HOUSERULES

THE HOTEL CONTRACT INTEGRAL PART OF THE HOTEL CONTRACT

The Fibula Residence Hotel & Wellness**** is a modern architectural complex located in the centre of Pécs, surrounded by historic buildings. It is the perfect place for total relaxation, recharging and a rich experience.

All of our hotel staff do their best to achieve these goals, but the cooperation of our Guests is essential. We kindly ask you to take note of and comply with the following in order to ensure a smooth stay.

The policy forms an integral part of the service contract for the use of the hotel's services (hereinafter referred to as the hotel contract/notification form).

Data protection

The hotel will only disclose information about the Guest's current, past or future stay at the hotel to third parties, including the Guest's close relatives, with the Guest's prior written consent. This prohibition of information does not apply to requests made pursuant to law.

The Guest acknowledges that the Hotel is obliged by law to disclose to the requesting authority the personal data requested by the Guest in the request, provided that the legal conditions for such disclosure are met. The Hotel may not object to the provision of data on the basis of a statutory provision or a decision of a public authority or court.

Check - In

The Guest(s) will receive a room key, a magnetic card, a wellness card (depending on the booking method) at the hotel reception, after the registration of the Guest(s) using the accommodation service. Registration requires the accurate completion of the registration form and proof of the Guest's identity. The presentation of the identity document is a contractual condition considered essential for the accommodation. In the case of stateless persons and non-EU citizens, the presentation and handing over of a stateless card or passport is required by law. Accommodation is available from 14:00 until 22:30 on the day of arrival.

If the room is occupied earlier, the hotel is entitled to charge a surcharge as specified in the contract, which is:

- 10 000.-Ft / person, in this case the wellness service can be used earlier during the advertised opening hours.
- or 10 000.-Ft / room, in which case other services are not included in the booking price. This means that the wellness services can only be used from the original time of arrival.



Check out

On the day of check-out, please leave the room between 7:30 and 10:00 a.m., and leave the room key, magnetic card, wellness card with the card holder at the hotel reception.

In case of a lost magnetic card, wellness card or room key, a penalty of 5.000 HUF/person is payable upon departure.

In the event of late check-out, the hotel is entitled to charge a surcharge as specified in the contract.

It is possible to extend your stay on the day of check-out if you do not arrive that day (subject to availability).

The Guest shall pay the price of his/her stay in the hotel in the manner specified in the hotel contract at the latest before his/her final departure from the hotel.

In case of refusal of payment for any reason, the hotel is entitled to retain the Guest's belongings brought to the hotel and to enforce its lien on them.

The hotel will charge a surcharge of 20 000.-Ft / person / night for the number of guests exceeding the number of rooms booked.

Guests are kindly requested to make sure that the taps are not left on, the lights are off and the safe is open when leaving.

Luggage storage is available free of charge upon request for a limited period of time, but the hotel cannot be held responsible for any damage.

Restrooms, changing rooms and showers are available on request at an extra charge, subject to availability.

Cold meals and drinks are available on request on the day of arrival at an extra charge.

Cold breakfast packages are available on the day of departure for an extra charge.

The Reception/Help Desk hours may be limited for some, e.g. during special periods and/or special seasons and/or exceptional periods and/or public holidays and/or national holidays.

Reception/Help Desk hours may be limited during other periods and/or weekdays and/or weekends.



Visitors

Only guests registered at the reception (limited number and hours) are allowed in the hotel rooms and throughout the entire property, please meet visitors in the lobby.

The Guest is responsible for his/her own visitors.

Visitors must also be registered by filling in the registration form.

A copy of the Rules and Policies is available online for all Visitors, and all Visitors are also required to read, understand and agree to abide by these rules that apply to them.

Friends and family members of unregistered Guests are not allowed to use the apartments, common areas and wellness facilities.

Guests under 18 years

Our hotel is adult-friendly, so we welcome guests from the age of 14. No alcohol is allowed on the hotel premises or at events for persons under 18 years of age. The parent of a person under the age of 18 or a person of legal capacity authorised by the parent or parent must ensure that this obligation is observed/fulfilled. The parent or the person with legal capacity authorised by the parent is fully responsible for the legal, moral and financial consequences of any breach of this obligation.

