



General Terms & Conditions and Accommodation Policy

Address:

Lake Spirit Boutique Apartments
8220 Balatonalmádi, Vízmeder str. 7.
Hungary

Contact:

Phone: 00 36 30 154 5644
E-mail: info@lakespirit.hu

General Information and Rules

Lake Spirit has a policy to serve guest in a responsible, friendly and professional manner.

Check In: Our guaranteed Check In time is 3 PM. In the case of early check in we can only guarantee the previously requested and agreed apartments.

Check out: The Check Out time is 10 AM.

Children: Children under 12 years old can stay free in the same room with parents. Baby cots are available and free of charge.

Pets: The accommodation of pets is not possible at the hotel.

We do accept the following payment options: Debit or Credit Cards (Visa, Visa Electron, V Pay, MasterCard, Maestro, Diners Club, Discover Credit Cards)

Prices: Please be informed that the room price does only include the agreed services as stated on your booking confirmation.

Cancellation: Cancellation and amendment can be made until 6 PM one day prior the day of arrival day. The Hotel reserves the right to cancel all No Show reservations without credit card guarantee after 6 PM the day before arrival. We charge the equivalent of one night's accommodation on reservations with credit card guarantee changed or cancelled after 6 PM one day prior the arrival day as a fee of lost business. Reservations through third party website or partner can be amended or cancelled according to their cancellation policy.

Parking: We provide free parking facility in front of the apartments.

Room Cleaning: This service is supplied by another contractor.

Room Textile Cleaning: This service is supplied by another contractor.

Deposit: Please note that we request a payment guarantee from every guest upon check in.

Pre-authorization (security guarantee)

The Accommodation reserves the right to place a pre-authorization on the guest's credit or debit card prior to arrival or upon check-in, in an amount of up to EUR 150 per apartment, serving as a security guarantee for proper use of the accommodation and the wellness facilities, and for potential damages.

The pre-authorization does not constitute a charge and is recorded as a temporary hold only. The amount will be automatically released after departure, provided no damage has occurred. By confirming the reservation and occupying the accommodation, the guest acknowledges and accepts the application of this pre-authorization.

Pool and wellness: The pool and wellness area can be used between 09:00 and 20:00. External guests are not allowed to visit, only guests staying in the Lake Spirit apartment house can use it. It is mandatory to wear a swimsuit when using the pool. All guests have the opportunity to change clothes in their own apartment. Children under 12 can only use the pool with parental supervision

It is strictly FORBIDDEN to use the pool and wellness area under the influence of alcohol, drugs or other narcotic substances!

Eating or drinking in the pool and wellness is forbidden! It is forbidden to bring in glasses, bottles, sharp objects, garden furniture! The environment of the pool and wellness is wet and slippery, which requires extra attention. The wellness department is not supervised by a swimming instructor, so everyone can use it solely at their own risk. In case of disregarding the above, the operator of the apartment building is entitled to limit or prohibit the right to use the pool at his own discretion, especially in view of the threat to his own or other guests' physical integrity.

Other Rules:

It is strictly prohibited to carry or store harmful and dangerous items, liquids in the Apartment. Prohibited items include ammunition, alcohol, fireworks, explosives and drug paraphernalia.

Guest under drugs or highly intoxicated state are not tolerated. Lake Spirit reserves the right to refuse accommodation for these people and inform the Police Department.

Slandorous, defamatory, obscene, indecent, lewd, violent, abusive, insulting threatening and harassing comments or manners are not tolerated under any circumstances.

Bachelor or bachelorette parties, as well as any similar events, are strictly prohibited on the premises of the apartment house. Should the Guest attempt to organize such an event, the Service Provider reserves the right to immediately cancel the reservation and request the Guest's departure. In this case, the Guest shall not be entitled to any refund of the accommodation fee already paid.

Lake Spirit may cancel the reservation also in the event of any of the following:

A person intending to stay at the apartment who is clearly infected with an infectious disease. A person who makes unreasonable demands on the apartment. A person who commits significant disturbance of other guests or employees of the apartment, by words or action.

In the case of smoking in bed, mischievous use of fire extinguishing equipment, or other actions prohibited by the Policy.

In accordance with the Accommodation House Rules and the local noise regulations, making excessive noise or playing music loudly is prohibited after 10:00 p.m. Guests are kindly requested to observe this rule when using the television as well.

It is obligatory to register every person visiting the apartment. Guest's visitors can stay in the apartment but please note that after 11 PM we charge extra for any additional non registered person.

The General Terms and Conditions form an integral part of the reservation. By occupying the accommodation, the Guest agrees to and accepts the House Rules.

Data Protection

According to the effective legal provisions regarding personal data protection (Act LXIII/1992) you acknowledge and hereby give your approval that your personal data provided in this form will be processed by means of electronic data processing systems.

You further agree that your data recorded as stated above will be used for an indefinite period of time in order to inform you about new promotions and other services of Lake Spirit via electronic or other informational channels.

Please be informed that the room price does only include the agreed services as stated on your booking confirmation.

Signing our Guest Registration Form you accept and note all the points of the General Terms & Conditions and the Accomodation Policy.

Compensation:

Signing the Guest Registration Form you authorize Lake Spirit to use your credit card details placing charges on it for those were inadvertently not charged to your account upon check out and for every missing items or damages caused during your stay.

We would like to call your kind attention that every damages caused in the room equipments or the apartment properties will be charged directly to your account. Lake Spirit reserves the right to refuse further accommodation to these people.

Smoking: We would like to kindly inform you that Lake Spirit is a Non Smoking Property. Smoking is only permitted at the designated smoking area. Please note that smoking in guest rooms will activate the fire alarm system. Please help us to keep the apartment a smoke free environment.

Security and Personal Safety Information

Fire Safety: There are automatic firealarms in the accomodation. Please call the 122 emergency number and contact our colleagues if you detect fire or any other emergencies.

Camera System: The area of the apartment building is equipped with outdoor cameras in order to prevent material damage and personal injury. The recording is recorded and stored in accordance with applicable laws.

Medicines: Please be informed that we are not allowed to give any kind of medicine to our guests.

An **Incident/Accident Register** will be kept on the premise as a record with full details of incident/accident involving guests or staff in and around these premises.

Lost and Found Items: Lost and found properties (except toxic, harmful or dangerous items) will be handed over to the staff and stored for 3 months. All the expenses in relation to posting lost and found items needs to be paid by the recipient. Please note that Lake Spirit cannot take any responsibility for damages in the course of shipping or posting.

Lake Spirit Team

Operating company: Solvatory Kft.