

# HOUSE RULES AND INFORMATION FOR OUR GUESTS

## “EPICENTRUM” EVENT CENTER

### **Effect**

These House Rules are an integral part of the Booking and Cancellation Policy of the Epicentrum Event Center. They apply to all Guests and Visitors staying in the Event Center. During the entirety of their stay Guests use all the services of the Event Center at their own responsibility.

### **Check-In**

The Arrival and Check-in of Guests happens on the day stated on the Booking Form at the pre-agreed time between 8 am and 8 pm. Arrivals can also be made at an additional, pre-arranged, individual time. The occupation of the rooms and the use of the rooms are carried out through a key handover by the designated staff member of the Event Center.

### **Check-Out**

The departure and Check-out of the guests will take place on the day stated on the Booking Form at a pre-agreed time between 8 am and 8 pm. Departure can also take place at an additional, pre-agreed, individual time. In all cases, the duration of the room rental will be recorded on the Booking Form. Leaving the rooms and emptying the rooms is done by a key handover to a designated staff member of the Event Center. Upon departure, the staff of the Event Center will check the condition of the rooms used. In case of any damage or missing equipment, a report will be made in two copies.

### **Parking**

Our guest can park on the street according to Rules of the Road, or – with previously registered vehicles – in the closed parking lot of the Event Center.

### **Smoking, alcohol, drugs**

Smoking is prohibited in and around the Event Center. Underage guests (18 years old and younger) cannot consume any alcohol. There is a HUF 50.000 surcharge for smoking in violation of this rule. In the case of using drugs or any narcotics, the Event Center will refuse to render services immediately.

### **Minors**

In and around the Event Center minors under the age of 14 cannot be left without the supervision of a parent/legal guardian/an adult authorized by the parent or legal guardian.

### **Pets**

No pets are allowed in and around the Event Center, the Service Provider does not allow for it's guest to bring any pets with them.

### **Safety**

Guests should not leave their valuables unattended in their rooms or any other room. The gate of the Event Center is closed by an authorized staff member at an agreed time, as well as it is opened in the morning. In cases of late and early Check-ins and Check-outs notification of a staff member is

required. The Event Center cannot take responsibility for the vehicles that are parked in the parking lot or parked in the public area in front of the Event Center, nor cannot take responsibility for valuables left in the vehicles.

### **Accidents, injuries**

The coordinator, senior manager or the representative of the Event Center must be notified immediately of an accident or personal injury that happened on the property of the Event Center. Any damage caused on the property of the Event Center by the Guest or the minor under their supervision shall be reimbursed by the Guest or by the legal representative of the minor. The coordinator, senior manager or representative of the Event Center must be notified immediately of any incident. If requested by the parties, a record of the accident or damage shall be recorded.

### **Meals**

Our event centre does not cater, but we do offer a possibility for self-catering. The kitchen is equipped with an oven, electric hob, a warming tray and a dishwasher. Simple meals can be prepared, but lunch and hot dinners must be ordered on your own. By prior arrangement, the Guest may store food in the refrigerator designated for them. We are happy to recommend restaurants on request. It is not permitted to bring cutlery, plates and glasses to the Conference room.

### **Coffee and tea consumption**

We have an “honesty box system” per servings for coffee and tea consumption.

### **Rooms**

- *Linens: we provide fresh linens in the rooms.*
- *Keys: the Guest is obliged to keep the keys given to him safely and following the housing or service, deliver them to one of the staff members of the Event Center. Any damage caused by the loss of keys or transfer to unauthorized persons shall be compensated by the Guest.*
- *Internet: Wi-Fi is accessible in and around the Event Center. Every guest receives the password at Check-in from a staff member.*
- *Cleanliness: it is the responsibility of each Guest to maintain cleanliness and tidiness, and to discard the resulting waste, if possible, into a selective collection vessel.*
- *Sustainability: we ask our Guests to help our commitment to reducing energy usage – please pay special attention to closing taps in the rooms, as well as to turning off light switches after leaving the room.*

### **Church service**

We host church services every Sunday between 10 o'clock and 12 o'clock in the sanctuary of the Event Center.

### **Visitors**

Guests may only accept visitors between 8 am and 10 pm and with the previous notification of a staff member of the Event Center. The visitor is obliged to adhere to the rules stated in the “House Rules and Information for our Guests”.

## **Noise**

Our Event Center is located in a suburban area, it is prohibited to disturb the rest of our neighbourhood, guests, staff and residents between 10 pm and 7 am with heavy noise impact activities, loud events and rowdiness.

## **Medical help, pharmacy**

*Nearest doctor's office: Riminyáki út 25, 2030 ÉRD / Phone: 0036 23 365 606*

*On-call medical services for adults: Szabadság tér 9, 2030 ÉRD / Phone: 0036 23 365 274*

*On-call medical services for children: Szabadság tér 9, 2030 ÉRD / Phone: 0036 23 365 770*

*Ambulance: 104*

*General emergency number: 112*

*Nearest pharmacy: Riminyáki út 25, 2030 ÉRD / Phone: 0036 23 520 059*

## **Fire safety**

The use of open fires and candles in the Event Center is forbidden.

## **Exclusion, refusing services**

The Event Center is entitled to immediately refuse services or to permanently exclude the Guest from using the rooms of the Event Center, if:

- the Guest disturbs the order of the Event Center, the peace of those who stay there, and does not stop the disturbing behaviour despite warning,
- the Guest behaves roughly with the staff of the Event Center or with their guests, visitors, and/or shows threatening and insulting behaviour towards them,
- the Guest is under the influence of alcohol or drugs,
- the Guest's behaviour endangers the life, bodily integrity, property security of the staff members, guests and visitors at the Event Center, as well as the property safety of the Event Center.

## **Complaints**

The Guest may lodge a complaint regarding the performance of the services provided by the Event Center, towards the senior manager of the Event Center, the coordinator. Upon receiving, the senior manager will investigate the complaint submitted in writing on the Complaint Form available at the Event Center, and will provide the Guest – within 72 hours at the latest – with a substantive response. If the Guest does not agree with the response to the complaint, they can turn to the Leader of the Organisation in writing, within 30 days, for legal remedy. The Leader of the Organisation will investigate and assess the complaint handling procedure of the senior manager within a reasonable time.

## **Coordinator**

*Ágnes Takács*

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Phone: 0036 70 323 6810

**Érd**

**18 September 2023**

**Applicable: 19 September 2023, until withdrawal**