Guests over the age of 18 are invited to the hotel's wine culture event.

Hotel tools, equipment

The Guest is obliged to use the hotel facilities and equipment as intended. The Guest is obliged to compensate any damage resulting from improper use upon request of the Hotel, but at the latest before his/her departure.

Hotel furnishings and equipment (e.g. textiles, blankets, umbrellas, etc.) may be removed from the hotel premises only with the prior written consent of the hotel.

Any rearrangement of the hotel room or moving of furniture may only be carried out by a hotel employee or a designated agent.

The removal of hotel property without the prior written consent of the hotel is a criminal offence, in which case the hotel will take the necessary criminal and civil action.

The Guest shall notify the Hotel of any malfunction of any of the Hotel's equipment, fixtures and fittings. The Guest is not entitled to repair the defect himself or to attempt to repair it. The Hotel shall not be liable for any damage resulting therefrom.



WI-FI

Wi-fi is available in the hotel and is free of charge.

The Guest will receive the password for the Wi-Fi connection upon check-in at the hotel reception.

The hotel cannot guarantee the continuous, uninterrupted operation and availability of Wi-Fi.

The hotel is not liable for any direct or indirect damage to the Guest's device or its contents during or as a result of the use of Wi-Fi. The Guest uses the service at his/her own risk and responsibility.

Telephone

There is a charge for using the room phone. The hotel will automatically charge the cost of the telephone calls to the Guest's room bill at the hotel's surcharge based on the telephone company's rates.

The call will be charged until the call is disconnected by replacing the handset.

Calls within the hotel are free of charge.

Reception: 101

Camera system

The hotel operates a closed-circuit camera system in the building and its external (street) and internal (courtyard) surroundings for the security of guests and hotel property and personnel, which continuously records and records 24 hours a day.

Safe

Our hotel rooms and apartments have a built-in in-room safe.

The hotel expressly reminds its Guests to keep their valuables, cash and securities in the room safe. If you wish to deposit any valuables, please contact the reception staff.

If the safe is not working or not working as intended, the Guest is obliged to inform the hotel reception immediately. The Guest shall be liable for any damage resulting from failure to inform the hotel or delay in informing the hotel.

The Hotel shall be liable for any such damage up to a maximum of twice the daily room rate paid by the Guest.

The Hotel shall be exempted from its liability for damages if it proves that the damage was caused by a cause beyond the control of the Guests and the employees, or that the damage was caused by the Guest.



The Guest uses the equipment, wellness and other services of the hotel for their intended purpose, in full awareness and knowledge of their own health, physical and mental condition.

Therefore, the Hotel shall not be liable for any damage resulting from the use of the services for purposes other than those for which they were intended or from the use of the services not in accordance with the Guest's actual health, physical or mental condition.

Wake up call

The Guest may, at his/her own risk, request a wake-up call, which is a gesture of attention on the part of the hotel and is not part of the service provided under the hotel contract. The Hotel shall not be liable for any damage resulting from failure to provide the requested wake-up call or from a delay in providing the wake-up call.

Fire safety / Smoking

The hotel is a non-smoking hotel and therefore smoking is prohibited in the enclosed areas of the hotel (including guest rooms, apartments, room windows), in the common areas and in all open areas of the hotel, except in designated smoking areas, as well as the use of electric cigarettes, smoke and fire-lighting (incense, candles, etc.)

The Hotel's employees are entitled to warn the Guests and any other person staying on the Hotel's premises to comply with this regulation and to stop smoking or smoking electric cigarettes. The Guest or any other person staying on the Hotel's premises is obliged to comply with this regulation and to comply with any such warning. If the Hotel is fined by the competent authority under the relevant legislation due to the Guest's or any other person's infringement of the rules, the Hotel shall be entitled to charge the amount of the fine to the person who committed the infringement or to demand payment of the fine (e.g. false alarm as a consequence of the costs of the emergency response authority's withdrawal, etc.)

In the event of fire, the Guest is obliged to follow the escape route posted in the room and the instructions of the fire extinguisher on site. Fire cylinders are located in the hotel corridors, floor by floor.

