

ÚJSZEGEDAPARTMAN

House Rules

Guest information and rules of use

1. Property and contact details

Property	Újszegedapartman
Address	6726 Szeged, Temesvári krt. 28.
Accommodation provider	Ábel István; Hungarian tax number: 69340299-1-26.
Telephone	+36 70 637 9491
E-mail	ujszegedapartman@nanonap.hu
Postal address	6726 Szeged, Temesvári krt. 28.
Accommodation category	private accommodation (magánszálláshely)
NTAK registration number	MA23080292
Number of rooms	3; number of beds: 6.

2. Scope of the booking and access to the house rules

Guests may use the accommodation unit, rooms and services specified in the information provided before booking and in the booking confirmation, for the agreed period and number of guests.

The booking offer and confirmation must clearly state whether the booking is for an entire apartment or a particular room, which areas are for exclusive or shared use, and whether other guests may stay in the apartment. A discounted rate or a smaller number of guests does not, by itself, reduce the scope of the booked service.

A change to another accommodation unit or a different service requires agreement with the guest. The permitted occupancy must not be exceeded.

These house rules are made available before booking. They do not retrospectively amend individually agreed booking terms or a contract concluded through a booking platform to the guest's disadvantage. Mandatory legal provisions apply in all cases.

3. Arrival, departure and keys

Check-in is from 14:00 on the arrival date; check-out is by 10:00 on the departure date. Earlier arrival or later departure may be arranged in advance, subject to availability.

A late check-out charge may only be applied on terms disclosed and accepted in advance. Its amount or calculation method must be stated in the booking confirmation or a separate late check-out agreement. Without a previously agreed charge, no arbitrary surcharge may be imposed; proven loss caused by the delay may be claimed in accordance with the law. An extension of the stay requires a separate agreement; late departure does not automatically extend the booking.

The arrival information explains how keys and access codes are provided and how keys must be returned. Access codes must not be shared with unauthorised persons. Lost keys or unauthorised disclosure of an access code must be reported to the host immediately; justified costs of restoring security may be claimed under the applicable liability rules.

4. Guest identification and personal data

The property records the guest information required by law in its accommodation management software and fulfils its obligations relating to the VIZA system.

Guests aged 14 or over must present a valid document suitable for establishing their identity for data registration. Without this, accommodation must be refused. The required details of guests under 14 may also be recorded on the basis of a declaration by their representative. For foreign guests, the applicable rules determine which documents are acceptable; a passport cannot automatically be required from every foreign guest.

Mandatory data registration is based on a legal obligation. A separate privacy notice sets out the purposes and legal bases of processing, retention periods, recipients and available remedies. Acceptance of these house rules does not constitute general consent to marketing.

5. Payment, tourist tax and additional charges

The confirmation sets out the accommodation price, payment deadline and other terms accepted when booking. For new bookings where this has been disclosed and accepted in advance, the outstanding accommodation charge is due on arrival, before keys or access codes are handed over, unless otherwise agreed. Different payment terms for earlier bookings or bookings made through a platform remain applicable. An amount already paid through a platform cannot be charged again. If an agreed payment falls due and remains unpaid, the host may issue a written demand for payment and, where the legal conditions are met, withhold performance or terminate the contract.

Payment methods: cash, bank transfer and, when booking in advance, card payment where available on the relevant booking platform. The host will issue the receipt or invoice required by law.

Tourist tax is payable in accordance with the applicable Szeged municipal regulation and statutory exemptions. The applicable amount and whether it is included in the price or payable separately must be disclosed before booking. Guests must provide the information and supporting documents necessary to establish any exemption for the purposes of settlement.

Additional services may only be charged at rates disclosed and accepted in advance. A security deposit may only be required on previously agreed terms specifying its amount, the deadline for its return and an itemised account of any deductions.

6. Cancellation, early departure and inability to provide the service

Cancellation, no-show and early departure at the guest's own initiative are governed by the terms disclosed and accepted in advance for the relevant booking. A non-refundable booking must be clearly identified as such before it is finalised.

For accommodation booked for a specific date or period for purposes other than residential use, the general 14-day right of withdrawal without giving a reason under Hungarian Government Decree 45/2014 (II. 26.) does not apply. This does not exclude contractual cancellation rights or rights arising from defective performance.

If the host cannot provide the booked service, the guest will be informed without delay. An alternative arrangement requires agreement. Payments for services not provided must be accounted for, and any amount retained without a legal basis must be refunded. Merely invoking an exceptional event does not exclude refund rights or other rights.

7. Guests, visitors and animals

Only registered guests included in the booking may stay overnight. Visitors require prior arrangement and the host's permission. Permission to visit does not automatically include overnight accommodation.

Guests must inform their visitors of these house rules. Liability for damage is determined in accordance with the applicable law.

The accompanying person must ensure that children are supervised appropriately for their age.

