

# House Rules of Cinema Camping Park

## Arrival, check-in

The guests arriving at the Camping Park must **check in and fill in a registration card per person** before occupying the accommodation. Please present your documents with photograph to our staff for registration: this is mandatory under the current laws and we cannot make an exception.

- The **plots** and the tent spots can be occupied by our guests **from 10.00 a.m.** on the day of arrival.

Our checked-in **guests** receive a **wristband**, and they are required to wear it during their stay at the Camping Park, making their entry to the Camping Park and the area of the Spa easier and to prove that they are allowed to stay there. If the wristband is lost or gets damaged, an additional charge is payable.

Without wristband, our staff may ask the persons staying in the area of the Camping Park to prove their stay properly. If they fail to do so, the people without wristband must leave the area of the Camping Park.

**On the day of departure, our plots and tent spots can be used until 10:00 a.m. The charge for the ordered services (including the accommodation fee and the tourist tax) must be paid on arrival, and the charge for the services to be used on site must also be paid in advance.**

**Before leaving the Camping Park permanently, our guests must check out at the Reception!**

The place of the camping equipment (tent) and the parking spot of the guests' vehicle will be determined by the Camping Park's Reception Service, depending on the booking and the available camping units.

Camping in tents is only allowed at the designated spots. The spots of the tents or the used plot can only be changed with the approval of the Reception Service.

If the guests do not pitch their tents at the designated spots, or they use additional plots without permission, the security service is authorized to ask the guest to occupy their designated spot. If the guest fails to comply with this request when asked once, the Camping Park is entitled to ask them to leave the area of the Camping Park and charge the guest surcharge in accordance with the current Price List.

## Motor vehicles

Our guests arriving by vehicle can drive into the area of the Camping Park **after pre-registration at the Reception and they may leave after they have made their current payments.** The registered vehicle can stay in the area of the Camping Park until 10:00 a.m. on the day of departure. **We inform our dear guests that if they leave the area of the Camping Park after this time, they should buy a day ticket according to the current price list!** If the vehicle leaves the area of the Camping Park on another calendar day, we will have to charge the current accommodation fee, as well.

We kindly ask our guests **to park their cars only in their own plot!** The Traffic Rules apply in the area of the Camping Park: **drunk driving is FORBIDDEN**; driving at a **maximum speed of 5 km/h** is permitted.

If an additional plot of land is used for parking purposes without permission, the current daily basic fee of the occupied plot should be paid as a surcharge.

## Important information

**The gate is closed between 22:00 p.m. and 07:00 a.m.**, and during this time driving through the gate is only possible in special cases.

**The afternoon “siesta” is between 1:00 p.m. and 3:00 p.m. and the night’s rest period is between 11:00 p.m. and 06:00 a.m.** During these periods, please do not make loud noises to let the other guests have an undisturbed rest.

**The management of the Camping Park is authorized to expel the violators of the night's rest period, as well as those causing disturbance or damage from the area of the Camping Park** – after asking them once to change their behaviour.

In case of expulsion from the Camping Park, the fees already paid will not be refunded.

## Persons under 18 years of age

Persons **under the age of 18 may only stay in the Camping Park under adult supervision.**

## Pets in the Camping Park

Only **peaceful** and calm animals, which **do not cause any fear**, may be brought into the Camping Park, and a charge is payable for their stay.

The charges for pets are included in the current price list of the Camping Park.

Please bring your pet’s **vaccination book** with you, which must be presented on request!

The use of a **leash** is mandatory!

**The pets MUST NOT be taken to the community and catering facilities, to the playground, the spa and into the swimming pool!**

The owners of the pets must keep the areas, used by their pets, clean and tidy!

## Maintenance / equipment Safety

**It is only allowed to make fire and cook in cauldron at the designated places**, in compliance with the fire regulations and **with the prior permission of the Camping Park’s manager**. The violating party is obliged to compensate the Camping Park for the damages resulting from the non-compliance with these rules. Everyone must use the tools and the equipment in the kitchen properly and safely. After use, they must leave them in a clean and tidy state for the next user. **DO NOT touch any electrical devices with wet hands!**

Our staff cleans the bathrooms and the toilets, but please use them in a clean and tidy manner.

Do not pour any dishwashing water or water containing detergent on the grass or on the plants!

**Barbecuing** is allowed in the area of the Camping Park, provided that the rules of peaceful coexistence are observed, and the fire is permanently extinguished.

In the kitchen, please make sure that the devices are switched off and the generated waste is disposed of safely.

The violating party is obliged to compensate the Camping Park for the damages resulting from any non-compliance with the rules.

**We do NOT assume any responsibility for the valuables lost** in the area of the Camping Park!

Do not forget to **protect your valuables**; we recommend keeping the doors and the windows of the accommodation closed if you are not staying nearby! Please note that it is primarily your responsibility to protect your valuables, and we recommend that you take out a travel and property insurance in advance.

The Camping Park does not accept any liability for **elemental and storm damages** (hail, fallen tree, falling branches, etc.); nor for any damages caused by **fire, infection or illnesses, crime or violation of rules, or by terrorist acts!**

The connection to and disconnection from the electrical power supply (distribution cabinet) can only be performed by the authorized staff of the Camping Park.

