



## **HOUSE RULES - GUEST INFORMATION**

**Accommodation name: Múzeumkert Hotel**

**Accommodation address: 3980 Sátoraljaújhely- Széphalom, Kazinczy u. 275/B**

**Phone: + 3647/321-889**

### **Bedding**

Bed linen is changed once a week. Upon request, we provide clean bed linen daily for a fee. Please notify your host of your request.

### **Business services**

Ask your host about photocopying, scanning, and printing options and their prices.

### **Check-in**

The ordered room can be occupied from 2 p.m. on the day of arrival. Regarding earlier arrival, please contact your host.

### **Check out**

Check-out by 10 a.m. on the day of travel.

### **Smoking**

At the designated smoking area.

### **Electricity**

230 V Every room has a functioning and good electrical outlet.

### **Umbrella**

You can borrow an umbrella from your host.

### **Reservation, room reservation**

It is possible to book a room in person, by phone, e-mail and online. The room can be canceled free of charge 7 days before arrival. If you cancel your room reservation within 7 days, 100% of the fee must be paid.

## **Bathroom**

100% of the rooms have a bathroom with a toilet, a shower cabin, a sink, a mirror, a socket, a towel rack, a hanger, a towel rack. it is equipped with a large storage area, soap/liquid soap, shower gel, spare toilet paper.

## **Pharmacy**

It is located near the accommodation. Ask your host about the opening hours and duty schedule.

## **Free emergency calls**

- Ambulances - 104
- Police - 107
- Fire department - 105
- General – 112

## **Internet access / WIFI**

We provide high-speed wireless Internet access in the common areas and in the rooms.

## **Damage, damage, damage settlement**

The equipment and tools in the rooms and communal spaces must be used as intended. In the event of any damage, your host must be informed and the damage must be repaired immediately.

## **Parking**

We have a closed internal parking lot for cars. In front of the hotel's main entrance.

## **Pillow**

We provide 1 pillows (1 large) per guest. Please let us know if you need an extra pillow.

## **Radio**

The hotel's television sets are suitable for receiving domestic radio channels.

## **Chair**

The accommodation has 1 seating per bed in its rooms, of which we provide at least one chair for the guests.

## **Cleaning**

Cleaning every two days, garbage emptying daily.

## **Blanket**

Please let your host know if you need an extra blanket.

## **Lost and found**

In the case of a lost or found item in the accommodation area, please contact your host.

## **Terrace with seating**

The property has a terrace. The terrace has seating furniture and a table, which are provided for hotel guests.

## **Towels, towel change**

We provide 1 towel per person for our guests. In our accommodation, we change the room towels at least every 4 days. Please inform your host of any other requirements.

## **Tap water**

Tap water is drinkable throughout the city.

## **Sauna**

The Sauna can be found on the second floor of our accommodation, which can accommodate 2-4 people. Ask your accommodation provider about the price and usage.

## **Extra bed**

Please indicate your request at the reception.

## **Programmes**

You can find information about programs in the flyers at the reception.

## **Security system**

A video surveillance system operates at the entrance of our hotel, in the parking lot and in the yard, which records and records.

## **Fire and emergency**

In case of fire and emergency, the steps to be followed are described in the Fire Alarm Plan! It can be viewed at the hotel reception. You will find the most important details concerning hotel guests at the end of the information. The escape route is located in the hotel room.

## **Shoe care tools**

A shoe shine machine can be bought next to the reception.

## **Wake-up service**

Please indicate your request at the reception.

## **Parcel storage, Parcel delivery**

We store our guests' luggage free of charge upon early check-in or late check-out. Please contact our reception colleague with your request for package delivery.

## **Value preservation**

Available at the reception.

## **Food and beverage offer**

Food and drinks are available in the adjacent Múzeumkert Guest House. Drinks can be consumed from the refrigerator in the hotel lounge.

The extended continental breakfast offers: at least one hot drink (coffee or tea), fruit juice, a selection of fruit or fruit salad, a selection of bread, crisps, bread, butter, jam, cold meats, cheese.

Breakfast is available between 8 and 10 a.m.

### **Payment methods**

In our hotel, you can pay in cash (HUF), bank and credit card, and SZÉP card.

### **Magazines**

Fresh weekly newspapers are available next to the reception.

### **Laundry and ironing service**

Service available for a fee. Inquire about other conditions at the reception.

### **Complaints and comments**

Please contact the receptionist with your complaint or comment.

### **Sewing service**

We offer a sewing service for a fee. Please indicate your request at the reception.

### **Bathroom products**

Toothbrush, toothpaste, shower gel can be requested at the reception.

### **Hanger**

We provide hangers for all our guests.

### **Hair dryer**

Please indicate your need for a hair dryer at our reception.

### **Other service**

It is possible to fry bacon and make a pot. We provide tools for our guests (skewer, pot, etc.). We provide firewood for an additional fee. Please inquire with your accommodation provider.