



## Tiszadada Camping & Glamping Policies

Dear Guests, thank you for your kind visit!  
We want you to feel at home with us!

Please treat our equipment and utensils as your own, and please take care of them so that they can serve you and other guests again next time!

In order to have a pleasant and undisturbed stay here, please keep in mind the following!

- Only registered guests are allowed in the campsite. You can only host your own guests by prior arrangement. Our guests are required to check in at the reception and present their travel documents, which the campsite will use for official check-in. The documents will be scanned in accordance with current legislation and sent to the National Tourist Information Authority.
- Please provide your eligibility for discounts upon arrival.
- The reception is open daily from 08:00 to 12:00 and from 14:00 to 19:00.
- Any changes (departure, arrival, cancellation of unused services, etc.) must be reported immediately. It is the exclusive right of the campsite staff (after consultation with the guest) to specify the pitch or place for the guests. No place other than the designated area may be used.
- Guests arriving late will be greeted by the night security guard and will be able to take their first night place after handing over a travel document. Additional free capacity will be provided at reception the following day. Check-in is possible at the reception the next morning. Guests arriving late are kindly requested not to drive, dismantle or dismantle the tent or carry out any loud activities in the campsite between 23:00 and 07:00. If the night staff decides, you can choose a place further away from the other guests who want to relax, where you will be able to camp for the first night.
- On the day of departure, the campsite pitch must be vacated by 12:00 at the latest. On arrival, the tent sites and plots can be occupied from 12:00. Yurts must be vacated no later than 11:00 on the day of departure and can be occupied from 14:00 on arrival. The campsite may charge an additional stay fee if you leave after this time (1 day total cost).
- When paying, please keep in mind the reception opening hours. Post-payment is normal at the campsite, but the campsite may differ from this. We recommend to pay your invoice the day before departure for more convenience. Please pay the bill no later than 12 noon (for camping sites) or 11:00 (for yurts) on the day of departure. The guest is obliged to pay for all the services used. The reception will issue an itemized invoice for the amount.
- **Night rest period: 23:00 to 07:00.** During this given time, no activities may be carried out that interfere with the rest of others, so it is not possible to drive a car, mount or dismount a tent, or perform loud activities. During this period, the gate is closed. The campsite may lift the restriction in exceptional cases.
- We ask our guests to report the detected deficiencies and malfunctions at the time of detection so that we can start solving the problem immediately.
- The lost & found items should be handed over at the reception.

- **It is STRICTLY FORBIDDEN to put on a fire in our campsite!** Only the built-in fire place and the barbecue equipment belonging to the yurts may be used in accordance with the fire regulations. There is a fire extinguisher at the reception and at the security guard room!
- **Smoking is strictly forbidden in the yurts and in the tents!** Smoking is allowed only in designated smoking area in addition to your own caravans and motorhomes.
- Please do not engage in any activity that disturbs others.
- Minors are not allowed in the campsite without parental or kinship supervision. Parents or their carers are responsible for the children's behavior.
- The playground in the campsite is only available for children under 130 cm under the supervision and responsibility of an adult.
- The campsite is not responsible for any damage to the guest's property or the disappearance of any items left unattended. The campsite has a closed-circuit security camera system that mainly monitors the entrances and the fence environment. Recordings are recorded, retained for 21 days and released only in the event of police action.
- A vehicle can only enter the campsite with valid liability insurance. The guest is obliged to use the camping equipment and facilities as intended. The guest is liable for any damage caused by these. The campsite is not responsible for any damage caused to third parties. The campsite is not responsible for elemental and storm damage (hail, fall, falling branches, etc.).
- We ask our guests to think about the next campers and leave the campsite clean on departure. Take special care to completely remove the faeces of your pets!
- The guest can contact the campsite manager with any complaints. Violators of the campsite policy may revoke the residence permit by the campsite manager and instruct them to leave the campsite immediately. The campsite is a private area, so the staff can initiate official action against the guest who refuses to leave.

