



**BUDAPEST**  
**HOTEL**  
**BUDAPEST**  
operated by 

## **GUEST DIRECTORY**

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### **Dear Guest,**

Welcome to Hotel Budapest.

In this guest directory we will try to answer all your questions that might occur during your stay.

Please, read it carefully, because some information might be important for you.

On the first page you can find information about Budapest. The next pages will give you information about our services.

It is important, that you read and keep the hotel's Fire Prevention Regulations.

Should you have any further questions, please, do not hesitate to call the Reception desk or ask our staff for help.

**We wish you a pleasant stay at Hotel Budapest.**



## ABOUT THE CITY

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- **Budapest**

Budapest is the capital of Hungary, the country's political, cultural, commercial, industrial and transport centre, as well as the seat of Pest County. There are several World Heritage Sites in Budapest, including the view of the Danube bank, the Buda Castle District, Andrásy Avenue, Heroes' Square and the Millennium Underground, the world's first tram and Europe's second underground railway after London. The city's Danube bridges and spas are also significant, Budapest is the capital with the most spas in the world. It is home to the world's largest thermal water cave system, Europe's largest synagogue (Dohány utca) and the Hungarian Parliament, the third largest parliamentary building in the world.

- **History**

The history of Budapest began when an early Celtic settlement transformed into the Roman town of Aquincum, the capital of Lower Pannonia. The Hungarians arrived in the territory in the late 9th century, but the area was pillaged by the Mongols in 1241–42. Re-established Buda became one of the centres of Renaissance humanist culture by the 15th century. The Battle of Mohács, in 1526, was followed by nearly 150 years of Ottoman rule. After the reconquest of Buda in 1686, the region entered a new age of prosperity, with Pest-Buda becoming a global city after the unification of Buda, Óbuda and Pest on 17 November 1873, with the name 'Budapest' given to the new capital. Budapest also became the co-capital of the Austro-Hungarian Empire. It was during this time that the city's most famous buildings were built, and it was then that it grew into a world city. In 1950, new neighbouring settlements were added to the city.

- **Sights of interest:**

- Chain Bridge
- Andrásy Street and Heroes' Square
- Church of the Assumption (Mátyás) in Budavár
- Margaret Island
- Gellért Hill and Citadel
- Parliament
- Széchenyi Spa and Swimming Pool
- Budavár Cable Car
- Hungarian National Museum
- St. Luke's Spa and Swimming Pool
- Budapest Historical Museum Castle Museum
- Castle Garden Bazaar



## HOTEL SERVICES A-Z

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Information about the services available in our hotel are listed in alphabetical order for your convenience.

**The reception is available 24 hours a day on +36 30 313 40 05 phone number.**

- **Adapters**

Various types of adapters and chargers for electrical devices are available at Reception.
- **Air conditioning in the rooms**

Each of our rooms is individually equipped with air conditioning. Please use with the door and window closed.
- **Air conditioning in public areas**

Public areas in the hotel are equipped with air conditioning.
- **Bed linen**

If you need extra blankets, pillows or linen change, please let us know at the Reception. Your linen will be changed after 5 nights. If required, we change your bed linen daily.
- **Bankcard**

The following card types are accepted: VISA, Mastercard, Maestro, Visa, Electron.
- **Bathroom**

Each room has a toilet and a bathroom.
- **Bathroom equipment**
  - toothbrush cup
  - bathroom exit towel
  - hairdryer
  - power socket
  - basin
  - liquid soap
  - towel trail
  - bathroom mirror
  - toilet paper and holder
  - toilet brush
  - shower
- **Bathroom products**

Available at the hotel reception (razor, toothbrush, toothpaste, shower gel, feminine hygiene products, etc.).
- **Breakfast**

A rich breakfast buffet awaits our guests in the hotel restaurant every morning from 07:00 to 10:00 am.