In the event of fire/smoke, the Guest must immediately alert the reception by telephone (101) or in person at reception within 15 seconds.

Ironing facilities are not allowed in the hotel room.

Things not to take into the hotel

- things classified in current legislation as corrosive, flammable chemicals or substances,
- · waste.
- a particularly expensive, valuable object of great value, a museum object,
- fireworks, firecrackers, their parts and components,
- things that are harmful to the environment and health,
- · pscihotropic material,
- small and large animals (with the exception of guide dogs).

Furthermore, the storage and use of hallucinogenic or mind-altering substances, whether natural or chemically produced, in rooms, apartments, corridors, communal areas, gardens and practically the entire hotel is prohibited. In particular, it is forbidden to throw away or dispose of in the common areas or on the terraces or patio areas any materials, packaging, containers, aids, needles or syringes used for their use.

The Guest may, with the prior written consent of the Hotel, bring non-returnable items into the Hotel.

If the Guest brings anything into the Hotel's premises that is not admissible with the prior written consent of the Hotel, the Hotel may remove or have removed at the Guest's expense.

The hotel excludes any liability for damage to property taken without permission.

The Guest shall be fully liable, both legally and financially, for any damage or injury caused to any other Guest, person or the hotel by any unauthorised entry.

Abnormal behaviour

For the guests' peace of mind, no loud noise, music, noisy activities, sound effects, TV, radio, etc., which disturb the room, are allowed in the hotel premises after 22:00, except for events or programmes organised or authorised by the hotel.

Any conduct or behaviour that disturbs the peace, safety, security or privacy of others, constitutes harassment or intimidation of others is prohibited on the hotel premises at any time.

The hotel staff is entitled to warn the Guest for disorderly and/or loud behaviour. The first warning is free of charge, from the second warning the Hotel will charge the Guest's room bill with 10.000. Ft each. After the third warning, the Hotel is entitled to unilaterally terminate the Hotel contract with immediate effect and to expel the Guest from the Hotel immediately without any obligation to refund and/or compensate the Guest.

The Hotel shall not be liable for any damage caused by the Guest's conduct to other Guests.

Pets, small animals

Pets and small animals, regardless of their size or type, are not allowed in the entire hotel area. In the event of any breach of this prohibition, a cleaning fee of 500 EUR or 555 USD will be charged without further consideration and the Guest will be required to remove the pet immediately upon request.



The introduction or storage of exotic or dangerous animals/objects, or animals/objects subject to a weapons licence, on the hotel premises is strictly prohibited, and in case of violation of this rule, a compensation of EUR 1.000 or USD 1.100 will be charged and the hotel will take action without further notice.

Feeding birds or other domestic or wild animals in the area is **prohibited**.

Lost and found objects

Found objects can be handed in at reception, where they will be registered. Food, food-related articles and medicines will be disposed of by the hotel. The hotel will keep the items in storage for 3 months. If the rightful owner of the found object presents himself/herself, he/she may take possession of the object upon presentation and signature of a document proving his/her identity and reimbursement of the costs incurred for its safekeeping. Objects which cannot be kept by the hotel because of their size, weight or other characteristics shall be handed over to the local notary without delay.

"Do not disturb me! Do not disturb!" Warning sign

Hotel staff will clean the rooms continuously from 7 a.m.

The Guest is using the "Do not disturb! By placing a "Do not disturb!" warning sign on the outside door handle of the room, the Guest explicitly indicates that hotel staff will not disturb, knock or enter the room.

The "Do not disturb! Do not disturb!" Warning sign is placed on the outside handle of the front door at the Guest's own risk and responsibility. If the hotel staff, on the day of the Guest's departure, place the "Do Not Disturb! Do not disturb!" sign and the Guest fails to respond to the Hotel's telephone call, the Hotel staff may enter the room at any time after 11:00 a.m.

In case of an emergency (e.g. fire, smoke, terrorist attack, etc.), the Hotel's staff is entitled to enter the room without prior telephone call or if the Hotel assumes, based on the information available to it, that the life, health, physical safety or property security of the Guest is or may be in danger in the room and the Guest does not respond to the Hotel's telephone call.

