



HVSZ ZRt.

Hód-Fürdő Szolgáltató és Üzemeltető

Korlátolt Felelősségű Társaság

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HÓD-FÜRDŐ KFT., CODE OF CONDUCT IN THE CAMPING

1. Guests arriving at the camping shall register at the reception. Upon registration guests shall identify themselves and hand over their IDs to the receptionist who records the data from the documents. If a guest is entitled to a discount, then the guest shall consent to the photocopying of their documents verifying their eligibility, otherwise no discount can be claimed (e.g. exemption from tourism tax).
2. The services of the camping and of the baths can be used at own risk.
3. The camping fee includes the use of the basic services of the baths in regular opening hours. Camping guests shall NOT visit the baths outside of opening hours.
4. The receptionist can deny accommodation from people under the influence of alcohol, narcotic drugs or other substances.
5. Camping parcels can be taken on the day of arrival at the time of the opening of the reception and can be left on the day of departure also after the time of the opening of the reception. If the parcel is not left in time, then an extra day will be charged as liquidated damages. If the guests arrive before the opening of the reception, then security can allow temporary parking inside. The receptionist will arrange the permanent registration and accommodation after the opening of the reception.
6. It is FORBIDDEN to relocate camping assets.
7. The area of the camping and the baths operated by Hód-Fürdő Kft. is supervised by security. The camping registration card and gate openers shall be placed to visible places so that the security can check them or present them to the security upon request. Guests using the camping without entitlement can be asked to leave and official proceeding can be initiated against them.
8. The gate openers received upon registration shall be on you at all times and please wear the bracelets / watches verifying the entitlement to use the baths because this is the easiest way to demonstrate your entitlement and your transition between the camping and the baths is facilitated by these. The opener of the main gate of the camping should not be carried around if you use the baths, you can keep them in your vehicle and return them upon your departure together with other gate openers and watches at the reception. If you lose or harm any of these, then you are responsible to compensate the damages.
9. You can welcome guests only after prior registration with the reception, otherwise unauthorized persons shall not enter the camping or the baths.
10. Any group event (camp meeting, other events) require the preliminary approval of the manager of Hód-Fürdő Kft.
11. Group discount can be claimed only if the number of group members and the number of nights spent in the camping fulfil the preconditions and if the camping fee is paid in one sum by wire transfer.
12. Vehicles, dogs and other pets can enter the camping. Dogs shall be kept on a leash and the faeces shall be removed by the owner right away. Pets and dogs shall have the necessary valid vaccinations. Pets shall not bother other guests.

13. Fire can be set at designated places, outside of these in the camping or in the baths it is strictly FORBIDDEN. You can smoke at the designated places.
14. It is FORBIDDEN to use cooking equipment and kitchen equipment in the tents. These equipment can be used only at the designated community areas and only in proper way.
15. It is FORBIDDEN to cause any harm in assets or buildings. The responsible person shall be fully liable for the damaging actions.
16. All guests shall look out for tidiness and cleanliness.
17. Hód-Fürdő Kft. shall not be responsible for unattended assets.
18. Lost properties found in the camping or in the baths shall be handed over to the receptionist where their lawful owner can take them over.
19. Please do not disturb other guests of the camping or of the baths with loud noises, improper conduct or nudity. The police can be requested to take actions against perpetrators of any misconduct and they can be banned from the camping and from the baths.
20. Please indicate to the staff or the security guards any extraordinary event (personal injury, fire, dangerous devices).
21. If someone damages camping or bath equipment, renders their services inoperable or steals any assets or engages in any conduct that breaches the Code of conduct, then beyond the obligation to compensate for the damages, shall be also liable to pay a surcharge as per the price list. If someone uses the services of the camping or of the baths without entitlement, then a surcharge as per the price list shall be paid (for each day and for each person) beyond the payment of the service fees. Anyone breaching the Code of conduct can be removed from the area of the Hód-Fürdő Kft. and if the damages are not compensated on the spot, then a misdemeanour report can be filed.
22. The guests of Hód-Fürdő Kft. undertakes to comply with the Code of the conduct of the baths, the pools, the wellness and adventure park and of the camping and cause others to comply with same and undertake to comply with the operational rules of the camping and of the baths and subject themselves to the licenses of the camping and of the baths and of the laws, decrees, guidance and directives regulating the operation of the camping and of the baths.
23. Guests can communicate their remarks and complaints primarily to the receptionists or to the manager of Hód-Fürdő Kft. if the gravity of the case is beyond the competence of the reception. Matters not regulated in the Code of conduct or in other policies the manager of Hód-Fürdő Kft. has the authority to render a decision or alternatively the specialized staff of the camping can render decisions under supervision of the management with full responsibility.
24. Guests and the operator of the camping and of the baths acknowledge of the force majeure events and the consequences of the COVID-19 pandemic situation as amended from time to time.
25. The operator of the camping maintains the right to amend and to update the Code of conduct and the guests accept that a CCTV system is operating in the camping for the protection of assets and bodily integrity. The privacy policy of the baths also apply to camping guests.

Hódmezővásárhely, 31/07/2021

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KATONA Zsolt Zoltán, manager

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