

## Guest Information

### Our Services

In our guesthouse, each room comes with a separate bathroom (with a toilet) and a kitchen. The kitchen is equipped with a stove, eating utensils, a microwave oven, and a refrigerator. Additional amenities include a kettle, hairdryer, and toiletries.

Reception operates from 8 AM to 8 PM; for other times, please call our emergency number: +36204279997. Please direct your comments and complaints to the reception, and if necessary, they will inform the hotel manager.

### Adapters

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

### Bedding

We change bedding at least once a week, but if you need more frequent changes, please notify the reception. Extra blankets and pillows are available upon request.

### Beds

Our beds have flexible frames with spring mattresses ranging from 16 to 22 cm in thickness. The beds are 80-90 cm wide and 200 cm long. Queen-sized beds are 180-200 cm wide. We can provide a baby crib if needed.

### Towels

We change towels every three days, but if you require more frequent changes, please inform the reception.

### Banking Services

The nearest ATM is located at 1053 Budapest, Ferenciek tere 2, and 1053 Budapest, Kossuth Lajos út 2/A.

### Check-In and Check-Out

Rooms are available for check-in from 2 PM on the day of arrival, and we kindly ask that you check out by 10 AM on the day of departure. If you wish to check out after 10 AM, please inform the reception. Early check-in or late check-out may be possible for a fee (1000 Ft. per each started hour) depending on availability.

Reception is available to assist guests every day from 8 AM to 8 PM, and the emergency service can be reached at +36204279997 during other hours.

### Expanded Continental Breakfast

We offer an expanded continental breakfast for our guests, served from 8 AM to 10 AM at the nearby Black Hole Gyros Bár (address: 1056 Budapest, Váci u. 46).

### Luggage Storage

We can store your luggage and valuables in a secure location; please let us know your requirements.

### No Smoking

Since January 1, 2012, smoking is not allowed in the common areas and rooms of the guesthouse. Smoking is only permitted in designated areas. A 30,000 Ft. accommodation fee will be charged for smoking in guest rooms due to extra cleaning.

#### Lost Packages

For lost packages, please contact the guesthouse using the provided contact information.

#### Child's Cot

A child's cot can be placed in your room upon request, free of charge. The availability of cribs is limited and provided on a first-come, first-served basis.

#### Child Discount

Accommodation is free for children up to 3 years old when staying with two adults in the same room. Breakfast is also free for children up to 3 years old.

#### Pharmacy

The nearest pharmacy is located at 1053 Budapest, Kossuth Lajos u. 2/A.

#### Pets

Unfortunately, we cannot accommodate pets in our guesthouse.

#### Credit Card Acceptance

We accept MasterCard, Visa, and Maestro cards as payment methods.

#### Internet

Free internet service is available to our guests.

#### Extra Bed

If you require an extra bed, please inform our guesthouse.

#### Room Reservation

Visit our website at <https://lafortezza.hu/> to find information about our latest offers.

#### Cleaning

Room cleaning takes place between 8 AM and 2 PM. If this timeframe is inconvenient for you, please use the "do not disturb" sign. For cleaning-related matters (extra bedding, blankets, or pillows), please notify us.

#### Taxi Service

Our guesthouse is happy to assist you with taxi bookings.

#### Fire Safety Rules

Activities in the rooms that may cause a fire or explosion are not allowed. In case of a fire, please notify the guesthouse management and the Fire Department (tel.: 112) and evacuate the building following the escape route.

La Fortezza Guesthouse Management