

General Information and House Rules

Dear Guests,

*We warmly welcome you to **Zoom Budapest Apartments**.*

It is our pleasure to host you, and we strive to ensure that your stay in Budapest is comfortable, safe, and uninterrupted.

The purpose of these house rules is to provide a pleasant, calm, and secure environment for all guests.

*By occupying the accommodation, the guest confirms that they have **read, understood, accepted, and agree to comply with** the house rules.*

The accommodation reserves the right to amend the house rules. The current version is available to guests on the premises.

*This document combines **house rules and guest information** in a single, **alphabetically ordered** format.*

Thank you for your cooperation.
Your safety and comfort are our priority.
Zoom Budapest Apartments

ADAPTER / CHARGER / CONVERTER

Adapters, chargers, and converters are available for loan in **limited quantities**.
The accommodation assumes no responsibility for any damage resulting from their use.

BED LINEN CHANGE

Bed linen is changed **at least once a week**, and additionally **upon request**.
Please inform the reception if you require a change.

BABY COT / HIGH CHAIR

Baby cots are provided **free of charge** upon prior request.
High chairs are available in the dining area upon request.
Supervision of children is the sole responsibility of parents or guardians.

COMMUNAL AREA

The communal area is available to guests **24 hours a day**.

Food and beverages available in the communal area may be purchased at the **prices listed on the displayed price list**, with payment made at the reception.

Please use the communal area **considerately, respecting other guests**.

LUGGAGE AND VALUABLE STORAGE

Guests may use the **secure and locked luggage storage room** located next to the reception **free of charge**.

The accommodation is not responsible for unattended valuables.

For the safekeeping of smaller valuable items, please contact the reception.

SMOKING

Smoking is **strictly prohibited throughout the entire property**.

Violation of this rule will result in a **penalty fee of HUF 40,000**, covering cleaning and restoration costs.

ARRIVAL AND DEPARTURE

- **Check-in:** 14:00–16:30
- **Self check-in:** from 16:30
- **Check-out:** until 11:00

Any deviation from these times is possible **only upon prior agreement**.

UMBRELLA

Umbrellas are available for **complimentary loan** at the reception, subject to availability.

The accommodation is not responsible for lost umbrellas.

PHOTOCOPYING / PRINTING

Reception staff are happy to assist with photocopying and printing.

PAYMENT TERMS

The following payment methods are accepted:

- cash
- bank card (excluding American Express)

The accommodation reserves the right to request advance payment or a security deposit.

CHILDREN AND PETS

Accommodation of children is permitted; supervision is the responsibility of parents or guardians.

Pets are **not allowed**.

INTERNET

Complimentary Wi-Fi is available throughout the entire property.

The accommodation does not guarantee uninterrupted service.

DAMAGES AND ACCIDENTS

The accommodation assumes no liability for damages or accidents resulting from improper use of the facilities.

Any resulting costs shall be borne by the guest.

SIGHTSEEING / CITY INFORMATION

The program guide provided in the room is for **informational purposes only**.

The accommodation is not responsible for services provided by third-party operators.

For any questions, please contact our reception staff.

AIR CONDITIONING

All rooms are equipped with air conditioning.

Guests are required to use all equipment in a proper and intended manner.

MEDICAL ASSISTANCE

A first aid kit is available at the reception desk.
In case of emergency, please dial **112**.
The accommodation does not provide medical services.

PARKING

Limited street parking is available in the surrounding area for **600 HUF per hour**, payable at street parking meters.
Alternatively, parking is available at the **Central Passage Parking Garage on Paulay Ede Street** for **12,000 HUF per day**, payable at the parking garage machines.

Please note that parking fees are **not payable at the accommodation**.

PILLOWS / BLANKETS

Additional pillows or blankets are available upon request at the reception.

RECEPTION SERVICE

- Personal reception service is available **from 08:30 to 16:30**.
 - **WhatsApp:** 08:30–16:30
 - **Phone:** +36 30 677 7702 (available 0-24)
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ITEMS AVAILABLE AT RECEPTION

Sewing kit, toothbrush set, disposable slippers.

BREAKFAST OPTION

Continental breakfast is available on site

CONTACT INFORMATION

Phone: +36 30 677 7702

TELEPHONE USE

Telephone calls from the accommodation are available **free of charge** at the reception **between 08:30 and 16:30**.

CLEANLINESS AND HOUSEKEEPING

Maintaining cleanliness is a basic expectation.
Daily housekeeping is available **upon request**.
Towel change is provided **every 3 days**, or earlier upon request.

PUBLIC TRANSPORTATION

City maps available at the reception are provided for informational purposes, for any questions, please contact our reception staff.

CONSEQUENCES OF HOUSE RULE VIOLATIONS

In the event of a violation of the house rules, the accommodation provider reserves the right to:

- terminate the accommodation agreement with immediate effect,
 - request the guest to vacate the property immediately,
 - claim compensation for damages incurred,
 - take legal action if necessary.
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