Please read the **Camping Park's Fire Regulations** at the Reception, and the **Escape Plan**, which is also found in each residential unit.

First aid is available at the marked first aid stations. If you need care after an accident, please inform the Camping Park's staff.

The use of the Camping Park's services is at everyone's own risk. Please pay special attention to the proper use and to the fact that children under the age of 14 are only allowed to use certain devices and equipment under adult supervision.

The rules for using the pool and the slide have been placed next to them.

## Protection of the environment

**DO NOT scatter any waste** in the area of the Camping Park; please keep your accommodation and its surroundings tidy and clean! Please think of the next guests and **leave your accommodation clean and tidy on departure!** Please place the **waste** into the marked **waste containers!**

The selective waste containers are marked according to the **selective collection**; NO other types of waste should be placed in them! Please contact the Reception if you wish to dispose of any **hazardous waste** (e.g. used batteries, dry batteries, etc.).

The waste collection containers for the collection of the selective and household waste are regularly disinfected in accordance with the regulations.

It is obligatory to place the waste or the rubbish into these waste containers.

If you notice any **leak of petrol or oil** from your vehicle, please notify the Reception immediately!

**Please protect the plants** and bushes in the Camping Park. **Do not break or cut off** their branches or shoots (**if they disturb you, please inform the Reception**), and please **do not trample on** the saplings.

**DO NOT tie the clotheslines** or the **fixing ropes of the tent (tent's foyer)** to the branches of the trees!

It is **STRICTLY FORBIDDEN** to hit nails into the trees, or to **pour** leftover food or **contaminants on the plants**. It is not allowed to dig a trench or pit even temporarily!

Our guests using a camper van/caravan must discharge the waste water at the designated collection points!

## Spa

The guests are only allowed to use the Spa **at their own risk**. The proper use is detailed in the House Rules posted at several places of the area.

**It is strictly forbidden to use the pools and the slides after the closing hours of the Spa!**

**First aid stations:** Aquacinema's Reception, the lifeguard. A first aid kit is available at the first aid stations. The emergency phone numbers (**104: ambulance, 112: General emergency call**) have been posted at well-visible places.

## Smoking

Smoking is only allowed at the designated places.

We ask our smoking guests to pay attention to the non-smokers!

Please always place the cigarette butts and other waste into the waste bins properly, to satisfy the fire and environmental regulations.

## Photographs, taking pictures

Pictures and videos can only be taken at the Camping Park if the people on the pictures or recordings have agreed to it. We ask all our guests to observe the relevant legal provisions.

We would like to inform you that the agents of the Spa are entitled to make video and audio recordings at the events held in the Spa. Such persons have been authorized by the management of the Aquacinema and the pictures/recordings are used for marketing purposes. We strive to ensure that the persons and objects are as little identifiable as possible, but we cannot completely prevent it. Therefore, at the same time you accept these House Rules, it is understood that you have not objected to the taking of such pictures and making such recordings. Of course, you can prohibit the taking of such pictures and the making of such recordings, and their use anytime if you are visible on such pictures (in which case, we will either remove them or make you unrecognizable by technical means).

Please note that the use of drones and other remotely piloted aircraft is not permitted in the Camping Park or its "airspace".

## First aid / medical care

**There is medical service in Kisvárda** town, please ask our receptionist for information about it. Our colleagues can help you if you have any problems. There are **first aid kits** at the Reception, at the Gatekeeper, next to the pool and at the water rescue service.

The free emergency number is: 112. Ambulance: 104.

## Things not allowed in the Camping Park

It is forbidden to violate the usual order of Camping Park, **its written and unwritten rules.**

It is forbidden to do anything that may disturb others (sight, appearance, noise, etc.)

It is forbidden to **disturb the quiet rest**, or violate the ban on the use of vehicles.

It is forbidden to bring objects or living beings into the Camping Park **that may endanger the physical integrity** of others, disturb the vacation of others or scandalize them.

It is forbidden to place flags, badges, or other objects that **may hurt the feelings of certain nations or individuals.**

It is forbidden to wash cars or change the motor oil, and perform similar activities in the Camping Park without the permission of the Camping Park's management.

If any of our guests behaves in a way that greatly disturbs the peace of others or causes damage to the property of the Camping Park or others, and does not stop this behaviour when asked to do so, we will ask the police for help. In this case, we reserve our right to expel this guest from the Camping Park. In such case, we do not refund any fees that have been paid already.

## For the sake of our guests

The whole staff of Aquacinema is entitled to monitor the observance of the House Rules and to ask the guests to do so.

If you wish to make a complaint about any service of the Camping Park or the behaviour of other campers, you can do so in person at the Aquacinema's Reception, or by writing into the Customers' Book, or by e-mail.

**Please follow these House Rules so that all our guests will have a great time here and will return happily!**

**We wish all our dear guests a pleasant stay!**

The management of the Cinema Camping Park  
and all employees of the Aquacinema