

# **Dormitory Policy**

## **1. Check-in, check-out**

We provide the room on the arrival day from 2 p.m. The Renter must leave the room until 11am on the day of leaving. In case our cleaners finish cleaning the rooms earlier or if it is not occupied, we may provide the room before 2 p.m. Please let us know about your request of earlier arrival via email or phone. It is possible for the Renter to extend their staying on the day of their departure if the room in question is not already booked. Renter must notify the reception until 12 p.m. and must pay the whole fee. For check-in all the required documents/check-in form must be filled precisely. Renter will receive a key and a guest card, which must be given back to the reception when the Renter leaves.

The Service Provider reserves the right to refuse accommodation should the Guest fail to comply with the norms of civilized conduct, with particular regard to self-induced intoxication or clothing that severely violates hygiene standards. Failure to meet these conditions shall be considered a breach of the booking terms and conditions.

In the event of loss or damage to the room key or access card, a replacement fee shall be charged (8,000 HUF for keys / 5,000 HUF for cards). Please be advised that once the loss is reported, the replacement process begins immediately. In the case of keys, the fee covers the necessary security measures and lock management. All replacement fees are non-refundable, regardless of whether the original key or card is subsequently found.

**Dormitory fee will be asked at arrival except the current salesperson decides otherwise. In case the Renter doesn't fulfil his/her obligation of paying the dormitory fees, the dormitory is entitled to take legal actions (foreclosure, police report, recovery of a claim through litigation).**

## **2. Visitors, hospitality**

Only the registered Renters can be in the dormitory rooms, please welcome your visitors/guests in the lobby. Only long-term Rentars who book a room / apartment and have a place to accommodate their guests can receive a guest overnight.

Guest's arrival must be announced in advance, and it costs HUF 5 000/person/night + IFA (tourist tax). Rules of check-in/check-out apply to the Guest as well.

## **3. Basic services**

The dormitory fee includes, above the accommodation, the following: usage of parking lot, WIFI in the common areas at the reception, and wired internet connection is provided in the rooms.

#### **4. Dormitory tools, equipment**

Renter must use the dormitory tools and equipment as intended. These tools, equipment must not be taken outside of the dormitory's building. The removal of the dormitory tools, equipment – unless the Renter buys them – will file a criminal report or result in a claim for damages. Only the dormitory employee or the designated person can rearrange the room. Damages coming from arbitrary rearrangement will be borne by the Renter. In case Renter realizes an error in any of the dormitory tools or equipment, please notify the reception immediately. Renter must not fix the problem, the dormitory shall not be liable for any resulting damages – even if the damage only affects the Renter.

#### **5. Daily cleaning**

- Cleaning of the dormitory rooms/apartments is happening every day between 8 am and 3 p.m. The cost of cleaning and disinfecting a room and room textiles that are heavily soiled due to the Renter's behaviour may be passed on to the Renter in whole or in part by the dormitory.
  - Long-term renters must clean their room regularly and keep the common areas (kitchen, bathroom) clean together with their roommates. The staff depending on capacity will check the cleanliness of the kitchen/bathroom every two weeks and perform the necessary disinfection. The host can check the apartments, even several times a week. If we notice that the guest does not comply with the hygiene rules even after the second notice, in which case the host can terminate the contract.
6. Waste collection Garbage (separately paper, glass, plastic and other waste) must be placed in containers outside the building in accordance with the regulations for separate waste collection.

#### **6. Damage**

Damage caused by negligence or willful misconduct will be reimbursed by the dormitory to the person who caused it. In addition, causing significant damage may result in exclusion from the dormitory.

#### **7. Smoking**

Smoking is forbidden in the whole area of the dormitory and the hotel. Our smoking Renters can only smoke in the designated place of the dormitory. If the Renter violates the smoking rule, the employees of the dormitory have the right to warn the Renter and order the cessation of the infringing conduct. The dormitory equipment complies with fire and safety regulations to the maximum, all rooms have a smoke detector.

The dormitory is a non-smoking establishment. Under the Non-Smoking Protection Act, smoking is prohibited in confined spaces. Smoking is possible outdoors in designated areas. Failure to comply with the law will result in the imposition of a fine, which will be borne by the Renter (EUR 200).