Pets may only be brought with prior written permission. Any charge and the conditions for keeping the animal must be specified in that permission. Animals must not endanger or disturb others, and their owners must remove their waste. The person responsible under the law is liable for damage caused by an animal. Assistance dogs entitled to access by law are subject to the applicable overriding mandatory provisions.

8. Quiet hours and consideration for others

Quiet hours are from 22:00 to 08:00. During this time, disruptive noise, loud music and shouting are prohibited. Unreasonable disturbance to other guests and neighbours must also be avoided during the day.

Events, parties and group gatherings outside the purpose of the booking must not be held without prior permission. Shared areas must be kept clean and accessible to others.

9. Smoking, fire safety and emergencies

Smoking and the use of electronic cigarettes are prohibited inside the building. Smoking is permitted only in the designated part of the courtyard or terrace, without disturbing other guests. Cigarette ends must be placed only in the designated receptacle.

Candles, incense and other unauthorised open flames are prohibited. Cooking appliances provided at the property must be used only as intended. Cooking must not be left unattended.

Escape routes and exits must be kept clear. Fire safety equipment and detectors must not be covered, damaged or disabled. Hazardous or explosive substances must not be brought onto the premises.

Electric scooter or bicycle batteries must not be charged in the room; charging is permitted only in a location designated by the host for that purpose.

In the event of immediate danger, fire or a serious accident, call 112. Ensure personal safety first, then notify the host. Information displayed at the property indicates the locations of exits, the fire extinguisher and first-aid equipment.

10. Furnishings, kitchen and energy use

Furnishings and equipment must be used as intended; permission is required to move them. Equipment, bed linen and towels belonging to the property must not be taken away. Bicycles, scooters and motorcycles must not be stored in the room.

The kitchen may be used to prepare simple meals. Metal objects must not be placed in the microwave. Meals may be eaten in the kitchen, dining area and suitable terrace area; eating in bed is prohibited. Dishes and work surfaces must be left clean after use.

Please operate the air conditioning and heating in accordance with the instructions provided. When leaving, close windows and doors and switch off cooking appliances and unnecessary lighting. Do not disconnect the power supply to safety systems or appliances intended to run continuously.

Faults or dangerous operation must be reported as soon as possible. Prompt reporting helps us arrange repairs; failure to report promptly does not, by itself, extinguish the guest's statutory right to complain or bring a claim.

11. Cleaning and access by the host

For longer stays, basic cleaning is provided weekly on Mondays at an agreed time. Additional cleaning may be requested for a fee disclosed and accepted in advance. The guest information sets out the arrangements for changing bed linen and towels.

Waste must be placed in the designated container and must not be left in the corridor or outside the door. Normal cleaning associated with proper use is not treated as damage. In the event of exceptional soiling, only justified and substantiated additional costs that may lawfully be recovered can be claimed.

The host will enter the accommodation used by the guest for cleaning, repairs or another justified task by prior arrangement. In an urgent situation requiring immediate action to avert danger, the host may enter without prior arrangement to the extent necessary and will inform the guest as soon as possible.

12. Parking, internet, valuables and lost property

Parking is free for one car per apartment. Vehicles may be parked only in designated spaces; access routes and exits must not be obstructed. The speed limit on the premises is 5 km/h.

Major vehicle repairs are prohibited. Minor repairs require prior arrangement and must not cause pollution or obstruct others. Providing a parking space does not, by itself, constitute a separate vehicle-guarding service; this does not exclude the host's statutory liability.

WiFi is free; access details are available from the host. The network must not be used for unlawful activities.

Guests should keep their personal belongings secure and lock the doors. Safekeeping of valuables requires a separate arrangement; the host's liability is governed by the applicable law.

Found items must be handed to the host. If the person entitled to collect an item can be identified, they will be notified. Safekeeping, return and further handling of found items are governed by the lost-property provisions of the Hungarian Civil Code. Items may be posted by arrangement, with the recipient's agreement to the associated costs.

13. Damage and breaches of the house rules

Guests are liable for damage they cause in accordance with the law. Normal wear and tear does not constitute compensable damage. Damage must be reported as soon as possible.

The host will provide an itemised explanation of the basis and amount of any claim, supported where possible by photographs, a repair quotation or an invoice. The guest may comment on or dispute the claim. These house rules do not authorise arbitrary fines or automatic card charges.

In the event of a breach, the host will generally first request that the conduct stop. In the case of a serious breach creating immediate danger, or repeated material breaches, the contract may be terminated subject to the statutory conditions and the guest may be asked to leave. Assistance from the authorities may be requested where necessary.

Termination requires a financial settlement. Automatic forfeiture of the entire accommodation charge cannot be applied in every case; the legal basis of the accommodation charge, any lawfully agreed cancellation charge and any substantiated damages claim must be assessed separately. The guest's statutory rights cannot be excluded.