The "Do not disturb! Do not disturb!" Warning sign is not used for its intended purpose, the hotel is not liable for any damage or injury.

Daily cleaning

Rooms are cleaned once a day between 8:00 and 14:00.

Guests are kindly requested to use the sign in their room to indicate by 10 a.m. each day of their stay if they require daily cleaning. If the sign is not displayed, the hostesses will not be able to enter the room.



If during this period the staff cleaning the room has posted "DO NOT disturb! DO not disturb!" warning sign, the room will not be cleaned and the Guest will not be entitled to a reduction in the fee or compensation.

For environmental reasons, only towels placed on the bathroom floor will be changed.

Bed linen is changed every 3 days for longer stays. On request, bed linen is changed daily, for an extra charge, both in our apartments and in our hotel.

Laundry, Ironing

The Hotel does not do laundry, ironing and dry cleaning, but at the Guest's request it will organize the washing, ironing and dry cleaning of the Guest's clothes. The Hotel shall assist in the organisation of the laundry, the company carrying out the laundry etc. is not a contractor of the Hotel, therefore the Hotel shall not be liable for the work of the company.

According to the hotel's fire safety policy, ironing is not allowed in the room.

Information on the use of self-service machines (washing machine and tumble dryer) is available from reception.

Lobby bar / Wellness bar

The hotel's lobby bar is open 24 hours a day, 7 days a week, alongside the 16-hour reception.

The bar in the wellness area is open Monday to Sunday from 8:00 to 20:00.

Parking

Guests can park their vehicles in the hotel's closed car parks (underground or surface) for a fee.

You must drive in the car park in accordance with the Highway Code. The speed limit for vehicles is 5 km/h.

If the Guest wishes to use the car park, he/she must indicate the registration number of the vehicle on the registration form at check-in. Failure or refusal to do so will result in the car park being closed. The Guest shall be liable for any damage caused to another car parked in the car park.

Visitors arriving at the Guest House may use the external car park for a parking fee, according to the Guest House's tariff.

Wellness area

Open from 1 January to 31 December:



Please note that the Sauna World is open every day from 13:30 to 19:30, while the rest of the wellness area is open from 8:00 to 12:00 and 13:00 to 20:00.

The opening hours of the wellness area may vary.

You can read about the use of our wellness area in the rules of use, where you can discover the magical benefits of the pool, steam room, Finnish sauna, light and aroma therapy room, salt room, experience shower, ice machine.

Please note that the wellness area is closed every day between 12:00 and 13:00 for cleaning.

Our epidemiological measures

In the event of an outbreak, you can read about the measures and recommendations in place at our hotel on our website:

www.fibulahotel.hu

For any further questions, please contact the hotel reception.

We trust that FIBULA Residence Hotel & Wellness**** will meet your expectations!

We wish you a good stay!!

Don't forget to share your experiences

Facebook: Fibula Residence Hotel & Wellness

Instagram: @fibulahotel

Contact

Address: 7621 Pécs, Jókai utca 17-19 (Parkoló). és Teréz utca 9. (Recepció)

Phone number: +36 72 954 193 +36 30 327 3111

E-mail: info@fibulahotel.hu



GENERAL INFORMATION A-Z

Beverage service with 16-hour room service

A drinks menu in the lobby is available from 7am to 11pm (until 4pm), with room service.

Meals with room service

The hotel has a simplified menu, from which meals are served to our guests from 7 am to 11 pm (16 hours) via room service.

Bed mattress

If you find the mattress on the beds hard, we can provide a topper on request. Please contact Reception.

Change of bed linen and towels

Bed linen is changed every 3 days to protect our environment and ensure long-term sustainability. If you would like us to change your bed linen daily, or if you need more, please contact our Reception. Please indicate when towels need to be changed by placing them on the floor.

ATM, bank

In the city centre, there are many banks and ATMs within a few minutes' walk. For more information, please contact our colleagues at Reception.

Bar

Drinks are available at the bar in the lobby during 16 hours.

Check in

Contactless check-in is possible, please contact our Reception staff.

Rooms and suites can be booked from 14:00. If you arrive before this time, we cannot guarantee that your room/suite will be ready. If the room/suite is booked earlier, the hotel may charge a surcharge.

