

HOUSE INFORMATION



RULES OF PENSION

Guests under 18 years of age

A child under the age of 14 can only stay in the room under the continuous supervision of a parent or other competent person authorized by the parent. The child's attendants are responsible for the safety of the child and for any damage caused by the child. Guests under the age of 14 may only use the services of the Pension when accompanied by a parent or other authorized person. Persons under the age of 18 may not consume alcohol on the premises of the Pension. The parent of a person under the age of 18, or a competent person entrusted by him, must ensure compliance with this obligation. The parent or the person authorized by him/her is fully responsible for the legal, moral and financial consequences of breaching this obligation.

Tools and equipment in the guesthouse

The guest is obliged to use the tools and equipment of the Pension as intended. The guest is obliged to compensate the damage resulting from improper use at the request of the Pension, but at the latest before departure. The equipment and furnishings of the Pension may be taken out of the Pension area only with the prior written permission of the Pension. Any re-arrangement of the Pension room or relocation of furniture may only be carried out by a staff member of the Pension or its appointed representative. Taking things found in the Pension without the prior written permission of the Pension is considered a crime, and in this case the Pension will take the necessary criminal and civil legal steps. The guest must report the failure of any device, equipment or equipment of the Pension at the Reception. The guest is not entitled to correct the error himself or to attempt to correct it. The Pension shall not be liable for any resulting damages.

Abnormal behavior

For the peace of the guests, after 10:00 p.m. loud music, noisy activities, sound effects, disturbing television, radio, etc. are prohibited in the guesthouse area. Regardless of the time, any conduct or behavior that disturbs the peace, safety, sense of security, and privacy of others is prohibited on the territory of the Pension; is or may be considered harassment, capable of intimidating others. The Panzió employee is entitled to warn the disruptive and/or loud guest. The first warning is free of charge, for the second and third warnings, the Pension will charge HUF 5,000 each to the room account of the warned guest. After the third warning, the Pension is entitled to unilaterally terminate the Pension contract with immediate effect and to immediately expel the guest from the Pension without the obligation of repayment and/or compensation. The Pension excludes its responsibility for any harm caused to other guests by the guest's behavior.

The Tokajer Wellness Pension was constructed in accordance with Hungarian regulations. For your safety, please adhere to all applicable rules and guidelines.

Air Conditioning

Air conditioning is available in all rooms and corridors at no additional charge.

Breakfast

Served from 08:00–10:00 in Building A. If you need a cold breakfast pack, please notify at the time of booking, or at least 48 hours in advance.

Camera System

Closed-circuit cameras operate in all common areas (excluding changing rooms, restrooms, and guest rooms), including the parking lot and outdoor premises, for security and protection purposes. Recordings are handled and deleted in accordance with applicable laws.

Damages

The guest is responsible for any damage caused to the property or third parties by themselves, their companions, or others under their supervision.

Drink Bar

At the Reception (Building A), cold and hot drinks, as well as snacks, can be ordered and charged to your room.

EV Charging

The Pension offers two electric vehicle charging stations for a fee, located next to the main entrance and in the parking area in front of Building B.

First Aid

Bandages, disinfectant, and fever or pain relief tablets can be obtained from Reception.

Grill Access

Cutlery, plates, and paper napkins are provided. Please notify Reception of your request by 19:00 on the day of use. Firewood or charcoal is available for purchase at Reception.

Guest Quiet Hours

We kindly ask guests to respect others' rest and avoid noise, particularly after 22:00.

Housekeeping

Daily cleaning, bedding changed at least once weekly, and towels replaced at least every three days—more frequently upon special request from our guests. Place towels you'd like changed on the floor to indicate replacement is needed.

Keys

Upon check-in, you will receive keys for the building entrance, your room, and the safe.

Please keep your room door locked at all times. Upon check-out, return all keys to Reception. Lost keys will incur replacement and lock-change charges.

During the day, keys may be left at Reception for safekeeping (08:00–20:00).

For arrivals after 20:00 or early departures, please inform Reception in advance. If departing early, leave room keys in the door.

