



**MAMISON
DEBRECEN**

**Guest information,
House rule**



I n a u g u r a l

„Feel at home!“

Dear Guest, all the staff of the Mamison Community Hostel warmly greet you!

In our information, we would like to familiarize you with the services and rules of our accommodation and help you to make your time with us as pleasant as possible.

Thank You!

Mamison's team

Introduction

In 2023, we established the Mamison Community Accommodation, which allows guests arriving in the settlement and the surrounding area to stay even longer.

Our community accommodation in Debrecen, which can accommodate 117 people in 62 rooms, offers sophisticated accommodation and a homely atmosphere.

Of the nearly identically sized rooms, 15 have their own, independent, bathroom and toilet, while there are 38 rooms with 1 bathroom and toilet for every 2 rooms.

In order to comfortably accommodate our guests in favorable conditions, a communal kitchen and dining room with a stove, microwave oven, sink, and combined refrigerator has been set up on each floor.

Upstairs, the cozy lounge awaits the arrival, the community space created next to the entrance is at the service of social life.

Our Guests arriving by car can park for free in the parking lot directly in front of the accommodation in our closed parking lot, partially monitored by cameras.

The sense of security is enhanced by the 0-24-hour reception service and security service.

Thanks to the hotel's perfect location, our guests can be completely self-sufficient here: the modern kitchen meets all needs, all the ingredients for cooking can be bought in the area, and at the same time, near the hostel, there are many reputable restaurants, bars, and buffets waiting for those looking for culinary delights.

For those who want to relax and unwind, there are many leisure activities in the area, sightseeing, hiking, cycling, fishing, various sports activities, but there is also a rich range of other programs in the settlement.

Mamison's location in Debrecen, its proximity to the city center, and its short distance from the surrounding big cities make it an ideal location for staying here for several years.

Basic data

Accommodation name: Mamison Community Accommodation

Abbreviated name: Mamison

Accommodation address: 4030 Debrecen, Galamb utca 16.

Type of accommodation service: Community accommodation

Category: **

Opening hours: every day of the year from 00:00 to 24:00

Year of establishment: 2023

NTAK ID: KO23084648



Operator: Mamison Korlátolt Felelősségű Társaság
Headquarter: 2400 Dunaújváros Erdősor 31/A
Tax number: 32324741-2-07
Company registration number: 07 09 034 881
Statistical number: 32324741 5610 113 07
Mailing address: 4030 Debrecen, Galamb utca 16.
It represents: Lee Miok ügyvezető

website: www.mamison.hu
E-mail: sales@kimsoft.at
Phone number: +36-70 4135251

Community accommodation services and guest information A-Z

24-hour reception service

Our hotel has a 24-hour telephone reception service every day of the week from 0-24. You can contact our receptionist at +36-20-297-9583 with your requests and questions. Please notify him immediately of an accident or other extraordinary event.

Data protection

During our activity of providing accommodation, we consider the protection of personal data to be of utmost importance. In all cases, personal data made available with the help of our accommodation management software is handled in accordance with the applicable laws, we ensure their security, take the technical and organizational measures, and establish the procedural rules that are necessary to comply with the relevant laws.

In accordance with the Data Protection Act, we only use and store the data of our guests who use our accommodation for contract and invoicing purposes.

Bed

Each room has a 90x200 cm bed with a mattress, which corresponds to the number of beds, and is equipped with hygienic sheets, pillows, blankets, and bed linen.

Bedding

Our arriving Guests can collect their clean bed linen at the reception. We do not provide bedding services.

Linen change

Our arriving Guests can collect their clean bed linen at the reception. We provide clean bed linen for our Hotel guests every week.

Banknote dispensing machine (ATM).

MBH Bank Nyrt. (ATM): 4024 Debrecen, Bethlen G. utca 6-8

Takarékbank Zrt. ATM: 4025 Debrecen, Petőfi tér 6.

K&H customer point and bank branch: 4024 Debrecen, Piac utca 52.

Login

You can contact our accommodation via the contact details provided on the website.

The accommodation can be booked by appointment between 8:00 a.m. and 8:00 p.m.

With the help of our accommodation management software, we record your valid personal data and fulfill our legal obligations.

After check-in, we will give you brief information about the use of our accommodation and give you your own room key. The House Rules of our accommodation, as well as our available Services, are available in the rooms, as well as on our website and at the Reception.

Security Service

Our accommodation has a security service, every day from 0-24.

