

Hotel Pancho
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Rules and Regulations

Dear Guests!

The staff at Hotel Pancho will do their utmost to ensure that your stay is a smooth and relaxing one. Therefore, we kindly ask you to take note of and respect the following rules and regulations.

1. The room is available from 14:00 on the day of arrival. In case of earlier arrival, please inform the hotel by e-mail or phone.
2. We would like to inform you that, in accordance with the provisions of Act CLV I of 2016, the accommodation provider is obliged to record and transmit the personal data of all guests using accommodation services in Hungary to the designated state body (Nemzeti Turisztikai Adatszolgáltató Központ /National Tourism Data Service Centre). The presentation of identity documents is a condition of registration, failing to do so will result in the accommodation provider refusing to provide accommodation.
3. Rooms are available until 10:00 in the morning on the day of departure, late check-out is possible in exchange for a fee, subject to availability and prior arrangement. Please ask at the Reception for the current price of extension. If the guest does not leave the room by 16:00 on the day of departure, a full daily room rate will be charged.
4. The room rate or package price is payable on site upon check-out in cash, by credit card or SZÉP card. The hotel reserves the right to request an advance payment in certain cases to finalise the booking.
5. Guests are kindly requested to check that their valuables and personal belongings are not left in the room before leaving.
6. Upon check-in, guests will receive a room card, which is also required to turn on the electricity (by placing it in the wall holder), which must be returned to the Reception upon check-out.
7. Only guests registered at the Reception are allowed to stay in the hotel rooms, please meet your visitors in the hotel lobby or bar! Between 20:00 and 8:00, outside guests are only allowed in the common areas of the hotel.
8. The room or package price always includes half-board and VAT, but excludes tourist tax.
9. The hotel can also provide lactose-free, gluten-free, sugar-free and vegetarian meals, please let us know your special dietary requirements before arrival.
10. It is forbidden to take food or drinks out of the restaurant!
11. Food and drinks not purchased in the hotel may only be consumed in the room, taking care of the equipment. Any damage caused to the equipment must be compensated in any case.

12. No alcoholic beverages may be brought inside the hotel.
13. Alcoholic beverages are NOT allowed on the hotel premises for persons under 18 years of age!
14. Please note that the hotel is not responsible for any valuables left in the room. For the safe keeping of your valuables, please use the in-room safe.
15. Our hotel has a fire alarm system that detects even the smallest amount of smoke. In order to prevent false alarms, smoking and the use of open flames on the hotel premises is strictly prohibited.
16. In the event of a fire alarm, the hotel must be evacuated as soon as possible, following the instructions of the escape route signs! The escape route is available in every room. In case of fire, the use of lifts is prohibited!
17. Guests are kindly requested to drop off any found objects at the Reception. The hotel will keep the items found in the rooms for two weeks, after which they will be removed from the hotel premises. The hotel does not take any responsibility for lost or stolen items.
18. It is forbidden to use any equipment in the hotel room that could cause a short circuit or fire (e.g. coffee maker, kettle).
19. If you notice any technical problems in the hotel or in your room, please inform the Reception!
20. It is forbidden to take furniture and textiles out of the hotel premises!
21. Please return towels and bathrobes to the room in any case, we check them upon check-out, and in case of missing items the hotel may ask for compensation for the missing items.
22. Guests are obliged to use the furnishings in the room for their intended purpose. Any damage caused by negligence or wilful intent will be compensated to the hotel by the person responsible.
23. Please respect the peace and quiet of other guests and do not disturb it by being noisy! Please be particularly mindful of your fellow guests between 22:00 and 8:00!
24. If you do not want us to disturb your rest in your room, please use the "Do Not Disturb" sign on the door handle!
25. For public health reasons, pets are not allowed in the hotel!
26. The hotel's unguarded outdoor parking is free of charge. The hotel does not take any responsibility for vehicles or objects left in them.
27. Further information about our services can be obtained at the Reception.

Thank you for your cooperation and understanding.