### **Cancellation policy**

- We will always send a written confirmation of bookings received online or by phone or in person. In Without written confirmation, the booking is not guaranteed, so please let reception know if you do not receive it after booking!
- Your reservation can be canceled free of charge before the scheduled arrival, until the 14th day of a high season reservation, and until the 3rd day of a reservation outside the high season, by written reply to the confirmation letter. In case of later cancellation, a cancellation fee will be charged, which is the total cost of 1 day's accommodation fee.
- If you do not cancel your reservation and do not check in the accommodation by 23:00 on the day of arrival, the accommodation will be vacated from 11:00 the next day, even if it is booked for a longer period. The cancellation fee is 1 day's accommodation fee. Therefore it is important that you always let us know in time if you arrive later!
- To secure your reservation, please transfer 20% of the booking value, but a minimum of 1 day's stay, no later than the 14th day prior to your scheduled arrival.
- A pro-forma invoice will be sent for the transfer before the payment deadline. Until the 14th day before your scheduled arrival, your reservation is guaranteed free of charge.

### **Eco swimming pond**

Our campsite's sample pond shows on a small scale the area's indigenous aquatic flora, and its water is kept clean by mechanical and biological filters.

Unfortunately, there is no actual regulation of biologically treated swimming ponds in Hungary.

Therefore, ***we cannot recommend our pond for swimming***. Until the rules are established and we are able to license our pond as a swimming pond, it will remain only a spectacle garden pond.

For swimming we recommend the living Tisza beach, a 15-minute walk away.

***Should any of our guests enter the lake, they do so at their own risk!***

***The lake is 1,7m deep, so please ensure that children who cannot swim are only allowed near the lake under adult supervision!***

*Please take extra care of the flora in the lake! Running, playing ball games near the lake is not allowed!*

### **Rules for keeping pets in the campsite**

- Dogs may only be tethered or led on a leash in the campsite. Fearful or large-bodied dogs or fighting dogs are not allowed in the campsite. It is up to the campsite manager to decide.
- Animals must have the necessary veterinary certificates, which the guest must present on request. The owner of the pet is responsible for the animal (health condition, damage).
- The dog must not go to the lake and playground.
- Dogs and pets are not allowed in the campsite's communal and hygienic facilities (toilet, shower, kitchen, etc.).
- Please visit the dog running area near the campsite with your dog regularly. You should clean any pet faeces immediately by using a bag.
- Not everyone likes pets equally, so be careful not to disturb the peace of other guests by barking at your dog. Please make sure that your pet does not disturb the rest of the other guests.
- Before you leave, be sure to clean your plot properly.

### **Eco camping, environmental protection in the camping area**

Some important information about our eco camping for all our guests to accept:

- Our campsite is a zero energy campsite, which means that we only use as much energy (for constant consumption) as much we produce. The hot water is produced by solar energy.

*This requires a small sacrifice from our guests: the amount of hot water is limited, especially on cloudy days. We recommend that we use the showers in a split way over the day, so we can avoid running out of hot water. Our yurts are equipped with cold water sinks for your comfort and a garden shower next to it.*

- We save water as much as possible. Grey water from bathrooms and the rainfall is recycled in the toilet tank and irrigation system.

*The showers are therefore operated with a timer push button.*

- We also try to save electricity, and we use solar panels to generate electricity.

*For this reason, the toilets are equipped with lamps with motion sensors. The summer kitchen closes after 11 pm, the electricity and the pool lights are switched off.*

*At night the lighting is kept to a minimum necessary for safety. This also reduces light pollution in our area so our guests can admire the stars on clear nights.*

**Risk of electric shock! Please stay away for the solar panels and the solar inverter!**

- We carry out separate waste collection, please dispose of your rubbish in the designated collection points on the label.
- If possible, please use environmentally friendly, 100% degradable chemicals and toiletries during your stay. We have placed such products in the washrooms, and it is also possible to buy them at the reception.

We hope that the guests visiting here will taste the environmentally conscious behavior and take home practices that they can utilize in their daily lives.

The campsite is operated by Nap Labor Kft. (4455 Tiszadada, Sirály u. 2.)