Upon check-in, Guests will receive a magnetic card, a wellness card and a room key, which must be handed in at the Reception upon check-out. These must be handed in upon check-out. In all cases, please ask for the wellness cards at the reception after returning the used linen.

Shoehorn

Large shoe horns are available in the hallways of the room.



Shoe shine machine

You can use the shoe shine machine at reception at your own risk.

Shoe cleaning kit

Please contact Reception if you require a shoe shine kit.

Package storage

Your luggage will be collected by the Reception staff free of charge for safekeeping, but the hotel cannot be held responsible for any damage!

Package delivery service

Please contact Reception if you have any questions.

Smoking

As of 1 January 2012, smoking is prohibited in all indoor public places in Hungary, including the Fibula Residence Hotel & Wellness****, and a 20 000 HUF compensation will be charged for each violation of this rule. We have a designated smoking area in our courtyard. For information on tobacco shops, please contact our Reception!

Umbrella

A limited number of free umbrellas are available for rent. Please contact our Reception for more information.

Extra blanket, pillow

Extra blankets and pillows are available on request at Reception.

Wake up call

The Guest may, at his/her own risk, request a wake-up call from our Reception staff, which is a gesture of attention on the part of the hotel and is not part of the contractual service of the hotel. The hotel shall not be liable for any damages resulting from failure to provide the requested wake-up call or from a delay in providing the wake-up call.

Bathrobe, towels, sauna mat

Upon arrival, guests will receive various cards, which can be used at the wellness/hotel reception to request a bathrobe, sauna bed and towels free of charge. After use, the laundry towels (daily), sauna towels (daily) and the bathrobe (every 3 days) must be returned to the wellness/hotel reception. The bathrobe can be changed every 3 days during the stay, otherwise the Guest can request it at the reception for an extra charge.

If the textiles are handed in at the Wellness Reception, our staff will return the card, which must be handed in at the Reception upon check-out.

In the absence of cards, in case of loss or non-delivery of the linen, a surcharge of 5.000.-Ft per piece will be charged at the hotel reception upon check-out, in case of robes 15 000.-Ft / piece.

Heating

The heating system in the hotel complex is centrally controlled.

Please note that if the outside temperature is permanently above 16 °C, the heating will not be switched on. Thank you for your understanding!

Pharmacy

SIPO Patika, Kossuth tér +36 72 511 726 7621 Pécs, Irgalmasok utcája 18.

Pharmacy on duty:

SIPO Zsolnay Patika +36 72 516 760 Zsolnay Vilmos u. 8. (Penny Market mellett)

Hair dryer

Our apartments are not equipped with a hairdryer, but it is available on request at the Reception. In our suites, rooms and bathrooms, it is mounted on the wall.

Pets

Small and large pets are not allowed in the Fibula Residence Hotel & Wellness****.

Credit card, debit card, SZÉP card

The following credit cards are accepted at our hotel: Eurocard, Mastercard, Maestro, Visa, Visa Electron.

Internet

Wireless internet is available in our rooms and common areas at your own risk and free of charge.

Wifi code within the hotel: FibulaVendeg20

Wifi code in the apartments: sticker at the bottom of the router



Slippers

If required, we can provide this for an extra charge, which can be requested at reception.

Coffee capsule / Tea filter

Guests are welcomed on arrival with a tea and coffee making facilities in our rooms, suites and apartments. If you require additional coffee/tea, please let us know at the reception, which will be provided at an extra charge.

Maintenance service

If you notice any equipment malfunction in your room, please contact Reception.

Please do not disturb!

By placing a "Please do not disturb" sign on the outside door handle of the room, the Guest expressly indicates that the hotel staff will not disturb, knock or enter the room. For stays longer than 3 days, after 3 days Guests are required to let housekeeping staff in.

Check out

The room must be checked out by 10:00 on the day of departure. For extensions, please contact Reception.

Please return your magnetic card, wellness cards and room keys on departure. The hotel will charge a penalty of 10.000.- HUF/unreturned cards and keys.

Touch-free check-out is possible, please contact our Reception staff.

Air conditioner

The air conditioning is centrally controlled. For questions about the use of the wall-mounted control panel, please contact our Reception.

