



1016. Budapest, Hegyalja út 23.

Tel. +36 1 212-9169

Fax: +36 1 202-2984

E-mail: reservation@charleshotel.hu

INFORMATION

Our Dear Guest, we warmly welcome you at Hotel Charles!

Please let us briefly introduce our hotel, and to provide some useful information about the hotel and Budapest.

Room Service:

We can offer room service for our guests with guaranteed reservations. The service costs 1200HUF / order, in addition to our restaurants prices (including the usual service charge). Please contact the reception for room service!

Car Rental:

If you would like to rent a car, please ask our receptionists. We are offering cars from different companies for competitive prices and with flexible conditions.

Sightseeing – Programs:

On any day of your stay you can reserve a sight-seeing tour at the hotel reception. There are available trips several times each day: 2-3-4 hour bus tours in the city, or on certain fixed dates boat trips on the Danube river; for the evenings we can offer operett or folklore concerts or dinner with music. If you stay longer in our hotel please inquire at our reception about the whole day trips to the countryside (Gödöllő, Szentendre, Danube Bend, Eger Wine Tour, Puszta Horse-show). You can find more info and prices in the enclosed brochures.

Travelling at Budapest:

Public transport – Buses, trams, trolley buses and metro lines run approximately between 5:00 and 23:00 in the city. There is a bus stop opposite the Hotel, from where 8E, 108E, 110, or 112 buses are going straight to the city center under 10 minutes. You can travel with a variety of tickets and Budapest Card.

TAXI

IMPORTANT: WE RECOMMEND YOU TO ONLY TRAVEL WITH A TAXI COMPANY (City Taxi, FőTaxi, Taxi4, RádióTaxi, 6x6 Taxi) **CAR TO PREVENT POSSIBLE OVERCHARGING!** Always order a taxi by phone or in a restaurant, not on the street! At our reception, you can order City Taxi cars for free.

Airport Transfer – You can freely order minibus airport shuttle service for 1 to 50 people at our reception.



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Telephone manual (our prices are informative)

- Reception: **0**
- Outgoing line: **9**
- Calling another room: **1 + room number**
for example: room 4: **104** (1 + 04) or. room 75: **175** (1 + 75) – gratis
- Budapest: **9 + x-xxx-xxx** (7 digits) – 40 HUF/minute
- Mobile: **9 + 06 + 20 / 30 / 70 + x-xxx-xxx** – 200 HUF/minute
- Interurban: **9 + 06** + area number + xxx-xxx – from 70 to 200 HUF/minute
- International call: **9 + 00** + country + area number + number (at Germany, Switzerland, and Great-Britain **the are number is WITHOUT '0'**)

Call charges from your room / minute (our prices are informative)

- EU-counties (excl. Great-Britain, Ireland, Sweden, Finland) and Switzerland: **240 HUF**
- Great-Britain, Ireland, USA, Canada: **290 HUF**
- Israel, Australia: **360 HUF**
- Japan, People's Republic of China: **640 HUF**
- **For additional fees, please ask at reception!**



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SERVICES A-Z

- **Adapters, chargers:** free use/rental of different adapters and chargers at the reception
- **Additional guests:** only registered guests may enter the rooms!
- **Air conditioning:** All rooms are equipped with air conditioning by standard. Use is included in the room rate. Ask for the remote control at the reception!
- **ATM:** There is an ATM machine installed on the ground floor.
- **Bed linen:** changed every 4 days. More frequent change is possible upon request at an additional cost. Note: In case of not intended use we charge an extra cleaning cost!
- **Bell-boy:** 7:00-19:00 Please contact the reception if you need any help with the luggages (0)
- **Bike rental:** at the reception (from 1500HUF/day)
- **Bus tickets:** for sale at the reception
- **Breakfast:** 07:00-10:30 in János Restaurant on the ground floor – the rich buffet breakfast costs 4000 HUF/person if not included in the room price (depending on the reservation)
- **Car rental:** contact the reception (0)
- **Check-in:** upon arrival to our Hotel, please prepare your travel documents (passport, ID card, etc.) so that our colleagues at the reception can read it into our system
- **Check-out:** until 11:00 In case of planned late check-out please contact the reception
- **Child-bed:** free of charge – please call the reception (0)
- **Citymap:** free of charge – at the reception
- **Cleaning:** daily, between 9:00 and 16:00. Please call the reception to make an appointment for more exact timing
- **Clothes-brush:** is in the cupboard
- **Dry cleaning:** available upon request – further information: info pages. Laundry bag is in the cupboard
- **Emergency:** in any case of emergency call the reception immediately! (0)
- **Extra pillows and blankets** are available upon request free of charge – Please call the reception
- **Fax service** available at the reception at an extra cost
- **Hair dryer:** basic room equipment (in the Standard rooms you'll find it in the cupboard)
- **HELP:** 00.00-24.00 for any kind of help please call the reception (0)
- **Iron, ironing board** rental free of charge – please contact the reception
- **Ironing service:** available upon request – please call the reception
- **Laundry:** further information: info pages. Laundry bag is in the cupboard
- **Luggage room** is available free of charge in case of early arrival or late departure. Please contact the reception
- **Maintenance:** In case you find something broken, please inform the reception
- **Minibar:** In the refrigerator in the kitchenette (see our separate pricelist)

