

# Guest informations from A to Z

**Arrival time:** 3 pm

**Departure** :10 am

If you are going to arrive later, please contact us on **+36302765953** phone number.

If you do not have previous booking in our hotel, you can book your accomodation immediately at check-in with pay in advance.

We ensure the possibility for our guest to arrive earlier or depart later depending on vacancy, for an additional fee.

Please fill out the application form accurately in order to comply with the municipal tax rules on tourism.. We need this form to pay the tax to the local government correctly.

**Check out/time of departure** On the day of departure, please leave your room by 10 am.

If you would like to extend your departure time, we can arrange that for extra fee.

In case of early check-out, please pay the bill at the reception the day before your departure.

**Visitors** Please inform the reception in advance if you are bringing guests in to the building.

Only registered hotel guests are allowed in the rooms to stay.

Please welcome your private guests in the terrace or in the common areas of the hotel



**Key** for the room. When you checking out, please leave the key of your room at the reception. Please keep in mind in case of losing your key you are obligated to cover the cost of the replacement.

**Extra keys** can be requested at the reception for a deposit.

**Reception service** from 9 am to 6 pm.

**We will provide a key to the gate for our guests** .This key can be used any time you wish when coming to or leaving the facilities. The street side gate is .equiped with an electronic lock, that can be opened by the key provided to the guests.The gate closes itself automatically.

**Payments**  You can pay by cash (HUF and EUR), and by credit card.

**We accept:** VISA / Eurocard / Mastercard / Maestro, Amex OTP, MKB, and K&H voucher card too.

**Please provide your additional** billing information if you are on a business trip!

**ATM**  / The nearest ATM from here can be found at the front of the Hotel Delibab on the Street of Jozsef Attila.“ATM / ATM

**Airconditioning**  The rooms of our hotel are equiped with airconditioning. The AC device can be operated when the windows are closed. When you leave your room, please turn off the AC. You can acquire an AC remote from the front desk for an additional fee.

**Babysitting:** / Request the parents: For the safety of children, and to avoid damages, please pay special attention to their behaviour. The parent is obliged to compensate for the damages caused by the children.

**Bicycle:** We have partners who give bicycles for rent. This service can be requested for an additional cost.

**Bedding** Our maids change the sheets once or twice per week.

We can change your sheets daily for an additional price. Please let us know of any concerns you have with the room. We will resolve the issue for you. We want to make your stay as pleasant as we can.

### **Conference room**

Our conference room ensures the possibility to host company events, conferences, weddings.

Cot (Bed for a fee to 2 years old.) You can request it at the reception fee of charge

Our hotel is baby friendly, so we provide facilities for families with babies like cot, baby baths, high chairs.

**Camera system** For the safety of our guests we have a surveillance system in the common places, parking lots, on the corridors and street.

**Damage :** Please take care of our hotel's furnishings. Use them as intended.

Do not move the decorations, pictures, paintings.

In case of any intentional or negligent damage, the person who caused that, is liable for the compensation

### **Environmental protection**

Protect together our environment.

Please use as much energy and water as you need for your comfort.

**Emergency line:** 112 **Ambulance/Firefighters/Police**

**Electricity**  In our accommodation the electricity is 220V/50Hz

**Emergency exit** 

In the case of emergency, please follow the emergency way which is shown on the door of the room.

**First aid**  At the reception of our hotel first aid kits can be found.

In case of experiencing a persistent pain or illness, please seek medical attention.

**Flowers**  Flowers, bunch of flowers can be ordered at the reception.

**Fire alarm**  Fire extinguishers can be found at various places in our building. In case of a fire follow the instructions given on the inside of your door, and leave the building as soon as possible.

**Freies W-Lan**  Freies W-Lan ist in den öffentlichen Bereichen und in den Zimmern im Obergeschoss verfügbar. Assistance is provided at reception

**Hairdryer**  All of the hotel's rooms are equipped with a hairdryer.

**Ironing service**  Can be asked at the reception for an additional fee.

**Luggage lockers** We are providing luggage locker service for our guests. If you would like to use this service, please contact the reception.