COVID-19

The duties of our accommodation include protecting the health of our Guests and Employees, therefore we try to take all necessary precautions for this purpose.

In order to maintain hygienic conditions, the common areas and rooms are cleaned every other day between 8:00 a.m. and 4:00 p.m.

Possibility of luggage storage

We provide free luggage storage and preservation in a lockable, separate, supervised room on the ground floor of our accommodation.

The rooms have separate lockers for each person to secure the valuables of our guests.

We would like to draw your attention to the fact that our hotel is not responsible for the objects and valuables placed in the rooms!

Smoking

XLII of 1999 on the protection of non-smokers. according to the amendment of the law, from April 1, 2012, smoking in closed spaces is strictly prohibited. The rooms of our accommodation are non-smoking, so we ask that you refrain from smoking in the rooms as well as at the entrance. Smoking is only possible in designated areas, 5 meters from the entrance of the accommodation.

The Guest is liable for damages caused to furnishings due to smoking.

We would like to draw your attention to the fact that smoke detectors have been installed in the rooms, which, in the event of smoke, are first reported to the Reception and then directly to the local Fire Department. If the fire alarm goes off due to tobacco smoke, we charge HUF 20,000 for the given room!

In addition, the Guests staying in the given room must reimburse the Fire Department evacuation and all other additional costs incurred due to a false alarm.

Electricity

In Hungary, the mains voltage is 220 - 240 V / 50 Hz. Type F connectors have been placed in our accommodation, which enable grounding on both sides. For the safe use of other types of electronic devices, we cannot provide an adapter suitable for international use upon special request.

A free socket is provided in the room and directly next to the bed.

Electrical devices

The electrical network was designed taking into account the energy consumption of devices installed/insured by our accommodation.

Of the electrical appliances brought from home, only those for personal hygiene may be used (e.g. electric shaver, toothbrush, hair dryer, etc.), as well as laptops, telephones, cameras, cameras. In addition to these devices, other devices (e.g. electric heaters) are only possible after prior notification and approval.

Otherwise, the Guest is obliged to compensate for any damage caused by its use. Please contact our Reception colleague with this type of request.

First aid

The Reception is the designated first-aid room, where the first-aid kit is located, which provides assistance in the quick treatment of injuries. Ask our Housekeepers or our Receptionist for help. If the problem persists and the pain does not go away, contact the Emergency Department. For more information, see Medical emergency.

Lost/found items

If you lose anything during your stay, please contact our Receptionist.

We will notify you of items left in the room via the contact information in your personal documents.

All items found at the accommodation are taken into inventory and kept for 3 months. Within this time, we can mail them at your request, against the cost of postage.

Night rest

Please refrain from noisy activities after 10:00 p.m. in order to preserve the peace of those staying there.

Arrival

The room can be booked at a pre-arranged time on the day of arrival. After arrival, with the help of our accommodation management software, we record the valid personal data of our guests, check the right to use our accommodation in order to fulfill our legal obligations. After check-in, we give our guests their own key to open their room.

Meal

Meals are available in all communal kitchens.

A'la Carte, buffet-style, buffet breakfast, or the purchase of a breakfast package, is available within 250 meters of our accommodation. You can find more information in our information brochure.

Payment methods

They can pay by bank transfer on the basis of the invoice on the day of departure or at another, pre-arranged settlement time.

Bathroom

There are 53 rooms in our accommodation, 15 of which have their own, independent bathroom and toilet, while there are 38 rooms with 1 bathroom and toilet for every 2 rooms.

Each bathroom is equipped with a shower, sink, mirror, toilet shelf, towel rack, electrical outlet, liquid soap dispenser/shower, towel, hair dryer, toilet, toilet paper and toilet brush holder.

Heating / Cooling

Our accommodation operates with central heating. There is a radiator in the rooms.

Medicine/Pharmacy

Hárs Pharmacy

Address: Pandúr utca 2/A, 4030 Debrecen.

Telephone: +36-52-432-179

Type: Public pharmacy

Opening hours: Monday - Friday: 8:00 - 18:30

Szentháromság Pharmacy

Address: 4030 Debrecen, Szabó Kálmán utca 24.

Telephone: +36-52-479-450

Opening hours: Monday - Friday: 8:00 - 18:00

Pharmacy on call in Debrecen

a) Every day 8:00 a.m. – 10:00 p.m.: Nap Patika Debrecen, Hatvan utca 1. Phone: +36-52-413-115

b) Weekdays 7:00 p.m. – 8:00 a.m.: Libra Pharmacy Debrecen, Nagyerdei krt. 98. Phone: +36-52-432-288

c) Weekends 22:00 – 8:00: Augusztia Patika, Debrecen, Zs. Móricz krt. 22. Phone: +36-52-535-752

Hair dryer

A hairdryer is available free of charge in the bathroom belonging to the room.

