

Guest Information and Services



From 1st of January 2022 it is a mandatory to use ID card to check-in. Let us ask you kindly to take with you one of the following documents: ID card, passport or driving license.

Adapters

Various types of adapters and chargers for electrical devices are available at the reception.

Air conditioning

100% of the rooms have air conditioning. The thermostat is located next to the front door. Please close the window before turning on the air conditioner.

Audio service

It is possible to receive radio stations via television.

Bar

It is available to our guests from 7:00 to 24:00.

Bathrobe

The hotel has a limited number of bathrobes, which we can provide upon request for a fee (3,000 HUF/ bathrobe).

Buffet breakfast

We offer our guests a buffet breakfast, which is served in our hotel's restaurant from 7:00 a.m. to 10:00 a.m. Breakfast can also be requested at the hotel reception or in the restaurant without accommodation.

Beds

The beds have a flexible bed structure, the thickness of the spring mattress is 22 cm. The beds are 90 cm wide and 200 cm long. On request, we provide a room with beds pushed together.



Cashless payment option

Our hotel accepts both credit cards and OTP, MKB, K&H SZÉP cards.

Check-in – check-out

On the day of arrival, rooms can be occupied from 2 p.m., on the day of travel, please leave the room by 10 a.m. If you want to check out later than 10 a.m., please notify the reception. Early arrival/late departure is possible for a fee depending on availability (2.000 HUF/hour).

Child care

We ask our guests to take care of parental/grandparent supervision of their children in the hotel.

Children's bed

A baby cot can be placed in your room free of charge upon special request. The number of available cots is limited, so we can provide them on a first-come, first-served basis.

Cleaning

Rooms are cleaned daily between 8 am and 2 pm. If this is not convenient for you at this time, please display the "Do Not Disturb" sign. Please let the reception know about cleaning tasks (extra bed linen, daily fresh towels, blankets or pillows). Upon request, we also change your bed linen daily. We charge a surcharge of HUF 25,000 for extra cleaning resulting from improper use of the room.

Conference organization

Our hotel has a conference room (up to 50 people), which is also equipped with the necessary conference equipment. If you would like to request an offer for your event, please contact our sales associate.

A device suitable for external and internal communication can be requested at the reception.

Comment, complaint

Please contact the reception with your comments and complaints. In case of demand/necessity, the hotel manager will be notified.



Electric car charging

Type 1 and Type 2 electric car charging. Charging price: HUF 3,000/occasion.

Emergency

In the event of a medical or other emergency, please contact the front desk immediately.

Escorting guests to their rooms

Upon request, our reception colleagues will accompany you to your room upon arrival.

Exchange of money

As the hotel holds a limited amount of cash, it cannot exchange larger denomination banknotes. Please inquire at the reception about the nearest bank branch or ATM.

Extra bed

The sofa set in the rooms/apartments can be converted into an extra bed. If you need an extra bed, please inform the reception.

Fire protection and emergency exits

For your safety, please familiarize yourself with fire alarm locations, escape routes and fire safety guidelines. This information can be found on the back of each guest room door.

Fire protection rules

Activities that could cause a fire or explosion are not allowed in the rooms and apartments. In addition to the electrical devices placed in the rooms, it is not allowed to operate other equipment suitable for heating, heating, or cooking. The continued use of faulty electrical equipment is dangerous, so please inform our staff about this. In case of fire, please inform the reception and leave the building according to the escape route.

Glass money

We would like to draw our guests' attention to the fact that if they consume drinks or food what was brought in from outside without prior consultation in the public areas of our hotel, HUF 50,000 will be charged to the room bill per day.



Internet

Free wireless internet service is available to our guests in 100% of the rooms and common areas.

Iron/Ironing board

Iron and ironing board can be borrowed at the reception.

Kitchen

The kitchen takes food orders: between 7:00 a.m. and 8:00 p.m.

Letter and messages

Guests' letters and messages arriving at the hotel can be picked up at the reception.

Linen change

Bed linen per week min. we exchange it once, please let the reception know if you need a more frequent exchange.

Mini-bar

Every room has a mini-bar at guests' disposal, which is refilled daily in case of consumption, and the consumption is charged daily to your hotel account. The price of the drinks in the minibar is included in the price list on the table. When you leave, please inform the reception about your consumption the previous day and that day.

Opinions

We are waiting for your opinion on our website or personally at the reception.

Package delivery

We also provide package delivery upon request.

Package storage

We will keep your package in a closed room, please indicate your request at the reception.



Parking

The hotel has its own parking lot for cars and buses.

Pillow

We provide more pillows on request. We have a limited number of feather pillows.

Restaurant

Our restaurant is open from 7:00 a.m. to 12:00 p.m.

Room Bookings

We recommend that you book your next room reservation during your current stay. If you do not yet know the exact time of arrival, you can also contact the sales staff after your departure at (+36) 37-309 074 or by e-mail. Visit our website (www.hotelsziluet.hu), where you can find out about our latest offers.

Separated room

For small and large groups, we provide a place for evening entertainment by prior arrangement. Ask for an opportunity due e-mail about the cost of this! Our goal is to provide both our guests who want to have fun and those who want to relax.

Sewing tool

Sewing equipment can be requested at the reception.

Slippers

We provide on request for charge 500 Huf.

Shoe cleaning

Shoe cleaning equipment is available to our guests in the lobby of our hotel.

Smoking

Since January 1, 2012, smoking is not allowed in the hotel's communal areas and rooms. Smoking is allowed 5 meters from the hotel entrance. In the case of smoking inside the hotel building, we charge a surcharge of HUF 25,000 for extra cleaning.



Taxi service

The reception is happy to help you with ordering a taxi. It is recommended to book a taxi in advance at the reception.

Towel change

If you need to change your towel, just leave it on the floor, please.

Umbrella

We provide it at the reception upon request.

Value preservation

Please keep your valuables safe in the central safe at the reception.

Wake up

You can request a wake-up call at the reception.

Washing and dry cleaning

A laundry bag is available for your convenience. For a fee, we undertake the washing the next day, if you hand in your order together with the clothes at the reception before 9 am.

Wellness

Swimming-pool, sauna, massage available in our wellness department, opening hours: 12:00-21:00

If you are planning to use the sauna, please let us know your intention 45 minutes in advance. This amount of time is necessary so that you can enjoy our service at the most suitable temperature.