## HOTEL SERVICES A-Z

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- **Check-in/Arrival**

Hotel rooms can be occupied from 14:00 on the day of arrival. Your luggage can be stored in the luggage room next to the Reception until the room is occupied.
- **Check-out/Departure**

Hotel rooms can be occupied from 10:00 on the day of arrival. If you wish to extend your departure time, please consult with the Reception about the possibilities and extra charges. To find out more about the availability of a late checkout or extension on the day of departure, please contact the Reception.
- **Cleaning**

The rooms are cleaned every day. If you need extra cleaning, please inform the Reception.
- **Cold breakfast package**

In case of early departure, a cold breakfast package can be ordered instead of breakfast. Please notify the Reception 24 hours in advance.
- **Concierge service**

If you would like to inquire about different programs, sights of the region, our colleagues at the Reception desk will be at your service.
- **Conferences**

Our hotel is an ideal place for business or family events. Contact our colleagues at the Reception desk for more information.
- **Currency exchange**

Currency exchange is not available in our hotel. You can pay your bill in HUF or EUR, you will receive the return in the given currency. The invoice is also issued in the given currency.
- **Daily towel change**

Please indicate your need for a new towel by dropping the towel on the floor.
- **Doctor**

Please contact the Reception desk if you have any health problems so that our colleagues can call for a doctor or an ambulance.
- **'Do not disturb' sign**

If you do not want to be disturbed, please hang this sign on the door handle.
- **Emergency medical service**

1022 Budapest, Rét u. 3. | +36-1-202-1370, +36-70-370-3104
- **Emergency**

In the event of a medical or other emergency, please contact the reception immediately on +36 30 313 40 05.
- **Emergency exit**

According to the escape route posted at the room doors.



## HOTEL SERVICES A-Z

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- **Electricity**

In Hungary voltage is 220 - 240 V / 50 Hz. If you need a different connection option, contact our Receptionist for an adapter.
- **Fire**

The entire hotel is equipped with smoke and fire detectors. In the event of a fire or an alarm, follow the escape route on the room door.
- **Gift voucher purchase**

Give yourself an experience and rest in comfort - without running around and queuing up. Surprise your loved ones and acquaintances with 'Get a two-day experience in Budapest' gift voucher, which can be purchased at the Reception or on our website.
- **Hair dryer**

All our bathrooms are equipped with hair dryers.
- **Heating**

Our hotel has central heating. The desired temperature can be set individually for each room with the temperature control on the wall.
- **Information material**

Program offers, flyers and maps can be found at the Reception.
- **Internet**

Free wi-fi access is provided in the rooms and communal areas. For accessing the network please contact the Reception.
- **Invoicing**

It takes place at the Reception desk.
- **Ironing**

If you have items to be ironed, please contact the Reception desk. We can provide you with a flatiron and an ironing board.
- **IT problems**

Should any IT problems occur, please contact the Reception.
- **Laundry**

Our hotel undertakes the washing and ironing of your clothes. Please let our colleagues know if you would like to use the service. Service fees are available at the Reception.
- **Laundry bag**

You will find it in your room. Please place the laundry to be cleaned in the laundry bag.
- **Lobby bar**

Our bar is open from 10:00 in the morning to 22:00 in the evening.



## HOTEL SERVICES A-Z

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- **Lost items**

If you have lost or found anything, please report it to the Reception desk. The found objects are stored for 3 months.
- **Luggage transport**

If you would like our help with carrying your luggage, please contact the Reception.
- **Luggage storage**

You can leave your luggage in the luggage room, please contact the Reception.
- **Meal times**

Breakfast: 07:00-10:00  
Lunch: 12:00-15:00  
Dinner: 18:00-21:00  
Our restaurant is located on the R level, where we also await our dear guests with A la carte menu.
- **Newsletter**

You can subscribe to the newsletter through our website:  
<https://hotel-budapest.hu/hirlevel-feliratkozas.html>
- **Payment methods**

You can pay in cash (HUF, EUR), by credit card, by SZÉP card. Invoicing takes place at the Reception desk.
- **Parking**

There is a limited number of parking spaces in the parking lot of our hotel. The fee for parking for our hotel guests is HUF 3,900 / day.
- **Pets**

Our dog-friendly hotel is looking forward to welcoming you. About the surcharge please contact the hotel Reception.
- **Pharmacy**

Nearest pharmacy: Szent Ferenc Pharmacy, Mammut Shopping Center, 1024 Budapest, Retek u. 3.
- **Photocopy, printing**

We provide printing and photocopying facilities for our guests at our Reception, please ask our colleagues at the Reception desk for help.
- **Pillow**

Extra pillows and pillows of different types can be requested at the reception.
- **Radio**

Our rooms are equipped with LCD television, which includes radio channels as well.
- **Reception desk**

Our Reception desk is open 24 hours a day. Should you have any questions, please call +36 30 313 40 05 or contact [info@hotel-budapest.hu](mailto:info@hotel-budapest.hu).



