

Cleaning Policy

25 Garzon Szolnok

Service Provider	AZORIUM PALATIUM KFT.
Registered office	5000 Szolnok, Kőrösi út 43.
Tax number	24676359-1-16
Company registration no.	16-09-022437
Representative	László Fenyves, Managing Director
Accommodation	25 Garzon Szolnok
Accommodation address	5000 Szolnok, Kőrösi út 45/G
Telephone	+36 70 421 2863
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Version	1.2

1. Scope of the cleaning policy

This document describes the scope of cleaning provided by the Service Provider, what is included in the accommodation fee, and what is expected from the guest.

2. Cleaning and linen change

The Service Provider hands over the studio clean. During the stay, the frequency and scope of cleaning and bed-linen changes are determined by individual agreement. Cleaning provided under the agreement is included in the accommodation fee and is not charged separately; linen is changed at the same time as cleaning.

3. Medium- and long-term accommodation

The Service Provider also undertakes medium- and long-term premises rental arrangements under individual agreements. The cleaning, linen-change and operational conditions of such accommodation are set out in a separate contract.

4. What is included in cleaning

- cleaning of floor surfaces,
- cleaning and disinfection of the bathroom and toilet,
- wiping kitchen surfaces,
- removal of waste,
- ventilation,
- linen change according to the schedule agreed individually.

Cleaning does not include arranging the guest's personal belongings, washing dishes, removing food left in the refrigerator, or cleaning extraordinary soiling caused by the guest.

5. Laundry

A self-service, coin-operated communal laundry is available at the accommodation. Use of the laundry is not included in the accommodation fee. Details of use are provided in the information displayed in the laundry.

6. Extraordinary cleaning

Extraordinary cleaning means any cleaning required because of soiling beyond normal use – for example deodorisation following a breach of the smoking ban, leaving large quantities of waste behind, or heavy soiling of furnishings.

The hourly rate for extraordinary and additionally requested cleaning is HUF 10,000/hour, charged for each commenced half-hour. The Service Provider invoices the guest, or, in the case of corporate accommodation, the ordering party.

7. What we ask from guests

- leave the kitchen clean after use,
- place waste in the designated collection point,
- remove perishable food when leaving,
- report extraordinary soiling or spills to the on-call service so that they can be dealt with promptly.

These four points constitute the complete set of expectations. Guests do not have to strip the beds or perform a deep clean when leaving; cleaning of the studio is the Service Provider's responsibility.

8. Contact

For cleaning requests, comments or requests for extraordinary cleaning: +36 70 421 2863, connect@hotelszolnok.com