

## **ENGLISH**

### **Central Hotel 21 – Official House Rules and Operating Regulations**

Central Hotel 21 aims to provide its guests with a calm, safe, and pleasant environment in the heart of Budapest. To ensure that all visitors can enjoy our services undisturbed, please read and comply with the following house rules, which also form part of our General Terms and Conditions.

#### **1. Check-in and Check-out**

- Check-in: daily from 14:00 (2:00 PM)
- Check-out: by 10:30 (10:30 AM) at the latest

If you wish to depart later, please notify the reception in advance. If available and for an additional fee, we offer late check-out.

Upon arrival, every guest must present a valid ID document (identity card, passport, or driver's license). The hotel will record it digitally in the Guest Information Closed Database (VIZA) in accordance with applicable Hungarian law.

- Reception hours: daily 07:00–22:00 (7:00 AM–10:00 PM)
- Night duty: +36 70 6784867 (22:00–07:00, i.e., 10:00 PM–7:00 AM)

During opening hours, our staff is readily available to assist you.

#### **2. Room Reservation, Cancellation, and Payment Terms**

At Central Hotel 21, you can book a room online by e-mail through the hotel's official website or via third-party booking partners. Reservation confirmations may be issued automatically or manually upon request.

- Payment methods:
  - Cash (HUF or EUR)
  - Credit/debit card (MasterCard, Visa, Maestro)
  - SZÉP card (OTP, MBH, K&H)

Prices do not always include the tourist tax of 4 % of the net room rate for guests over 18 years old.

For certain bookings—especially longer stays or larger groups—the hotel reserves the right to request a deposit, typically €100 or the equivalent amount in HUF.

The deposit must be paid in cash and will be refunded on the day of departure after a room inspection, provided no damage or violation of the house rules has occurred.

Cancellation terms depend on the booking type. Generally, cancellations up to three days before arrival are free of charge. For later cancellations or no-shows, the hotel reserves the right to charge the first night's rate.

### **3. Rooms and Amenities**

Our hotel offers rooms to suit various needs: single rooms, double rooms, triple rooms, as well as four- and six-person apartments.

All rooms are equipped with soundproof windows, individual air conditioning/heating, a private bathroom, a hairdryer, a flat-screen TV (with international channels and an alarm-clock function), a minibar, and a lockable room safe.

### **4. Services**

Guests may request breakfast daily between 08:00 and 11:00 (8:00 AM–11:00 AM).

- Simple breakfast: €4 per person, includes 1 coffee, 1 glass of juice, 2 croissants, and jam.
- Buffet breakfast: must be ordered by 19:00 (7:00 PM) on the previous day; €15 per person. Choose from the items listed on the menu, and our staff will serve your breakfast at the requested time in the breakfast room.

**Parking:** Central Hotel 21 has a limited number (3) of closed garage spaces. These can be booked for €15 per day; advance reservation is recommended.

Alternatively, we recommend nearby paid parking garages (400–1,000 m away) with similar rates.

Street parking is available from 08:00 to 22:00 (8:00 AM–10:00 PM) for 600 HUF per hour, with a maximum of 3 hours at a time.

#### **Complimentary services:**

- Luggage storage with secure locker service
- Unlimited tea consumption
- Tourist information
- Children's amenities (crib, high chair, children's bedding)

Upon request, hotel staff will carry your luggage to your room upon arrival or bring it down to the ground floor upon departure.

Rooms are cleaned daily. Bed linen and towels are changed every 3 days. If you wish to have towels replaced in between, please leave the used towels on the bathroom floor. For an additional change of bed linen, contact the reception.

Laundry and ironing services are available at the rates posted at the reception. For dry cleaning, please inquire at reception.

Transfer service: The hotel provides airport transfers for a fee. Please ask the reception for prices.

### **5. Pets**

Pets are allowed only upon prior arrangement and for an additional fee.

### **6. Drinking Water**

Tap water in the hotel is safe to drink.

### **7. House Rules and Conduct**

All guests must comply with the house rules throughout Central Hotel 21, especially regarding respect for others' peace and quiet.

Quiet hours are in effect from 22:00 to 07:00 (10:00 PM–7:00 AM) daily. During these hours, we ask guests to avoid noise, music, or loud television.

Smoking is strictly prohibited throughout the hotel, including rooms and common areas. Smoking is permitted only in the courtyard on the ground floor.

Violations will result in immediate expulsion from the hotel, and no refund of accommodation fees will be provided. The hotel reserves the right to charge a penalty of 100 000 HUF if smoking triggers the smoke alarm system and the fire department is deployed.

Only registered guests may stay in the rooms. Guests may receive visitors only in public areas and only with prior permission from reception.

### **8. Damages**

Guests are fully liable for any damage caused in the room or on the hotel premises.

### **9. Security, Valuables, and Liability**

Security cameras operate in public areas and at the external entrance of the hotel for the safety of guests.

Our fire protection system complies with Hungarian regulations; each room is equipped with a smoke detector.

In an emergency, please follow the evacuation routes and staff instructions.

Guests store valuables in their rooms at their own risk. The hotel does not assume liability for valuables left in the room. We recommend using the in-room safe.

The hotel is not responsible for items left in public areas or common spaces. Lost-and-found items are kept for three months. Upon request, they will be returned by mail at the guest's expense.

### **10. Complaints and Guest Satisfaction**

Guest satisfaction is extremely important to Central Hotel 21. If you have any comments, suggestions, or complaints, please contact the reception. Our staff will be happy to assist you. Written complaints can also be sent by e-mail to [info@hotel21.hu](mailto:info@hotel21.hu); we respond to every complaint substantively.

### **11. Other Provisions**

Hotel staff is authorized to withdraw services or remove a guest from the hotel in case of a breach of the house rules.

### **12. Data Protection**

Guest personal data are processed in accordance with applicable Hungarian and EU data protection regulations (GDPR). Data processing serves solely the fulfillment of bookings, legally required administration, and improving service quality. The full privacy policy is available on our website.

Thank you for choosing Central Hotel 21. We hope you enjoy your stay in maximum comfort and tranquility. If you have any questions or requests, please do not hesitate to contact our staff, who will gladly assist you at any time.