

Lina Prémium Apartman – House Rules and Safety Guide

Basic Information and Contact Details


Accommodation name: Lina Prémium Apartman

Address: 5700 Gyula, Városháza utca 17–19., 3rd floor, Apartment 312

NTAK ID: MA26121720


Contact (0–24 hours):


 +36 30 965 4198 – Tóth Attila (contact person)

 +36 30 337 4704 – Cellára Andrea (owner)

For communication in English, please primarily use email.

The English-speaking contact person is available on weekdays only after 3:00 PM or during weekends.

 +36 70 804 1182 - Lina

 linapremiumapartman@gmail.com

We provide 24-hour telephone assistance for our guests at the above contact numbers.

Welcome


We warmly welcome you to Lina Prémium Apartman!

The purpose of these house rules and safety guidelines is to ensure that your stay is calm, comfortable, safe, and clear, while also helping the apartment maintain its high standard over the long term.

By occupying and using the apartment, the guest accepts these house rules and agrees to comply with them.

Arrival and Departure – Detailed Guide

Arrival

 Check-in from 2:00 PM.


Access is self-service, without personal key handover. After the reservation and payment have been confirmed, the guest will receive a photo-based PDF guide by email. The PDF includes:

- the code and instructions for using the coded doorbell at the building entrance,
- a photo guide showing the route to the apartment on the 3rd floor,
- the location of the smart key safe next to the apartment door,
- the unique key safe code assigned to the guest.

The apartment key is stored inside the key safe. The guest opens the safe by entering the code, takes the key, and enters the apartment.


The system automatically logs entry and exit times, so arrival and departure are documented.

Departure

 Check-out no later than 10:00 AM.

Before departure, please:

- tie the garbage bag and place it in the hallway,
- wash the used dishes,
- switch off lights and electrical appliances,
- close all windows and doors,
- leave the apartment in a tidy condition.

 Upon departure, the guest is required to return the key to the key safe. The safe code remains valid on the day of departure.

Please place the key back carefully, without forcing it, and close the lid of the safe properly.

If the key is lost or not returned to the key safe, the guest is financially liable for compensation.

Number of Guests, Capacity

The apartment can accommodate a maximum of 5 guests plus 1 extra bed.

The accommodation may only be used by the guests specified in the reservation.

Additional persons may not stay in the apartment without prior agreement.

Exceeding the maximum capacity may result in termination of the reservation or an additional charge.

Quiet Hours and Coexistence

The apartment is located in a residential building.

Quiet hours: 10:00 PM – 8:00 AM.

During this period, please avoid noisy activities.

The apartment is not suitable for parties or events.

Smoking and Open Flames

Lina Prémium Apartman is a non-smoking accommodation.

Smoking (including IQOS and vape devices) is prohibited inside the apartment.

Smoking is permitted only outside the building, on the street.

The use of open flames (candles, oil lamps, incense) is prohibited.

Pets

Pets are not allowed due to hygiene, allergy-related, and condominium regulations.

Our goal is to provide a clean, calm, and allergen-free environment for all guests.

Payment

The following payment methods are accepted:

- card payment,
- cash payment in Hungarian Forints (HUF) or Euros (EUR).

For cash payments in Euros, conversion is based on the current daily selling exchange rate of K&H Bank. Guests will be informed of the applied exchange rate before payment.

Cleaning, Bed Linen and Towel Change

For stays longer than one week:

- general cleaning is provided once per week,
 - bed linen change,
 - towel change.
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Internet (Wi-Fi)

Free Wi-Fi access is available at the accommodation.

Wi-Fi network name: **Lina Apartman**

Password: **lina2010**

Guests may use the Wi-Fi network exclusively for lawful and proper purposes.

The use of file-sharing applications (e.g. torrent) and the downloading or distribution of copyrighted content is prohibited.

Each guest is responsible for complying with internet usage laws while using the network.

Parking

Street parking is available in the immediate vicinity of the accommodation, under the following rules:

- weekdays 08:00–18:00: paid parking,
- weekdays 18:00–08:00: free of charge,
- weekends and public holidays: free from Friday 6:00 PM until Monday 8:00 AM.

The accommodation does not have a private, secured parking space.

Free spaces are generally available nearby, but during busy periods it is recommended to arrive earlier.