**Lost and found** In case of a lost item please contact the reception.

**Massage**  We provide 40 minutes of massage for our guests. For further information, please go to the reception. Prices and more information at the reception desk. For this service prior consultation required.

**Maintenance service** In case of the malfunction of a machine please contact the reception.

**Mini bár**  All of the rooms in our hotel are equipped with a minibar that has the option to be filled up for additional cost. Please notify us in advance for this service.

Our maids check the previous day's consumption daily and fill the minibar up when they are cleaning the room. Our current prices can be seen on the price list.

Consumption from the minibar will be charged together with the room bill.

**Map and informations** at the reception.

### Notes from the guests

Please notify us about anything you take notice of to help our work.

You can share your notices personally on the reception or after your departure in e-mail.

We appreciate every notice from our guests.

If you have any negative notice please contact us immediately at the reception during your stay.

So that we could remedy the situation.

**On-Call emergency services** can be found at the following address:

Hajduszoboszlo, Szilfak alja 1. Telephone: +3652362618

**Personal care products** Soap can be found in the bathroom dispenser.

You can find two in one shower gel and shampoo in the shower cabin.

Other personal care products can be purchased at the front desk.

**Pets**  We are welcome your pets in our hotel for an additional fee.

**Parking**  We ensure the possibility to our guest to park their car in our backyard, or in front of the hotel for an extra charge. Both places are safety, and have camera surveillance. Please, pay attention to park your car correctly. We have other guests who wants to use this possibility too.

**Pharmacy**  The closest pharmacy is the Katalin pharmacy which can be found at 26 Major street in the neighbouring street.

**Razor**  You can ask disposable razor for an additional fee at .

**Room service** : Additional blanket, pillows can be obtained from our maids or from the reception.

**Room cleaning**  Housekeeping is done between 11am to 3pm. In case you do not require room cleaning, please notify us at the reception.

**Rent a car**  For car rental please contact the reception. Our colleagues help you find the best possibilities the nearby services can offer.

**Restaurant**  Discover the traditional hungarian cuisine at our restaurant.

We make our food out of local ingredients to support the local farmers, thus creating more business opportunities for them and giving back to our community.

Taking food out from the restaurant is not allowed.

( For an additional fee, we can provide the necessary equipment for the take out.)

**Breakfast** 8:00 - 10:00 (“Swedish table”/hot and cold buffet)

**Lunch** 12:00 - 15.00 (Homemade fix menu)

**Dinner** 18:00 - 19:30 (Homemade fix menu)

### **Sleeping hours**

Please keep noise to a minimum after 10 pm, to be mindfull of our guests who would like to sleep.

**Safe**  For the safety of your valuables there are safes available in our hotel rooms for an additional cost. we do not take responsibility for the.

**Sewing kit**  Sewing kit can be request at the reception.

**Stationeries**  Can be request at the reception

**Shoe care**  Shoe cleaning equipment is available at the reception.

**Scanning / Printing / Fax** In case you want to use these services contact the reception.

**Sights and programs** Information brochures, maps, program guides are available at the reception desk.

**Smoking**  Indoors of the hotel smoking is prohibited. Smoking is only allowed at the designated places. In case of damages to the furniture and other hotel properties due to smoking the guest is responsible. According to a bill passed by the government in 2012 all that smoke in prohibited places are to be fined from 20.000 up to 50.000 hungarian forints.

**Towel** For energy saving purposes we replace the towels after 3 days, but we automatically change the towels which are left on the floor of the bathroom.

**Television**  In our televisions have a lot of channel which can be used free of charge.

**Taxi**  We can order you a taxi. Please contact the reception.

**Telephone**  From the reception you can initiate both national and international calls. We automatically charge the price of the call to the bill of your room.

**Umbrella**  Our guests can borrow an umbrella at the reception.

**Wake up service**  Please notify us at the reception, and we can set up an alarm for you on the television of the room.

**wellness**  can be used for a fee  
Use the service at your own risk and with manual directions. Everyone is financially responsible for the damage (fin sauna, infra cabin, salt cabin) Opening hours vary from season to season.

We wish you a pleasant stay and a wonderful time!

Eva Szabo owner

Information: +36302765953