

# *We love Tokaj cottage*

## HOUSE RULES

Our goal is to ensure our Guests have a peaceful and pleasant stay, and that everyone enjoys themselves. Upon confirming your reservation, we will send the house rules, so you can immediately familiarize yourself with and accept them. Failure to comply with the house rules may result in the cancellation of your reservation and the payment of the full amount, but this is not our aim. We want all our Guests to leave satisfied, so please contact us if you encounter any issues.

### **Liability**

Please use the guesthouse and its furnishings appropriately. Following the house rules helps avoid inconveniences and damages. Unfortunately, we cannot take responsibility for guests' belongings, but we will do everything we can to ensure your comfort and safety. We reserve the right to exclude or remove guests who violate the house rules, but we trust this will not be necessary.

### **Accommodation**

On the day of arrival, the guesthouse can be occupied from 2:00 PM, and on the day of departure, please leave the guesthouse by 10:00 AM. Please respect the quiet hours from 10:00 PM to 8:00 AM! Only overnight guests are allowed on the premises. Please do not receive visitors at the accommodation and do not bring strangers. It is forbidden to bring weapons, flammable or dangerous materials, and to use any tools that may pose a risk.

### **Smoking**

Smoking is prohibited inside the building, but allowed in designated areas. Please adhere to the smoking regulations and use the appropriate places for smoking!

### **Campfire and Cooking**

Outdoors Please only make a fire at the designated fire pit and always follow fire safety rules. Do not leave the fire unattended and do not burn materials that may be harmful!

### **Locking the Building**

Please always lock the building and your car when leaving or overnight. For your safety, it is important to secure everything.

### **Pets**

We are animal lovers, but unfortunately, we cannot accommodate pets in the guesthouse. We are working on this (dog kennel).

### **Parking**

There is a private enclosed parking area on the property.

### **Use of Furnishings**

Please take care of the furnishings and do not remove anything from the apartment. We do not take responsibility for guests, but we will do everything to ensure your comfort.

### **Cleaning**

The house is always handed over clean and disinfected. Please keep the apartment tidy and clean. For longer stays, an additional weekly cleaning is provided. For longer stays, weekly towel and bed linen change is also provided. Daily cleaning is available upon request for 20,000 forints per session.

### **Waste Disposal**

Please use the appropriate waste bins and do not leave litter in the environment. The trash bin is located under the kitchen counter.

### **Heating**

The rooms are heated by air conditioning, the living room and bathroom have electric panel heating, and there is a towel warmer radiator in the bathroom. Please use the heating responsibly and do not leave it unattended.

### **Dining**

Use the table on the terrace or the one in the basement for meals and take care of the utensils. There is also a table and bench at the gazebo where you can comfortably enjoy the food prepared there.

### **Garden**

Please take care of the garden and plants, and do not leave litter behind. Swimming in the pond is prohibited and dangerous!

### **Children**

We have tried to build everything safely (terrace railing, stairs), but due to the nature of the place, special attention must be paid to young children. They may only stay in the house and garden under adult supervision.

## **CAMERA POLICY**

- DETAILED INFORMATION ABOUT THE CAMERA
- Number of cameras: 1
- Camera location: 3 meters high (facing the gate entrance)
- Purpose of operation: property protection, prevention of misuse (unauthorized presence)
- Monitored area: The gate entrance, parking lot
- The monitored areas are indicated by signs.
- Direct or recorded monitoring: direct and recorded
- Recording storage duration: up to 72 hours if not used
- The camera surveillance is primarily governed by the general rules of the European Parliament and Council (EU) Regulation 2016/679 (GDPR), alongside the rules on personal and property

protection and private investigation activities specified in Act CXXXIII of 2005 (hereinafter: Szvtv.), sections 28(2), 30-31, and the provisions of Act CXII of 2011 on the right to informational self-determination and freedom of information (hereinafter: Info tv.).

- Operator of the camera surveillance system

- The cameras are operated by Ibolya Szabó, the owner and operator of the We love Tokaj cottage guesthouse, who is a private individual with a tax number.

- Scope of data handled

- The camera surveillance system records the image of persons entering the monitored area (entrance steps - Building A, gate entrance, parking lot) and their actions visible in the recording. The camera monitoring the entrance and parking area of the guesthouse does not record sound. No cameras or other recording devices are placed inside the guesthouse or the inner courtyard.

- Purpose of recording

- The camera surveillance system is used for the protection of the guesthouse, human life, physical integrity, fire protection, property protection, detection of illegal and contract-breaching behaviors, and for the prevention and proof of such actions. In case of fire, the camera system ensures prompt notification of authorities and helps in determining the cause of the fire as accurately as possible.