Parking zone: City of Gyula paid parking area – Zone 2.

Heating, Cooling and Energy Saving

Heating is automatically regulated.

During the heating season, a constant minimum room temperature of 21 °C is provided.

The thermostat is locked, but can be adjusted remotely upon request.

Please use the air conditioning economically and only with windows closed.

When leaving the apartment, please turn off the air conditioning or set it to a higher temperature.

Thank you for supporting sustainable operation!

Furniture and Equipment

Please use the apartment furnishings as intended.

Moving furniture is not permitted, except for chairs.

Please protect the condition of the furnishings and avoid damaging walls or floors.

Any damage caused will result in financial liability.

Use of the Kitchen

The kitchen is fully equipped.

After use, please leave it clean and tidy.

Please wash dishes and return them to their place.

Small kitchen appliances can be found in the kitchen cabinet; please use them as intended and return them clean after use.

Waste Disposal

Household waste should be collected in the kitchen trash bin.

When the bag is full, please tie it and place it in the hallway.

Child Safety and Supervision

Minor children may stay in the apartment and stairwell only under parental or adult supervision.

Please pay special attention when using the kitchen, bathroom, stairwell, and electrical appliances.

The furnishings are not child-proof; supervision of children is always the responsibility of the parents.

Lost Property

Items left behind in the apartment will be stored for 30 days.

After this period, they may be disposed of or donated.

Shipping is possible after prior arrangement and reimbursement of costs.

Fire Safety Rules and Procedures

For the safety of guests and the building, please observe the following rules.

Fire Prevention

The use of open flames in the apartment is prohibited, including candles, oil lamps, incense, and any device producing an open flame.

Electrical appliances must not be left unattended.

Please do not leave the stove or oven unattended while cooking.

After cooking, please turn off appliances and ventilate if necessary.

In Case of Fire




If you notice fire, smoke, or a strong burning smell:

1. Leave the apartment immediately.
2. Do not use the elevator; use the stairs only.
3. Call the emergency number 112.
4. If safe to do so, inform the host.

Carbon Monoxide (CO) Detector – Detailed Information

The apartment is equipped with a carbon monoxide detector that continuously monitors the CO level in the air. Carbon monoxide is a colorless and odorless gas that can cause serious health issues; therefore, any alarm must be taken seriously.

Meaning of Signals

-  Green flashing: normal operation.
-  Red flashing and audible alarm: CO alarm, dangerous gas concentration.
-  Yellow flashing: error, low battery, or device warning.

Display Messages

ppm value: current CO concentration.

Lb: low battery, battery replacement required.

Err: error condition.

End: end of device lifetime, replacement required.

Test / Mute Button

The device has a test button. Pressing it briefly tests the sound and light signals.

During an alarm, pressing the button temporarily silences the device; however, this does not mean the danger has been eliminated.

What to Do in Case of an Alarm

1. Immediately open windows and doors and ventilate.
2. Leave the apartment and move to fresh air.
3. If necessary, call the emergency number 112.
4. If safe to do so, inform the host.

Covering, switching off, or removing the detector is strictly prohibited.

Video Surveillance and Data Protection – Detailed Information

Video surveillance operates in the common stairwell area in front of the accommodation entrance.

Purpose of Surveillance

- protection of the accommodation entrance,
- protection of the cabinet in the stairwell containing cleaning supplies and bed linen,
- prevention of unauthorized access.

i Important Information

The camera does not record sound.

It does not monitor or record the interior of the apartment.

Surveillance is not intended to monitor guests; it operates exclusively for property protection purposes.

Handling of Recordings

Recordings are viewed only in justified cases, such as damage or extraordinary incidents.

Recordings are not made public and are not shared with third parties, except where required by law.

Data processing complies with applicable data protection regulations.

The presence of video surveillance is indicated by a clearly visible pictogram.

Unforeseen Situations

Unforeseen events such as power, water, heating, or internet outages, or technical failures may occur.

The host will make every effort to resolve issues as quickly as possible, but cannot accept liability for resulting inconveniences.

Damage and Malfunctions

The guest is financially responsible for any damage caused in the apartment.

In case of malfunction, please notify the contact persons immediately.

Acceptance of House Rules

By using the apartment, the guest automatically accepts these house rules and agrees to comply with them.

Violation of the rules may result in immediate termination of the reservation.