## **8. Security, fire protection**

It is forbidden to store/use flammable, explosive substances, coffee makers, irons and other electrical appliances in the dormitory room. All Renters are required to comply with the dormitory fire regulations. In the event of a fire, notify the reception and indicate the fire on the fire alarm system in the building.

If, due to carelessness (for example, in the case of burning something while cooking), multiple fire alarms are triggered from the same apartment, in this case the resident is obliged to pay the fee of the fire department.

The resident is obligated to pay the call-out fee (from HUF 300,000) if, due to lack of cooperation, the firefighters' deployment cannot be cancelled in the event of an alarm caused by negligence.

It is strictly forbidden and life-threatening to tape/cover the fire alarms placed in the rooms! Failure to comply with the rule will result in a fine of HUF 50,000.

The hotel and the dormitory have a closed-circuit camera system, and the screens that continuously broadcast the live image recorded by the cameras are monitored by security guards and a designated hotel / reception staff member. The presence of security staff in the dormitory is continuous, they are entitled to: check the entrance to the car park, warn the Renter in case of illegal behaviour, take them out, arrest them in case of crime, call a police officer if necessary. It is mandatory to leave the escape route free in the dormitory area!

It is forbidden to place garbage bags, clothes dryers, other furniture or pieces of furniture in the corridors. Climbing out of the windows of the rooms or throwing other objects out of the windows is strictly prohibited and dangerous! There are several cameras located in the accommodation area, so if a violation of this rule is detected, it will result in a fine of HUF 20,000 - 50,000 and an immediate ban. We are not responsible for personal or property damage resulting from this violation. If an object thrown out of a window causes damage to another person's property, the person who caused the damage must pay for it.

## **9. Waste Management / Waste Collection**

In accordance with selective waste collection regulations, all waste (specifically paper, glass, plastic, and other refuse) must be disposed of in the designated containers located outside the building.

## **10. Dining**

Dining is also provided in the Famulus Business Hotel restaurant for dormitory guests, for an extra fee.

Opening hours: 11:00 - 22:00.

Buffet Breakfast: 6:30 - 10:00

Please consume the buffet offerings only in the restaurant; food/drinks may not be taken out of the restaurant.

Food Allergies: At the Famulus Hotel restaurant, we can provide lactose-free, gluten-free, and vegetarian dining options. We kindly ask our guests to notify us of their special dietary needs before arrival. We draw your attention to the fact that although we can provide free-from dishes, crosscontamination may occur. Therefore, we do not take responsibility for any allergic reactions that may occur.

In the public areas of the Dormitory, only food and drinks purchased in the hotel/dormitory are permitted for consumption. Food and drinks not purchased on-site may be consumed in the dormitory rooms, provided the furnishings are protected.

## **11. Peace of mind for Renters**

Please respect the peace of mind of other Renters and do not disturb it with loudness. Pay special attention to each other's peace of mind after 10 p.m. A person (s) who disturbs the peace of other guests or residents with their activities and behaviour after 10 p.m. can be moved out with immediate effect.

## **12. Lost and found**

The guest is obliged to hand over the "orphan" object found in the dormitory at the reception. The hotel is obliged to keep the things forgotten by the guest in the dormitory for 3 months. Abandoned food, medicine, perishable things are immediately destroyed by the dormitory.

## **13. Liability of the dormitory**

We would like to draw the attention of our dear guests to the fact that the dormitory is not responsible for your valuables left in the room. Please pay close attention to your values.

## 14. Policies

The hotel and the dormitory have a data management and camera policy, and a complaint handling policy.

Do you have any questions?

Further information on our services and their use can be obtained from the reception of the hotel or dormitory. We hope that your time spent relaxing will meet your expectations, be joyful and undisturbed.

Availability of famulus dormitory:

Phone: 0696/547-722

Email: [levelezo@hotelfamulus.hu](mailto:levelezo@hotelfamulus.hu)

The policies of the famulus dormitory apply to all persons who are in the dormitory, who have acknowledged and abide by its rules by booking.

The policy is also available on our website: [www.famuluskollegium.hu](http://www.famuluskollegium.hu)

**Lack of knowledge of the policy does not absolve you from the possible consequences.**