Hotel Policies

I. Arrival, check-in, check-out

1. Guests arriving at the Hotel must check in individually before occupying the accommodation. Please present your photo ID to our staff for registration purposes.
2. Citizens of countries outside the EEA (which comprises the European Union, Liechtenstein, Norway, Iceland and Switzerland) must provide the details set out in the relevant legislation (Act II of 2007 and Government Decree 114/2007). The Hotel will forward these details to the relevant immigration authority.
3. Rooms may be occupied from 2 pm on the day of arrival.
4. On the day of departure, our guests must leave the rooms by 10 a.m., but they are allowed to stay at the Hotel and use its amenities until 12 a.m.
5. The price of the services ordered (including hotel fees) shall be paid on arrival, and the price of the services intended to be used on the spot shall be paid in advance.
6. Before leaving the Hotel, guests must check out at the Reception.

II. Vehicles

7. Guests who arrive at the hotel in their own vehicle must register at the Reception before driving onto the premises. They may drive off the premises once all outstanding payments have been made.
8. One vehicle parking space is provided free of charge per room. Any additional vehicle parking is subject to a fee according to the current price list (as of April 2025: 4,150 HUF/night). Both free and paid parking services are valid for 24 hours, from 12:00 PM to 12:00 PM. If the parking time is earlier than the check-in time or the departure time is later than the check-out time, this can be arranged with the staff and is subject to a parking fee.
9. The rules of KRESZ (Highway Code) apply on the Hotel premises: drunk driving is PROHIBITED; driving a vehicle is allowed at a maximum speed of 5 km/h.

III. Important information

10. The Reception is open between 9 am and 7 pm. Please make sure to let us know if you would like to arrive or leave outside of these hours by sending an email to reservation@platanzamardi.hu.
11. Quiet time at night lasts from 11 pm to 6 am on the hotel premises. During these times, please remain quiet to allow the other guests to rest undisturbed.
12. The management of the Hotel has the right, following a single request, to expel from the hotel violators of the quiet time at night rule, as well as those who disturb the peace or cause damage.
13. In the event of expulsion from the Hotel, fees already paid will not be refunded.

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14. Our Hotel also hosts events. We always inform our guests about them on the information board at the Reception. The quiet time period may vary in these cases, or there may be unusual, louder sound effects (e.g. music). We thank you for your kind understanding!

IV. Persons under 18 years of age

15. Persons under the age of 18 can only stay at the Hotel under adult supervision. In the case of groups of under-18s, all responsibility for them is borne by the teachers or other adult team leaders accompanying them. Under-18s may only check into the Hotel on their own if they are over the age of 16 and have written parental consent. The consent form is available for download from the Hotel website. The Hotel will not accept any responsibility for under-18s who book online without specifying their age and arrive at the Hotel on their own.
16. Playground equipment can only be used up to 50 kg of weight or by children under 14 years of age.

V. Pets at the Hotel

17. Only animals of a peaceful nature and non-frightening appearance can be brought into the Hotel for an additional charge.
18. The charges for pets are included in the hotel's applicable price list.
19. Please take your pets' vaccination record books with you, which you must present on request.
20. Leashes are compulsory.
21. Pets MUST NOT be allowed in the playground, pool, or restaurant.
22. Pet owners are required to clean up after their pets.
23. Our four-legged guests can stay at the Hotel area for an extra fee. An additional cleaning fee must also be paid for the stay.
24. Animals MUST NOT be left unattended on the Hotel premises, even on a leash.
25. A maximum of two pets are allowed in one unit.

VI. Maintenance/furnishings/damage

26. It is each guest’s responsibility to check the furnishings in their room. Please let us know immediately if you notice a discrepancy or a missing or damaged item. We are unable to accept any retrospective complaints.
27. All damage caused must be paid for.
28. The hotel's accommodation, furnishings and equipment MUST NOT be vandalised. We will demand compensation for any deliberate damage or theft of the furnishings, and/or may report the case to the police. Any culprits will also be asked to leave the Hotel immediately. If it is impossible to identify the culprit, the person who booked the accommodation (and is identified on the invoice) will be held liable for any damages. If the damage or its extent is only determined after the guests have departed, the Hotel will require the person who caused the damage (or the person who received the invoice) to pay for the damages.

29. Unauthorised tampering with the furnishings and equipment of the rooms and rearranging the rooms is strictly prohibited. The Hotel will accept no liability for any consequences of such actions.
30. Please only use the furnishings and equipment of your rooms on the Hotel premises. The person who booked the accommodation (and is identified on the invoice) will be held liable for any missing items.

VII. Security

31. We CANNOT accept any liability for valuables lost or left unattended on Hotel premises.
32. Please make sure to look after your valuables. We recommend that you keep doors and windows closed when you are out. Please note that it is primarily your responsibility to protect your valuables, and we recommend that you take out travel and property insurance in advance. We also recommend that you do not leave your valuables unattended and lock your bicycles.
33. The Hotel takes NO responsibility for damage caused by natural disasters or storms (hail, falling trees and branches, etc.) and for damage caused by fire, infections and diseases, criminal offence or misdemeanour and terrorist attacks.
34. The hotel's Fire Safety Rules and Evacuation Plan are available at the Reception; the latter can also be found in each accommodation unit.
35. First aid is available at the Reception. If you need medical care because of an accident, please inform the Hotel staff.
36. You may use any and all Hotel services at your own risk. Please pay special attention to the intended use, and that children under 14 years can use certain devices and facilities only under the supervision of an adult.
37. The rules concerning the use of the swimming pool and the playground are displayed next to the facilities.