Check-out is by 10:00 on the departure day. Please settle any outstanding room charges after breakfast. Local tourist tax is always payable onsite (cash or bank card accepted).

Languages Spoken

English, German, Russian, Hungarian

Other Amenities

- Bathrobes are provided free of charge in the Tokajer Extra Superior rooms; available in other rooms for an additional fee.
- Umbrellas are freely available from holders located on the ground floors of Buildings A and D.

- Spare blanket and pillow are available upon request at reception
- Disposable guest slippers, toothbrushes, toothpaste, extra toiletries, and sewing kits are available for purchase.
- A high chair, baby bathtub, and crib are available upon request.

Parking

Free monitored parking is available from both Apát Street and Móra Ferenc Street; usage is free for overnight guests.

Pets

Pets are allowed only with prior arrangement and under guest supervision, within the Pension's rules and with a surcharge. The Pension does not provide beds, food, or water bowls for pets; the guest must provide these. Pets may only access communal areas for room access and are not permitted in outdoor pools, the wellness/fitness area, restaurant, or during breakfast on the terrace. The guest is fully liable for any damage caused by their pet and must settle any costs on site. Pets must not disturb other guests or disrupt operations.

Reception

Open from 08:00 to 20:00. Tel: +36-30/286-3810

For emergency calls outside reception hours: +36-30/285-5170

Reporting Issues

Please report any malfunctions noticed in your room or around the property to Reception.

Smoking Policy

Smoking is prohibited throughout the Pension. Designated smoking areas are available for guests:

- On the bench in front of the Reception entrance, beside the main gate.
- On the Reception terrace (except between 08:00 and 10:00).
- Next to the passage door leading to building D.

Valuables & Lost Items

- Each room has a securely fixed metal box or in-room safe that locks with a numeric code or unique key.
- The Pension accepts no responsibility for personal belongings left in common areas or in the rooms (including items left in safes), unless explicitly taken for safekeeping.
- Lost items found on the premises should be handed in to Reception. They will be stored for 90 days; mailing them requires reimbursement of postage costs via prepayment.

Wellness & Fitness

Operating hours: 08:00–20:00. Located on the ground floor of Building B.

Most services (except massage, solarium, and billiards) are complimentary.

The pool and jacuzzi areas are slippery— the Pension is not liable for accidents; usage guidelines are posted on site.

Sauna (Finn and infrared) and salt cabin open 08:00–20:00.

The indoor pool is located in Building B; outdoor pools are available in front of Building B and by Building D, from 08:00–20:00.

Massage services require scheduling at Reception.

RULES FOR DOGS IN THE PENSION TERRITORY

Dear Guests!

We are happy to welcome you and your pets to our pension and will do everything we can to make your stay as comfortable as possible. However, for the safety of all guests and to maintain public order, please read carefully the rules for dogs in our pension:

1. Owner's responsibility: Owners are fully responsible for the behavior of their pets in the room, in the pension area, and in its immediate surroundings.
2. Movement in the pension area: Throughout the pension area (except for the guest's room), dogs must always be kept on a leash and muzzled, especially large and fighting breeds. This measure serves to prevent possible accidents and ensure the peace of mind of all guests.
3. Guest safety: Please note that even the friendliest dog can be frightened or react unpredictably to certain stimuli. A dog bite – especially if the victim is a child – is a tragedy that cannot be repaired. We are convinced that you agree and respect the personal space of other guests.
4. Walking and emptying: Please walk your dogs only in designated areas. Cleaning up after your pet is the owner's responsibility.
5. Prohibition of visiting certain areas: For hygiene reasons, animals are not allowed in the restaurant, pool and wellness area.
6. Noise and disturbance: Please ensure that your pet does not disturb other guests' rest (e.g. by prolonged barking or restless behavior, especially at night).

We thank you for your understanding and compliance with the rules. With your responsible attitude, you also contribute to making our pension a safe and pleasant place to relax for everyone.

Best regards:

The management of the Tokajer Wellness Pension