

## Guest Information

**Reception:** The reception is available every day between 08:00 and 22:00. Please feel free to contact us with any questions or requests. Our reception staff speak both Hungarian and English and are happy to assist with reservations, taxi or minibus bookings, and providing local information.

**Check-in and Check-out:** Check-in: from 15:00, Check-out: until 11:00

**Luggage Storage:** Free luggage storage is available for our guests both before check-in and after check-out.

**Safe Keeping of Valuables:** For secure storage of your valuables, please contact the reception.

**Breakfast:** Every day from 07:30 to 10:30; Selection: buffet breakfast

**Room Cleaning and Public Area Maintenance:** Rooms and public areas are cleaned daily. If you do not wish your room to be cleaned, please place the "Do Not Disturb" sign on your door.

**Bed Linen and Towel Change:** Bed linen is changed every 3 days. Towels are also changed every 3 days. If you require daily changes, please inform the reception.

**Additional Services:** Extra blankets, pillows, umbrellas, and baby cots are available free of charge upon request. All rooms are equipped with a hairdryer. An iron and ironing board are available at the reception free of charge. Laundry services and telephone access are available at the reception 24 hours a day.

**Internet / Wi-Fi:** Free Wi-Fi is available in all rooms and public areas. Connection details can be found in the room and at the reception.

**Television / Radio:** Rooms are equipped with TVs with channel lists and remote controls. Radio channels are also available. For technical assistance, please contact the reception staff.

**Transportation and Local Information:** For taxi or minibus bookings, transportation information, maps, and local materials, please contact the reception.

**Air Conditioning:** All rooms are air-conditioned (fan-coil system).

**House Rules and Environmental Awareness:** Smoking is strictly prohibited throughout the property. Please help protect the environment by using only the necessary amount of energy and water.

**Complaints and Feedback:** If you have any comments or complaints regarding our services, please inform the reception immediately so we can address them as quickly as possible.

**Programs and Events:** Information about local programs and events is available at the reception and from the materials displayed in the lobby.

**Emergency:** In case of emergency, please contact the reception immediately or call +36 20 951 5189.

We wish you a pleasant stay!  
**The Giselle Buda Castle Team**