VIII. Environmental protection

38. Our Hotel is located in a highly sensitive zone of Lake Balaton. Guests are responsible for protecting the environment and vegetation.
39. Littering on Hotel premises is PROHIBITED. Please be considerate of other guests and leave your accommodation tidy when you depart. Please dispose of all waste in the designated receptacles.
40. Please DO NOT use the labelled recyclable bins for any other type of waste. Please enquire at the Reception about how to dispose of hazardous waste (e.g., spent car batteries, other batteries, etc.).
41. If you notice gasoline or oil leaking from your vehicle, please immediately report it at the Reception.
42. Please protect the plants and bushes at the Hotel. Do not break or cut off their branches and shoots (if they disturb you, please inform the Reception) and do not step on seedlings. Please pay attention to the plants bordering the car park when parking.
43. It is STRICTLY FORBIDDEN to drive nails into trees and to pour food leftovers and contaminants onto the vegetation. It is not allowed to dig ditches and pits, not even temporarily.

IX. Swimming

44. The pool is open from 01 June to 31 August, from 08:00 to 18:00. We reserve the right to make changes.
45. The pool and other services of Platán Garden & Rooms can only be used by our hotel guests!
46. Children under 6 and under children under 12 who cannot swim may only stay in the water under the direct supervision of adults. Parents and the accompanying adults are responsible for the children.
47. During the stay at the beach, everyone must take care of their own and others' physical integrity.
48. Everyone is allowed to bathe, stay in the water, or be in the sun at their own risk, provided that their physical integrity or health and the recreation of others will not be disturbed or endangered.
49. The beach cannot be visited by persons:

- with a fever or stomach, intestinal or infectious skin diseases
- suffering from illnesses with possible seizures or loss of consciousness
- affected by extensive pathological lesions
- under the influence of alcohol or drugs.

X. Smoking

50. Smoking is only permitted in the designated areas. Please do not smoke in the rooms, in the common rooms or at the Reception.
51. We kindly ask our smoking guests to pay special attention to non-smokers! For this purpose, please properly dispose of cigarette butts and other waste in waste containers for fire and environmental reasons, so that the Hotel can meet your expectations from both aesthetic and safety points of view.

XI. Photography, taking pictures

52. Photos and video recordings may only be taken at the Hotel with the consent of any individuals who could be identified in them. We want to draw the attention of all our guests to comply with the applicable legal regulations.
53. We would like to inform you that the Hotel's representatives are authorized to take photos and audio recordings at events organized on the Hotel premises. These individuals have been granted this authorization by the Hotel to use the resulting material for marketing purposes. We make efforts to ensure that individuals and objects are not or are barely identifiable, although it may not be completely avoidable. Therefore, by accepting the Hotel's Rules, you waive any objections to taking such photos and recordings. Of course, you have the right to prohibit the further use of any photos and recordings depicting you at the time they are taken or at any point during their use (in this case, the photos or recordings will either be removed, or you will be made unrecognizable through technical means).

54. Please note that drones and other remote-controlled aircraft are not permitted at the Hotel or in its “airspace.”

XII. First aid / medical care

55. Emergency medical care is available in the town of Siófok. For more details, please inquire at the Reception. Our staff will be happy to help address any issues.
56. The first aid point is located at the Reception, where a first aid kit is also available. You may call emergency services from the first aid point free of charge. Emergency telephone numbers (ambulance: 104; general emergency number: 112) are posted in a well-visible place.

XIII. Things not allowed at the Hotel

57. Activities that may disturb others (sight, appearance, noise, etc.)
58. Disturbing quiet time.
59. Taking objects or animals into the Hotel which may endanger others, or may disturb the holiday of others, or the public taste.
60. The placement of flags, badges or other objects which may cause offence to certain nations or persons.
61. Washing cars, replacing engine oil and similar activities on the Hotel premises may only be carried out with the prior permission of the Hotel management.
62. If any of our guests exhibits behaviour that severely disturbs the relaxation of others or causes damage to the property of the Hotel or others, and does not cease to do so even after being requested to do so, we will report it to the police. In this case, we reserve the right to expel the guest from the Hotel. In this case, fees already paid will not be refunded.
63. If you are suffering from an infectious disease, we kindly ask you to refrain from visiting the Hotel.
64. Charging electric vehicles is not allowed on the Hotel premises.

XIV. In the interest of our guests

65. All hotel staff members are entitled to check compliance with the Hotel's rules and notify the guests accordingly.
66. Prices not regulated in the Hotel's rules are subject to the hotel's applicable Price List, which is available at the Reception. In case of price differences, the Price List must be applied in all cases.
67. If you wish to complain about a service provided by the Hotel or about the behaviour of other guests, you may do so personally at Reception by making an entry in the customer’s book or by sending an e-mail to reservation@platanzamardi.hu.

Please observe these Hotel Policies so that all our guests can enjoy themselves and will want to return.

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We wish all our guests a pleasant stay.
Platán Garden & Rooms Management

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