Internet

Free internet access is provided throughout our accommodation via WIFI, the code of which is posted at the Reception and can also be found on small cards placed in the rooms. If you are unable to connect, contact our Reception colleague.

Camera system

In order to ensure the safety of our guests, a permanent camera surveillance system operates in the public areas and corridors of our building, as well as in the parking lot and on the external street fronts.

Maintenance

Please let our Receptionist know if any equipment in your room is not working or needs repair.

Damage

The Guest is obliged to immediately report the damage to the Reception and to provide the accommodation with all the necessary data, which are necessary to clarify the circumstances of the damage, and which are necessary for a possible infringement or criminal procedure.

Harm

During your stay, you are responsible for careless or intentional damage caused in the room or in the accommodation area, or for improper use. In this case, our accommodation is entitled to pass on the repair and replacement costs to you.

If you do not fulfill the obligations assumed in the Guest Information, the regulations regarding the use of the accommodation, or if you damage the accommodation and its common rooms and areas, or if you use them contrary to their intended purpose, we will verbally draw your



attention to the consequences and call you to behave accordingly . If you do not comply with the notice immediately that's enough, our accommodation will use the possibility of sending it with immediate effect.

"Please don't disturb me!"

If you do not want your peace of mind to be disturbed, please use the "Do not disturb!" sign in the room. sign board. Please hang the sign on the handle.

Check-Out

You can stay at our accommodation for the pre-arranged period. You must leave the accommodation by 2 pm on the day of check-out. Before or after departure, we will check your room to see if it is in the same condition as when it was handed over.

When leaving, please hand in your key at the Reception.

After your departure, we will deliver your forgotten items in the room or in the accommodation area.

Community rooms

The cozy lounge upstairs ensures a social and comfortable pastime. Guests can use the communal rooms free of charge.

Community kitchen

A communal kitchen has been set up on each floor of our accommodation. The kitchens are fully equipped with a kitchen cabinet, combined refrigerator, stove, sink, cutlery, and dining tables and chairs.

Key

Our accommodation has a manual entry system. You can enter the accommodation and the rooms with a key. Please always take your key with you when you leave the room.

We kindly ask our guests to take care of the keys, please report their loss to the Reception immediately. Our staff member at the Reception will take care of issuing the new key. In case of failure, damage or loss, we charge HUF 30,000 for the third time to insure the key.

Reception of visitors

Only registered Guests can use the rooms of our accommodation. We are entitled to check, without prior notice, whether our guests are staying at our accommodation in the number of paid staff.

At our accommodation, our guests have the opportunity to receive visitors in the common rooms after consultation with our reception staff.

The visitor(s) may enter the room only after prior notification and may not stay in the room after 8:00 p.m. In case of violation of this, our Receptionist will charge them the accommodation fee according to the price list valid at all times.

The Guest is responsible for the behavior of the visitor, including any damage he may cause.

Escape route

In the event of a fire alarm, please leave the building immediately. Please carefully review the map posted in the corridors for the escape route and the location of the emergency exits. Green-lit signs in the corridor indicate the shortest route to the emergency exits.

Please follow the instructions of the accommodation staff during possible evacuation.

Washing

We provide separate laundry facilities for our guests on all levels. In the washing and ironing room, guests can wash their clothes in a front-loading washing machine and dry them in a dryer. We do not provide a laundry service.

Technical problems

Please notify our Reception staff of any technical errors in the room or in the accommodation area.

Shutters

Soundproof windows have been installed in our accommodation.

Always keep the doors and windows of your room closed, and please close the doors and windows when you leave.

Online activity

Please visit our website at www.mamison.hu, where you can write your opinion about our accommodation in addition to our current news, services and offers.

Medical service

Emergency surgery/on-call (0-24): Gyula Kenézy Hospital and Clinic Debrecen, Bartók Béla utca 2-26. Phone: +36-52-511-777

Adult emergency room (0-24): I. no. Internal Medicine Clinic Debrecen, Nagyerdei körút 98. Tel: +36-52-40-40-40

Complaint

Please contact our Receptionist with your complaints and comments while you are here. You can make a complaint regarding the performance of the services provided at our accommodation during the period of your stay at the accommodation, until the time of departure. During this period, we undertake to deal with complaints submitted in writing or verbally (recorded).