## HOTEL SERVICES A-Z

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- **Remarks, complaints**

If you have any comments or complaints, please contact the Reception.
- **Safe**

The hotel rooms are equipped with a safe. In our hotel there is a central safe service next to the Reception. Our guests can use it free of charge. Contact the Reception for more information.
- **Sewing kit**

Available at the Reception desk.
- **Shampoo**

The product in the bathroom dispenser is suitable as shampoo and shower gel.
- **Shoe cleaning**

Shoe cleaning equipment is available in the lobby of our hotel.
- **Shoehorn**

Shoehorn is available in the room.
- **Shower gel**

The product in the bathroom dispenser is suitable as shampoo and shower gel.
- **Sights in the area**

Our Reception staff provides information about program offers and information on sights of the area.
- **Smoking**

Our hotel and rooms are non-smoking. Smoking is only allowed in the designated areas.
- **Taxi**

If you would like to order a taxi, our colleagues at the Reception desk will be ready to help you.
- **Technical failure**

If you notice any technical failure, please report it to the Reception desk.
- **Television**

Every room has an LCD television set with a remote control.
- **Television channels**

Our guests can choose from Hungarian and international channels.



## HOTEL SERVICES A-Z

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- **Telephone**

If required, we provide a mobile phone for our guests. Contact our colleagues at the reception for more information.
- **Thermometer**

Available at the Reception.
- **Towels**

The rooms have 1 bathroom exit towel, 1 bath towel and 1 small towel per person. Should you require an extra replacement, please contact the Reception desk.
- **Transfer service**

In case you need a transfer service, please inform the Reception.
- **Trash**

You can find a dustbin in each room and bathroom.
- **Umbrella**

Our guests can request an umbrella at the reception.
- **Wake-up call**

You can order it through the Reception.
- **Website**

On our website you can read about our current deals and package offers. Our website can be found at [www.hotel-budapest.hu](http://www.hotel-budapest.hu)
- **Window**

Each room of the hotel is equipped with soundproof windows.





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## **FIRE SAFETY REGULATIONS**

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**Please let us introduce you to a few fire safety requirements:**

- The hotel premises can be used only in accordance with their purpose.
- Combustible, flammable substances are forbidden to be brought in.
- It is forbidden to use in-room heaters and electric cooking appliances.
- The hotel and the room terraces are non-smoking.
- It is prohibited to throw cigarette ash, matches or combustible waste into the trash bin.
- In case of fire alarm take your personal values and ID Card and leave the building following the map of escape routes placed on the inner side of the room door.
- Before leaving, please close the windows of the room.
- In the event of fire, please always follow the instructions of the hotel security service or staff.
- If you notice a fire or fire conditions, please notify the hotel Reception immediately.



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## SERVICES AND DISCOUNTS

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- **Room rates:**

You can find information about our current packages and special offers on our website: [www.hotel-budapest.hu](http://www.hotel-budapest.hu) where you can also subscribe to our newsletter

- **Our prices included the following services:**

- Accommodation in air-conditioned double or triple rooms equipped with colour TV
- Rich buffet breakfast and / or dinner buffet
- Free Wi-Fi

- **Discounts for children:**

0-2,99 years	free (in the parents' bed or baby bed)
3 – 11,99 years	50% discount
above 12 years	supplement for spare bed to be paid extra

### Hotel Budapest

1026 Budapest, Szilágyi Erzsébe fasor 47.

Tel: +36 30 313 4005

[www.hotel-budapest.hu](http://www.hotel-budapest.hu) | [info@info@hotel-budapest.hu](mailto:info@info@hotel-budapest.hu)