- **Money exchange** – please contact the reception for further information
- **Parking:** 00:00 – 24:00; 3500HUF/car/day (We do not take responsibility for cars parked in the car park, or for any objects left in them.)
- **Photocopying/Scanning:** service is available at the reception for 50HUF/page
- **Post cards, stamps:** for sale at the reception (stamped post can be left at the reception – it will be posted within 1 workday)
- **Printing:** B&W printing 50HUF/page, Colour/WIFI ticket printing 200HUF/page - at the reception
- **Programs:** our reception offers you tickets for various programs (eg. opera concert) or helps to purchase tickets
- **Public phone** for guest use available at the reception at an extra cost
- **Reception:** open 00:00-24:00 Dial „0” on the phone from the room
- **Restaurant:** János Restaurant open A’la Carte 12:00-21:00 (note that the kitchen works until 20:30 between monday and friday) on the ground floor – actual Menu enclosed in the information booklet
- **Safe-box:** electronic safe box in the cupboard free of charge, or central safe deposit at the reception for 200HUF/day
- **Sewing kit:** in the cupboard
- **Shoe care** products: in the cupboard
- **Sightseeing tours:** Budapest, Danube Bend, Gödöllő, Szentendre, Eger – vinetour, Puszta, Balaton - reservation available at the reception desk
- **Smoking:** All rooms are non-smoking! No moking in the entire Hotel! Smoking can only be done in designated areas: in the designated external corridors and in the smoking areas near (outside) the entrances! In case of a ban on smoking in the rooms, an extra cleaning fee will be charged! For more information, please see our policy.
- **Tablet rental:** at the reception (500HUF/hour)
- **Taxi service:** for free taxi orders please call the reception – our partner is City Taxi.
- **Technical assistance (internet related):** please call the reception for help
- **Telephone:** External call: 9+number, reception: 0, room to room: 1+room number (see further information separately)
- **Toiletry products** available at the reception (see the cabinet opposite of the elevator, on the ground floor)
- **Towels** are changed upon request during the daily cleaning. Please leave towels to be changed on the floor in the bathroom. Please call the reception in case extra towels are needed.
- **TV:**All rooms have a flat-screenTV.You can find the channel allocation on a separate tab.
- **TV WIFI Stick:** rental at the reception (for Smart TVs in Standard rooms, to surf on the internet or watch films on the net eg. YouTube) 1000 HUF/day
- **Umbrellas** available at the reception – free of charge
- **Wake-up call service** – by phone – please call the reception to make an appointment (0)



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- **WIFI** – free connection throughout the building - please ask for the code at the reception
- **Windows:** Throwing out objects from the window is strictly forbidden! Please consider that even a cigarette stub can cause severe damage or fire in an underneath parking car or tilt!

Minibar – Pricelist:

Mineral water and soft drinks (Coke, Orange juice)	600.- HUF
Energy Drink	700.- HUF
Beer	700.- HUF
Wine	700.- HUF
Champagne	1 200.- HUF
Spirits (<i>Whisky, Unicum, Vodka, Bacardi</i>)	1 200.- HUF
Peanuts	350.- HUF
Chocolate bar	350.- HUF

Laundry – Pricelist:

Trousers	1200,- HUF
Skirt	1200,- HUF
Shirt	700,- HUF
Blouse	700,- HUF
T-shirt	700,- HUF
Pillover	800,- HUF
Jacket	1300,- HUF
Overcoat	2500,- HUF
Pyjamas	700,- HUF
Nightgown	700,- HUF
Underware	250,- HUF /piece
Shorts	600,- HUF
Only ironing	half the price of washing

Please fill in the laundry form and put the laundry in the nylon bag!
(You'll find both in the wardrobe.)

Please drop off the laundry at the reception! Thank You!



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Return: 12:00 on the next day at 16:00

Thank you for choosing our hotel! We look forward to welcoming you again among our guests in the future.

We wish you a further pleasant stay!