The air conditioner switches on permanently above 24 degrees. Thank you for your understanding!

Air conditioning is only effective with closed windows and doors!

Laundry service

The hotel does not do laundry, ironing and dry cleaning, but will organize (within 2 hours) the laundry, ironing and dry cleaning of the Guest's clothes upon the Guest's request. The hotel will assist in the organisation of the service, therefore the hotel is not responsible for the work of the company.



Laundry

The complex has a self-service laundry. For further details, please contact our Reception!

Printing options

Please contact our Reception!

Medical emergency

Janus Pannonius Klinikai Tömb (volt 400 ágyas klinika) 7624 Pécs, Ifjúság útja 13.

Phone number: +36 72 505 104

For more information, please contact our Reception!

Parking

A limited number of parking spaces are available for a fee in our underground car park or in our external car park.

For more information and valet parking services, please contact our Reception.

Pillow selection

Please contact our Reception!

Reception / Concierge service

Available to our guests 0-24 hours Phone number: +36 30 327 3111

Meeting rooms

Sorbus cellar room and Primula conference room

Breakfast

Buffet breakfast is served in the Sorbus Room every day between 8:00-10:00. Breakfast times may vary during peak periods. If you would like to have breakfast earlier, please contact our Reception.

Safe

All rooms and suites have a built-in safe. Keep the safe open by pressing the red button (on the inside edge of the door).



A yellow light will then flash. Enter 3 to 8 digits or press "B". The new code will beep.

To open, enter the correct code and press "B". Turn the button within 5 seconds and the door will open. When leaving, please leave the safe door open.

Room key

In the event of loss / non-delivery, a penalty of 10 000.-Ft / piece will be charged.

Entertainment

Our reading corner has a variety of books, cards and board games. There are also chess and foosball tables in the hotel.

Cleaning

Daily cleaning is between 8:00 and 14:00. If you do not wish to use our service, please hang a "Please do not disturb" sign on the outside door handle. Sign!

Taxi

For taxi bookings, please contact our Reception staff!

Spare cushion

If you have any questions, please contact our Reception staff!

Charging station or adapters

International and other adapters are available at reception!

Transfer

To use our transfer service you need to make an appointment and reservation in advance! For more information please contact our Reception!

Range of cleaning products

Guests can choose from the following: toothbrush set, soap, shower cap, cosmetic set, body lotion, shampoo and shower gel, shaving set and comb.

If you have any questions, please contact the Reception staff

Towel



For environmental reasons, only towels placed on the bathroom floor will be changed.

Towels can be changed daily on request, for an extra charge, both in our apartments and in our hotel.

Fire alarm / Smoke alarm

In the event of an alarm, leave the building as soon as possible by following the escape route. If the alarm is received from your room within 15 seconds, please contact our reception immediately on tel. 101 or +36 72 954 193, stating the exact cause of the problem.

Sewing kit

Please contact Reception if you have any questions.

Sightseeing, excursions

Our reception offers a wide range of activities and will be happy to advise you on attractions and itineraries.

Iron, ironing board

An ironing room is available on request. Ironing is prohibited in our rooms and apartments for fire safety reasons! For further information please contact our Reception!

Welcome drink

Guests booking directly with us will receive a welcome drink card on arrival, which can be redeemed at any time during their stay. The welcome drink card can be used 1 time and includes Pécs wine or non-alcoholic fibre drinks.

Wellness area

Open every day as follows:

Opening hours of the pool and jacuzzi: 8:00-12:00 and 13:00-20:00

Spa opening hours: 14:00-19:30

The Fibula Wellness & SPA is also open to external, non-hotel guests. External guests are subject to availability.

Between 12:00-13:00 our wellness area is closed for cleaning.

Please read carefully our wellness policy, which also describes the proper use of the wellness.



Our epidemiological measures

In the event of an outbreak, you can find the measures and recommendations in place at our hotel on our website: www.fibulahotel.hu

If you have any further questions, please do not hesitate to contact our Reception.

We trust that Fibula Residence Hotel & Wellness**** will meet your accommodation expectations!

We wish you a good stay!

Don't forget to share your experiences

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Instagram: @fibulahotel

Contact

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