

***Welcome to Hotel Foldana\*\*\*\*!***

*First of all, we would like to wish you a pleasant stay and an enjoyable time in our hotel.*

*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.*

*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 the staff for help.*

***We wish you a pleasant stay in Hotel Foldana\*\*\*\****

**HOTEL SERVICES**  
**FROM A TO Z**

<b>Air-conditioning</b>	All rooms are equipped with air conditioning which can be individually controlled with the thermostat on the wall. Please use it with a closed door and windows.
<b>Baby-friendly services</b>	Baby bed, baby bathtub, toilet seat reducer, potty are available for free of charge. Please ask reception
<b>Bed linen</b>	If you need an extra blanket, pillow or linen replacement, please make your request or ask housekeeping.
<b>Bed linen replacement</b>	Please note, room cleaning services including bed linen replacement will only be provided every 3 days for reservations with at least 4 consecutive night stays. Any replacement within 3 days costs extra charge. Take care of our environment! Protect the water sources with less washing.
<b>Breakfast</b>	Buffet breakfast is available for extra charge every day between 7-10 am.
<b>Check-in/ Arrival</b>	Our check-in time is 2 pm. If you arrive earlier then 2 pm, you are welcome to store your luggage in the luggage room.
<b>Check-out/Departure</b>	Check-out time is 10 am. If you wish to extend your stay, please contact reception. The extension will be given depending on the availability. The late check-out fee is...
<b>Cleaning</b>	The rooms are cleaned every day. Additional cleaning is available for an extra charge.
<b>Cold breakfast package</b>	Cold breakfast package is available upon request when you leave earlier than 7 am.
<b>Concierge service</b>	If you would like to get information about different programs, sights of the region or ticket reservations, please contact reception.

<b>Credit card</b>	The following credit cards are accepted: Visa, Visa Electron, MasterCard, Maestro
<b>Currency exchange</b>	We do not offer currency exchange in our hotel, however, you can settle your bill in HUF or EUR. The change will be given to you in HUF or in the given currency.
<b>Curtain</b>	Each room is equipped with transparent and dim curtains.
<b>Doctor</b>	Please contact reception in case of any health problems.
<b>Drinking water</b>	The tap water is drinkable but if you prefer, a complimentary bottle of water is provided.
<b>Electricity</b>	Voltage in Hungary is 220V/50Hz. Adapters, telephone chargers are available at the reception
<b>Equipment</b>	Any damage to the room or hotel equipment will be charged to your room.
<b>Extra blanket</b>	It can be requested at the reception.
<b>Fire</b>	The whole area of the hotel is equipped with smoke detectors. In case of fire when hearing the alarm bell, please take the escape route, which is shown on the door of your room.
<b>Fire exit</b>	Escape route is indicated on the sign placed on the door of your room.
<b>Fitness room</b>	It is free of charge for our guests every day from 8 am to 8 pm.
<b>Hair dryer</b>	All rooms are equipped with hair dryer.
<b>Heating</b>	The desired temperature in your room can be set by the thermostat fixed on the wall. It only works if the windows and doors are closed.
<b>Information materials</b>	Programs flyers, maps, schedules, restaurant offers are available at the reception
<b>Internet</b>	Free wi-fi available in the entire hotel.

<b>Internet access</b>	If you need to work on a laptop, we can provide it with printing option. Please contact reception!
<b>Ironing</b>	We can provide flat-iron and ironing board.
<b>Laundry bag</b>	For your laundry, please use the laundry bag found in the wardrobe. The cleaning costs will be charged to your room.
<b>Laundry service</b>	Our hotel manages cleaning, washing and ironing of your clothes. If you need this service, please contact our colleagues. The price list is displayed at the reception. Price list is available in the room.
<b>Lobby bar</b>	Open every day between 7 am and 10 pm.
<b>Lost properties</b>	In case you lose or find something, please report it to the reception.
<b>Luggage rack</b>	It can be found in the wardrobe.
<b>Luggage room</b>	After checking out, you are welcome to store your luggage. Please ask reception.
<b>Porter service</b>	The Porter service for your luggage is available at our front desk, please contact reception.
<b>Parking</b>	Parking fee - in the underground garage, secured by camera - is 20 EUR/day. Parking is also available outside the hotel ticket can be bought from the ticket machine.
<b>Payment methods</b>	We accept cash (HUF, EUR), credit card, SZÉP card.
<b>Photocopying</b>	Available at the reception.
<b>Pets</b>	Pets are not allowed.
<b>Pillows</b>	Different types of pillows are available: Plume pillow Small pillow with lavender Small pillow with aloe vera Satin wool cushion  Please ask housekeeping or reception.
<b>Reception</b>	Reception service is available 24 hours.

<b>Safe</b>	All rooms are equipped with a safe.
<b>Timetable information</b>	Timetable information for public transportation is available at the reception.
<b>Sewing kit</b>	Can be requested at the reception desk for free of charge.
<b>Shoe cleaning</b>	A shoe cleaning machine can be found in the lobby.
<b>Shoe cleaning cloth</b>	All rooms are equipped with shoe cleaning cloth.
<b>Shoehorn</b>	All rooms are equipped with shoehorn.
<b>Sights in the area</b>	You can get information about programmes and current events at the reception desk.
<b>Slippers</b>	Available at the reception for an extra charge.
<b>Smoking</b>	Please note that smoking is strictly prohibited in all rooms and the other areas of the hotel. Smoking is only allowed in designated areas. In case of smoking in prohibited areas the charge is 100 EUR.
<b>Stationery, notepad</b>	Available in all rooms.
<b>Taxi</b>	If you would like to order a taxi, please ask reception.
<b>Technical failure</b>	In case of any technical problem, please contact reception.
<b>Telephone</b>	All rooms are equipped with telephone.
<b>Television</b>	All rooms are equipped with LCD television.
<b>Television channels in the room</b>	A list of available TV Channels can be found.... If you still need any help with the programming of the channels, please ask reception.
<b>Thermometer</b>	Please ask reception.
<b>Towels</b>	If you need a clean towel, please leave the old one on the floor. Take care of our environment and protect it with less washing!

<b>Transfer service</b>	If you need transfer from the airport, please contact reception.
<b>Umbrella</b>	Please ask reception.
<b>Wake-up Call</b>	You can request it at reception.
<b>Website</b>	For more information about our hotel and services please visit our website. <a href="http://www.hotelfoldana.hu">www.hotelfoldana.hu</a>
<b>Window</b>	All rooms are equipped with soundproof windows.
<b>Writing paper</b>	Available in all rooms.

***EMERGENCY EXITS,  
ESCAPE ROUTES***

**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 with you 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.
- Please always follow the instructions of the safety services of the hotel and the staff. If you notice fire or fire conditions, please inform the hotel reception.