- The data processing also serves to protect the guests' personal and property rights, as it helps to ensure the security of their valuables, given that detecting violations, catching the perpetrator in the act, and preventing or proving these unlawful actions cannot be achieved by other means.

- Legal basis for data processing

- The legal basis for our data processing is your voluntary consent. If you enter the monitored area of the We love Tokaj cottage guesthouse (entrance steps - Building A, gate entrance, parking lot) despite the posted warning, your consent to recording is considered given.

- Location and duration of storage of recordings

- Parking lot, all day

- Persons with access to the recordings

- Only the operator has access to the recordings, which are stored separately on a server at the operator's headquarters or in the cloud, ensuring that unauthorized persons cannot access them.

- The Guest as a data subject

- Right to request information (access)

- Right to restrict (block) processing

- Right to access

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- Right to object
- Right to erasure
- We will respond to your request within 25 days.
- Other legal enforcement options
- You may contact the National Authority for Data Protection and Freedom of Information (1125 Budapest, Szilágyi Erzsébet fasor 22/C., Phone: +36-1-391-1400, Fax: +36-1-391-1410, email: [ugyfelszolgalat@naih.hu](mailto:ugyfelszolgalat@naih.hu)) based on Section 22 of the Info tv.

### **Pool Usage**

The pool operates depending on the weather, usually from mid-May to the end of October. The pool can be used from 12:00 PM to 2:00 PM. Emergency number 06702992842, or the quick number 112. Use beyond these hours is at your own risk. By using the pool, you accept the pool usage rules. Pool use is at your own risk. Minimum of 2 people, maximum of 4 people can use the pool at one time. We are not responsible for any accidents, personal or property injuries. Anyone who intentionally damages or steals pool equipment may be held liable for damages and may face legal action.

#### **Pool usage rules:**

Standing, sitting, or jumping into the water from the pool edge is **STRICTLY PROHIBITED!!!**

Showering before using the pool is mandatory. Entering the pool with a dirty body is prohibited.

Using soap or other cosmetic products in the pool is prohibited.

Eating, drinking (especially alcohol), and smoking in the pool is prohibited!

Bringing any contaminating substances into the pool is prohibited!

Bringing animals into the pool area is prohibited!

Wearing swimwear or swim diapers for children is mandatory. Never leave children unattended in the pool, children under 18 can only stay in the pool under adult supervision.

Do not leave pool toys (personal flotation devices, arm bands, etc.) in the pool after use. Please do not tamper with the filtration system or pool equipment. The owners are responsible for monitoring the filtration system and adding chemicals.

If you notice any malfunctions, water quality deterioration, or damage, please notify the owners immediately.

Repairing damages, removing contamination, and the resulting costs due to improper use of the pool are the responsibility of the guest causing the damage.

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### **Important equipment available at the accommodation:**

Kitchen utensils: pots, cookware, cutlery, glassware, and coffee set. Double induction cooktop, coffee maker, toaster, kettle, refrigerator with small freezer compartment, microwave. Shoe care tools, umbrella, sewing kit, hairdryer, towel warmer, iron, ironing board.

TV with remote control, free internet access via Wi-Fi. The Wi-Fi code will be emailed on the day of arrival. Important!

### **Accommodation reservation**

The accommodation can host 4 people in main beds, 2 people on a sofa bed, and 2 children in a travel cot.

The accommodation offers contactless check-in.

We are available 24/7 for any needs or issues, please contact Ibolya Szabó at 06702992842 or at [welovetokajcottage@gmail.com](mailto:welovetokajcottage@gmail.com).

The owner and/or their representative can be present at the time of arrival or departure if needed.

Due to the law-required scanning of personal documents, this cannot be done on-site in this case, so if you wish to book contactless accommodation, you need to send the data to the host in advance or use the following link:

[https://info.vendegem.hu/media/uploads/dokumentumok/sci\\_vendeg.pdf](https://info.vendegem.hu/media/uploads/dokumentumok/sci_vendeg.pdf)

You will receive the keys from the key safe located at the gate, the code for which will be emailed to you on the day of arrival along with the code for the gate and the small gate. Please return all keys to the safe upon departure.

Please note that by using the guesthouse, you acknowledge and accept its house rules and agree to comply with them and take responsibility for any damages caused by not following the house rules.

### **REQUEST FOR OFFER AND INFORMATION**

If you have any problems or questions, please contact us with confidence!

24-HOUR SERVICE Ibolya Szabó

Phone number: 06702992842,

Email: [welovetokajcottage@gmail.com](mailto:welovetokajcottage@gmail.com)

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