to ensure an undisturbed and enjoyable stay.

Reception

The staff is available at the reception from 8:00 AM to 10:00 AM.

Accommodation provider: See Immo Kft.

Emergency phone number available 24/7: +36 30 260 2047

Arrival and Departure

Rooms can be occupied from 2:00 PM on the day of arrival and should be vacated by 10:00 AM on the day of departure. Check-in and check-out can be done without the presence of the host; keys can be picked up and returned using a code from the boxes placed on the entrance facade.

Upon final departure, please place the key in the box located on the entrance facade of the building. In case of key loss, guests are required to report it immediately and compensate the host for its cost and the lock change. Please lock the gates and entrance doors at night and when leaving the pension! Ensure windows and doors are closed when leaving the rooms.

Furniture

Please use the building and equipment as intended and follow fire and accident prevention regulations. Furniture can only be rearranged with the prior consent of the host. The host is not responsible for any material damage or accidents resulting from improper use or violation of the house rules.

Indoor furnishings (bed, bedding, mattress, blanket, tables, chairs, etc.) should not be taken outside. Damages caused on the premises must be compensated by the person responsible or their legal representative. Any malfunction should be reported immediately; we cannot accept subsequent complaints.

Upon request, the following items are provided free of charge: mobile phone, iron and ironing board, umbrella, scissors and sewing kit, shoe cleaning kit, travel cot with bedding, high chair, step stool, toilet seat reducer, and bed rail.

Smoking

Smoking and the use of incense are prohibited inside the building. Please smoke in designated areas. This rule also applies to electronic cigarettes and IQOS. Kindly limit smoking to these areas and use the ashtray provided.

Fire Making and Cooking

Fires can only be made in the designated fire pit area, adhering to all fire safety regulations (e.g., placing extinguishing agents nearby, removing flammable materials). Before leaving the fire pit, ensure the fire is completely extinguished. Burning materials other than firewood and paper (e.g., plastic, rubber) is strictly prohibited.



Dining

The rooms are equipped with mini kitchens (microwave, hob, coffee machine, kettle, refrigerator, etc.). In good weather, dining on the terrace, balcony, or garden is possible.

Breakfast can be requested at the time of booking or upon check-in, costing 2500 HUF per person, 1500 HUF for children under 12. Breakfast is served from 8:00 AM to 10:00 AM in the ground-floor dining room or delivered to the room upon request. Local catering units provide meals, with menus available at our location.

Services

Extra services for a fee: salt room, aroma room.

We provide towels, shower gel, shampoo, cosmetics, slippers, hairdryer.

Internet and TV: private WiFi network; each room and the dining room are equipped with a television.

Extras/facilities: additional blankets, safe use, shoe care products, sewing kit, first aid kit, fire blanket, umbrella. For longer stays, use of a washing machine, dryer, iron, and ironing board is available.

As a child-friendly accommodation, upon request, we provide a travel cot, high chair, play mat, and baby toys. Since these are not permanent fixtures, please indicate your need for them when booking to ensure availability upon arrival.

As a pet-friendly place, we provide a bed and feeding/watering bowls upon request.

Valuables

We do not take responsibility for personal valuables (e.g., jewelry, phone, laptop) brought to the premises or for the safety of vehicles parked in the yard. Found items should be handed over to the accommodation manager. A safe is available at the reception for storing valuables.

Pets

As a pet-friendly guesthouse, we accept pets for a daily fee of 3000 HUF/day. For hygiene and safety reasons, please do not bring pets into the dining area. Thank you for your understanding!

Receiving Visitors

The guesthouse can only be used by the number of guests specified in the booking. The host has the right to check without prior notice that the number of guests staying does not exceed the paid number. Guests can receive visitors in the community areas of the building after agreeing with the owner. Visitors staying beyond the agreed time will be charged the current accommodation fee.

Cleaning and Waste Disposal

Please maintain order and cleanliness. Household waste can be collected in bins in the kitchen, bathrooms, and rooms. If these fill up during your stay, please empty them into the large bins at the gate and do not leave unwashed dishes or waste in the kitchen upon departure. Rooms and bathrooms are cleaned and disinfected upon departure. For longer stays, weekly cleaning and linen change are provided, with towel changes every 3



days. Additional cleaning, towel, and linen changes are available for an extra charge. Please leave the guesthouse in an acceptable condition; an extra cleaning fee will be charged for extreme mess.

Parking

We provide closed parking in the yard for our guests. Please park in a way that does not restrict the movement/parking of other residents! There is also the possibility of charging electric cars.

Garden

The garden is available for free use by our guests. The plants are cared for by an appointed employee. Please ensure the plants are not damaged.

Noise Regulations

To ensure the peace of guests and neighbors, noise, music, or loud music is prohibited between 10:00 PM and 8:00 AM. The operator reserves the right to refuse service to guests who behave scandalously or do not comply with house rules and remove them from the guesthouse immediately.

Complaint Handling

Guest complaints are handled at the reception according to the rules available there. Guests can make complaints verbally or in writing at the reception. To investigate and address complaints, please provide all details accurately. A record of complaints will be made, which guests can sign. If a complaint cannot be resolved on-site, guests can contact the following organizations:

Local Consumer Protection Authority:
Dr. Zsófia Opra
Head of Department
9022 Győr, Türr István u. 7.
+3696795950.

Guest satisfaction is very important to us, so we aim to handle and resolve all complaints as quickly as possible.

More information about our complaint handling policy can be found on our website or at the guesthouse reception.

Payment

Accommodation fees can be paid online, in cash, or by bank transfer. The pension also accepts credit cards. The tourist tax is payable by bank transfer the day before arrival or in cash on the day of arrival. If a guest leaves before the end of the booked period, they are still required to pay for the reserved nights. Accommodation is free for children up to 5 years old.

Programs and Attractions

We are happy to provide information about programs and local attractions (main attractions, hiking spots, restaurants, etc.). Please contact us! Informational materials (in Hungarian and several foreign languages) are available at the guesthouse.

Thank you for your cooperation and wish you a pleasant stay!