14. Complaints and remedies

Complaints may be made to the host in person, by telephone on +36 70 637 9491, by e-mail to ujszegedapartman@nanonap.hu or by post to 6726 Szeged, Temesvári krt. 28.

Oral complaints will be examined immediately and remedied where necessary. If immediate investigation is not possible or the guest disagrees with the action taken, a record will be drawn up as required by law and a copy handed or sent to the guest.

As a general rule, a substantive written response to a written complaint will be provided within 30 days of receipt. If a complaint is rejected, the reasons and the details of the authority or conciliation body competent for the type of complaint will be provided. Complaint records are retained for the statutory period of three years.

In a consumer dispute, the guest may initiate proceedings before the conciliation body competent for their place of residence or stay. The property fulfils its statutory duty to cooperate. The right to bring a claim before a court remains unaffected.

Local body: Csongrád-Csanád Vármegyei Békéltető Testület (Csongrád-Csanád County Conciliation Body); address and postal address: 6721 Szeged, Párizsi krt. 8-12.; telephone: +36 62 549 392; e-mail: bekelteto.testulet@cskik.hu; website: <https://www.bekeltetes-csongrad.hu/>

15. Occupancy, right of use and safety checks

The accommodation must not be made available to third parties, sublet or used by the guest to provide accommodation services independently. Additional guests may stay only with prior permission, acceptance of any applicable charge and completion of mandatory registration; the registered capacity must not be exceeded.

Where justified, the host may check occupancy and proper use in a manner agreed in advance, respecting the guest's privacy. This does not authorise continuous surveillance, searches of personal belongings or unjustified entry.

Guests must follow the information necessary for safe use and take reasonable steps in the circumstances to help prevent or limit damage. Safety equipment, locks, network devices and electrical protective devices must not be altered or dismantled. Guests' own high-power heaters and vehicle chargers may be used only with prior permission.

16. Handover, condition records and damage claims

Please report any shortcomings noticed on arrival as soon as possible, preferably in writing or with photographs. Failure to report is not an automatic admission that the accommodation was free from defects or that the guest caused all damage discovered later.

A joint condition check and inventory may be completed at handover and departure. The host will promptly document any damage discovered in the guest's absence, notify the guest and allow them to comment. Documentation must not unnecessarily include personal documents or private belongings; processing details are set out in the separate privacy notice.

Recoverable losses may include, in particular, damage attributable to the guest, missing equipment, exceptional soiling of textiles, justified deodorising costs caused by smoking, necessary lock replacement and substantiated reasonable repair costs. When an item is replaced, its age and condition must be taken into account, and compensation must not result in a gain beyond the loss suffered. Lost revenue may be claimed only within the statutory limits and with adequate proof of its legal basis, causation, foreseeability and amount.

The same loss cannot be recovered twice. Amounts deducted from a security deposit or recovered by other means must be accounted for. The security deposit is not automatically forfeited; any unaffected portion must be returned within the agreed deadline.

For a disputed claim, the host may send a written demand for payment and then initiate lawful recovery proceedings. Statutory default interest and recoverable procedural costs may be claimed. This does not authorise confiscation of the guest's identity document, restriction of their personal liberty or arbitrary lockout.

17. Serious breaches and limitations of the service

Serious breaches may include threats or violence against persons, deliberate damage, disabling fire safety equipment, bringing in dangerous substances, prohibited events, or substantial noise or unauthorised excess occupancy continuing after a warning. Consequences must be proportionate to the seriousness of the case and applied in accordance with section 13 and the law.

The host will inform the guest as soon as they become aware of an event outside their sphere of control, such as a utility outage, and take reasonable steps to mitigate loss. Whether the conditions for exemption from liability are met must be assessed under the law. An outage does not, by itself, exclude settlement for services not provided or the guest's other statutory claims.

The scope of any discount, credit, change of accommodation or other goodwill arrangement must be recorded in writing by the parties. A concession in one case does not, by itself, change the price of other services or constitute a general waiver of the host's claims. This does not restrict the guest's lawful complaints or expression of opinions.

18. Acceptance and evidence of the terms

Before booking, the applicable version of the house rules and the booking terms are made available to the guest. Terms that differ materially from the law, usual contractual practice or previously applied terms are highlighted separately and, where required, separate express acceptance is requested. Merely visiting the website does not constitute entering into a contract or agreeing to a contractual penalty.

The confirmation must specify the accommodation unit and scope of use, number of guests, period, total price and separately payable items, payment and cancellation terms, and the precise terms of any security deposit. The confirmation and accepted house rules will also be sent in a form that can be retained unchanged.

New charges or stricter terms may be applied to an existing booking only by valid agreement. These house rules do not themselves specify a fixed contractual penalty. A separate contractual penalty may be enforced only under a separate agreement meeting the requirements of written form, proportionality and consumer protection.