



## POLICY

Dear Guest!

We are happy to welcome you to our hotel and wish you a pleasant, peaceful rest! Here are some important things to keep you aware:

1. Our rooms are available from 2 p.m. on the day of arrival until 11 a.m. on the day of departure. Please indicate any other request in time!
2. You can have breakfast in our restaurant between 7-10 a.m. Please let us know if you are eating lactose-free, gluten-free meals.
3. Bilingual staff is present at the reception every day from 6 a.m. to 10 p.m., outside of which the night watchman may be asked for assistance.
4. If you need help transporting your luggage, please contact reception for assistance.
5. Our restaurant is open seven days a week from 10 am to 10 pm. The opening hours of the kitchen are different, please ask our colleagues.
6. Rooms are cleaned daily. If you do not require room cleaning, please inform reception. For longer stays, bed linen is changed every 4 days, on request bed linen can be changed at different intervals, even daily. In the bathroom, indicate the request for replacement by throwing the towel on the floor.
7. You can pay in our hotel by cash, credit card or SZÉP card.
8. You can ask for a wake up call at the reception.
9. The use of Wifi is free, you can find the password on the bedside table
10. Small pets can be accommodated in our hotel for an additional fee.
11. You will find the TV channel list in the folder.
12. The following items are available free of charge in the room: shoe spoon, sewing kit, shoe cleaning sponge, soap, shower gel shampoo.
13. At reception you can request the following items: hairdryer, umbrella, toiletries, plus duvet, pillow, baby cot, phone charger
14. Extra beds are available for an additional fee.
15. Safe is available at reception.

16. Please leave the room in the condition in which you found it upon arrival.
17. Smoking is prohibited throughout the hotel, so all rooms are prohibited. Smoking is only allowed outside the building in designated areas.
18. Direct parking is provided free of charge for those arriving by car, and parking is also available for buses.
19. Guests can be received in the room after prior announcement at the reception.
20. During hours of rest, please do not engage in noisy activities.
21. Please place the bedspread on the support!

Thank you,

Berki Restaurant and Hotel