The Guest's right to complain ceases after his departure from the accommodation. It is not possible to submit compensation after departure from the accommodation.

Parking

Our guests can park for free in the parking lot in front of the accommodation, in our partially monitored parking lot with a camera. When parking, make sure to use the parking spaces as much as possible.

Our parking lot is not guarded, we are not responsible for any damage, objects, cars, or valuables placed there.

Pillow

At the request of our guests, we provide a spare pillow. Please contact our Receptionist with your request.

Reception

Our receptionist is available 24 hours a day at +36-20-383-2622.

Intended use

We would like to draw your attention to the fact that our accommodation and its common rooms, as well as the furnishings and equipment, are used as intended, without infringing the rights and interests of other Guests. During their stay, they are responsible for any damage that is the result of improper or non-contractual use.

If you have any questions regarding the use of any equipment or equipment, ask our Reception colleague for help.

Insect extermination, rodent extermination

Insect extermination is carried out once every six months at our accommodation to ensure undisturbed rest for our guests. If you notice a problem in the meantime, report it to the Reception.

Selective waste collection

Our accommodation is committed to creating an environmentally conscious, more sustainable lifestyle. In order to recycle, save energy, and reduce soil and air pollution, please use our selective waste bins located in the communal kitchens on each floor. Please dispose of paper, plastic (PET and foil), beverage cartons, and aluminum cans in the designated bins.

Room

Our accommodation has 53 rooms with 2 beds, so a total of 106 places are available to our guests.

Our rooms are equipped with a 90x200 cm bed, chairs, table, chair, 60x60 cm lockable wardrobe, bedside cabinet/storage space, reading lamp, clothes hanger, clothes hanger, wastebasket, dressing mirror, blackout curtains and refrigerator. The accommodation has 15 rooms with their own, independent, bathroom and toilet, while there are 38 rooms with 1 bathroom and toilet for every 2 rooms.

Always keep the door of your room closed, always check that the door is locked when you leave, and please also close the windows!

Cleaning

Common areas and rooms are cleaned every other day between 8:00 a.m. and 4:00 p.m.

If you do not wish to have your room cleaned that day, please leave a "Do not disturb" sign on the door handle. indicate to our Maids with a sign.

If you need extra cleaning, please let our Housekeepers or our Receptionist know.

We provide clean bed linen weekly. If you need a replacement in the meantime, please contact our Housekeepers with your request or let our Receptionist know.

Hand and bathroom towels are also changed weekly. If you need a more frequent change, please contact our Housekeepers or let our Receptionist know.

Blanket

We provide our guests with extra blankets upon request. Please contact our Receptionist with your request.

**Phone**

The telephone that can be used by guests is available at the reception, if requested, please contact our staff member.

Cleaning agents

In the bathrooms, the dispensers located at the sink and the shower contain products that can be used as soap, shower gel and shampoo.

A towel

For the comfort of our guests, we place 1 bath towel, 1 towel and 1 bathtub outlet per person in the bathroom. If you need additional hand and/or bath towels, please contact our Housekeepers or our Reception colleague, who will provide them free of charge.

Our colleagues check the abandoned apartment when they leave. Our accommodation is entitled to invoice the Guest for the textiles missing from the room after departure.

Fire protection

In order to avoid fire accidents, the use of own electrical appliances (e.g. coffee maker, immersion kettle, iron, etc.) in the room is not allowed (except for electrical appliances for personal hygiene).

It is forbidden to store flammable or explosive materials in the guest room.

Fire alarm equipment and powder extinguishers have been placed in the building with clearly visible markings. The rooms have smoke detectors. In the event of a fire, our guests are warned by a siren. In such a case, please leave the building according to the escape route posted in the corridors. Please carefully review the location of emergency exits. Green-lit signs in the corridor indicate the shortest route to the emergency exits.

If you notice a fire, please notify our Housekeepers or our Receptionist. In the event of a false fire alarm, our employees will inform our guests about the fact of the false alarm.

Please always turn off electrical equipment when leaving the room.

Ironing

We provide our guests with the use of an iron and ironing board free of charge. Irons and ironing boards are available in the laundry and ironing room on all levels.

Guest reviews - and opinions

Our accommodation is particularly demanding to meet the needs of the Guests staying here. If you are not satisfied with one of our services or have any suggestions regarding the care, please contact the Reception immediately and report the problem. Your comments help our work. You can also share your opinion with others by entering it on our website.