



HELLO  
BUDAPEST  
HOSTEL

ADDRESS: H-1093 GÖNCZY PÁL U.1. BUDAPEST HUNGARY  
MOBILE: +36 30 443 4000 FAX: +36 1 4768881  
EMAIL: [INFO@HELLOBUDAPESTHOSTEL.COM](mailto:INFO@HELLOBUDAPESTHOSTEL.COM)  
WEB: [WWW.HELLOBUDAPESTHOSTEL.COM](http://WWW.HELLOBUDAPESTHOSTEL.COM)  
FACEBOOK/ HELLOBUDAPESTHOSTEL



## Hello Budapest Hostel Policy

Dear Guest!

Thank you for choosing Hello Budapest Hostel as your accommodation for your stay in Budapest. With this policy we would like to ensure you and our guests a pleasant and joyful rest around the Hostel. To this end, please read carefully and observe the following points. By signing the registration form you agree with the requirements of the policy.

Thank you for your cooperation, we wish you a pleasant stay.  
Team of the Hello Budapest Hostel

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Bedrooms are available for the guests on the arrival day from 2.00pm and on the departure day until 11:00am. From earlier arrival or late departure please inform the staff of the Hostel in advance. In case of checking out late 5€ will be charged. Occupying the room earlier free of charge is possible if the Housekeeping staff finishes sooner, but we cannot guarantee without previous announcement. We provide luggage storage free of charge on the day of departure and for 5€ per day afterwards. Only registered guests can stay at the Hostel area. Residents of the Hostel are responsible for visitors. Visitor is obliged to pass over his ID card at the reception while staying and to give the name of the person he is visiting. Visitor is allowed to stay at the Hostel's guest for 2 hours, after the receptionist is entitled to ask him/her to leave. Only guests can stay in the hotel rooms. They should meet their visitors in the hall.

For the occupation of the room the guest should identify him/herself with an appropriate photo ID card of which we make a copy initialized by the guest. The guest's personal data are strictly protected by the Hostel; they cannot be released to third parties, apart from statutory exceptions. Furthermore 20€ deposit is needed per bed, that will be returned after check-out insofar the room was left in the original condition and the equipment is complete and undamaged. For the reparation of the possible damage and missing equipment the Hostel is entitled to withhold the deposit. In case the damage exceeds the amount of deposit the guest agrees to pay the difference in cash before leaving. If he is unable to pay the damage on the spot he accepts the Hostel's claim and undertakes the additional costs arising in relation to the payment of the damage consideration. In every such case record shall be drawn up.

After identification and the payment of the deposit the receptionist will escort the guest to the room/bed reserved for him/her. The guest is only entitled to use the room/bed which was provided him/her by the Hostel staff. In case of using other room/bed, its cost must be paid which means 5€ per bed. The Hostel is entitled to cover this cost using the amount of the deposit.

For every bed there is a set of keys handed over by the receptionist, which is to be used for the room and the locker of the bed. On the key holder there are one key to the room, one to the cabinet and a magnetized card to the pass system. In case of loss, damage or incompleteness of the key 20€ reimbursement per key holder will be claimed by the Hostel.



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Free services provided by the Hostel are available for the guest after the payment of the accommodation fee. About the services the guest will be informed after arrival. Fee-based services can be used with the help of the receptionist, for more information please ask him/her.

We cannot take responsibility for the loss of valuables left in the rooms or at area of the Hostel. If you wish to place your valuables in the safe, please ask the receptionist. Its daily cost is 5€. Found items should be delivered to the reception where they will be registered. Lost property can be stored for three months for which the Hostel can charge a maximum 5€ per day. After expiry of storage time lost property will be destroyed.

From 10:00pm to 8:00am please avoid any kind of activity which can disturb others. In case of carrying on disturbing activities despite of the warning of the receptionist the Hostel is entitled to exclude the guest. In case of cancelling the accommodation due to the breach of the Hostel policy the guest will not be reimbursed regardless of the shortened period or the number of days. Person can be excluded in case of:

- committing any kind of crime or vandalism
- endangering his/her own or other's physical integrity
- disturbing other guest between 10:00 pm to 8:00 am

While using the kitchen please have regard to and comply with the basic rules of hygiene for the sake of your own and others health. Breaching repeatedly and severely the hygiene rules and endangering others health can lead to the exclusion from the Hostel. Please label your food in the fridge – unmarked packs will be discarded. Operation of household appliances is strictly prohibited (e.g. microwave, kettle, coffee maker, etc.). Please power down any electrical device after usage.

While using the sanitary block please comply with the basic hygiene rules, conditions. Furthermore please turn off the tap and have a regard to the basic environmental and power saving aspects. Any defects shall be reported to the staff. In case of substantial amounts of impurities ask for assistance at the reception.

In the entire Hostel area smoking is prohibited. Fire alarm system is operating in the Hostel which comes into action in case of smoking. Triggering false alarm can be charged by the Hostel. Smoking is permitted only in designated areas, 5 metres from the entrance. Furnishing and fabrics (e.g. blanket, towel, etc.) must not be taken out of the Hostel.

Guests are kindly requested to report any kind of failures immediately at the reception. Any damage caused deliberately or as a result of gross negligence will be reimbursed by the Hostel. Any extraordinary incident – personal injury, fire, chemical-related emergency, dangerous device or object – must be reported immediately to the duty or the nearest staff member who must forthwith take action under the relevant regulations.

Person suffering from fever, infectious gastrointestinal or skin disease, and any kind of illness associated with spasticity, unconsciousness, gross or extensive pathological changes, or being under the influence of intoxicating drugs is not allowed to visit the Hostel. In case of cancelling the



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accommodation due to the breach of the Hostel policy the guest will not be reimbursed regardless of the shortened period or the number of days.

In the Dormitory rooms staff is allowed to carry out cleaning around the free beds. Please do not hinder their work. Pets are not allowed in the Hostel.

With the use of accommodation the Hostel policy is deemed to have been read and accepted. When starting to use the accommodation it is assumed that the guest is familiar with the Hostel policy and that he/she agrees with its conditions and obligations. Issues not covered by the Hostel policy are governed by the relevant legislation of the Civil Code.

In case of emergency (sickness, fire, crime) please call 112.

Complaints by guests are considered while staying in the Hostel. Any complain afterwards will not be accepted.

For any suggestion or request please contact the Hostel manager or the staff.

We wish you a pleasant stay at the Hello Budapest Hostel.