

GUEST INFORMATION GUIDE

- **ADAPTER** Should you require a mobile phone charger or a universal adapter, please contact the **Reception** Desk.
 - **ANTI-ALLERGENIC PILLOWS** All our rooms are equipped with anti-allergenic pillows.
 - **CAR RENTAL** Should you wish to rent a car, please approach our **Reception** Desk for assistance.
 - **COT / CRIB** A baby cot (crib) can be requested **free of charge** at the Reception Desk.
 - **BABY HIGH CHAIR** Baby high chairs are available upon request in the restaurant. Please contact our **Reception** for further information.
 - **BANK / ATM** The nearest ATM (Automated Teller Machine) is located a half-minute walk away, at **24 Jókai Street**.
 - **PETROL STATION (GAS STATION)** Please ask the **Reception** Desk for directions. We gladly recommend the petrol station located 5 minutes away (19 Váci Road, Budapest).
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- **IN-ROOM AMENITIES** All our rooms are equipped with a shoehorn, slippers, cosmetic mirror, toilet paper, facial tissues, refillable hand soap, authentic mini shower gel and shampoo, cosmetic set, shower cap, sewing kit, and a dental cup. These items are checked and replenished as necessary by the housekeeping staff during daily cleaning. Should you require any additional extras, please notify the **Reception** Desk.
 - **SAFETY REGULATIONS** For your security, please ensure your room door is fully closed and locked when you leave your room or when you retire for the night.
 - **SECURITY CAMERA** For the safety and security of our guests, CCTV cameras are in operation in all common areas.
 - **SHOE SHINER** A shoe-shining machine is available on the **ground floor** for guest use.
 - **CO-WORKING SPACE** If you need a quiet space, seclusion, or a location to hold a business meeting outside of your guest room, we recommend the co-working areas of the **COTTON HOUSE**. After the breakfast service concludes, starting from **11:00 AM**, our separate private room is available for guests. This fully isolated section is ideal for individual work or small group meetings. The room is equipped with comfortable chairs, tables, lounge furniture, power outlets, Wi-Fi, and projection capabilities. For further details and booking inquiries, please contact our **Reception** Desk.
 - **LUGGAGE STORAGE** For information regarding luggage storage, please contact the **Reception** Desk.
 - **LUGGAGE DELIVERY (PORTER SERVICE)** Should you require assistance with luggage delivery (porter service), please contact the **Reception** Desk. Please note that this service may incur an additional charge.

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- **SMOKING** Smoking is **strictly prohibited** throughout the entire premises of the COTTON HOUSE. Smoking is only permitted 5 meters away from the entrance of the accommodation. **THE PENALTY FOR SMOKING IS €100.**
 - **ELECTRICAL CONNECTION** The mains voltage is **230V**. USB charging connections are available. Please contact the Reception Desk if you require an adapter or converter.
 - **FIRST AID** Our Reception staff are available to provide immediate first aid assistance. Please note that we are **not authorized** to dispense medication.
 - **LOST AND FOUND** If you have lost or found an item, please inform the **Reception** Desk immediately.
 - **UMBRELLA** Umbrellas are always available at our Reception Desk in the lobby and can be used **free of charge** upon request. Please ensure the umbrella is returned to the stand after use.
 - **EXTRA CHAIR REQUEST** An extra bathroom chair can be prepared in your room upon request. For further information, please contact our **Reception** Desk.
 - **ADDITIONAL SERVICES (EXTRA AMENITIES)** Extra blankets and towels can be requested **free of charge** at the Reception. We can provide a maximum of **2 extra towels per person**.
 - **WAKE-UP CALL** Please inform the Reception Desk of your desired wake-up time.

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- **CHECK-IN AND CHECK-OUT TIMES** On the day of arrival, your room is guaranteed to be available from **2:00 PM (14:00)**. If you arrive earlier, room readiness cannot be guaranteed, however, our colleagues will naturally endeavor to hand over your room as soon as possible. If an early arrival is foreseen, please kindly inform us when making your reservation. On the day of departure, the room must be vacated by **10:00 AM (10:00)**. Should you wish to extend your stay, please notify the **Reception** Desk. If the accommodation occupancy requires it, an additional fee will be charged for the extension.
 - **PHOTOCOPYING, PRINTING** You have the opportunity to use photocopying and printing services **free of charge** up to **10 pages of A4 size**. This service is available at the Reception Desk.
 - **FITNESS ROOM, JACUZZI, AND INFRA-SAUNA** Use of the Fitness Room is **free of charge**, but **reservation is required**. The Infra-sauna and Jacuzzi can be used for a fee. For current prices and further information, please contact the **Reception** Desk.
 - **PAYMENT** Payment can be made in cash using **Hungarian Forint (HUF)** or **Euro (EUR)**. For card payments, we accept the following card types: Eurocard/Mastercard, Maestro, Visa, and Visa Electron.
 - **HEATING/COOLING** Our accommodation operates a central heating/cooling system, which is set according to the weather conditions before the guests' arrival. Every room has its own thermostat, allowing guests to individually regulate the heating/cooling.

- **PHARMACY (DRUGSTORE)** The nearest pharmacy is approximately a 5-minute walk from the COTTON HOUSE: **Teréz Pharmacy – 41 Teréz Boulevard, Budapest**. For more information, please contact the **Reception** Desk.
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- **HAIR DRYER** A hair dryer is wall-mounted and available in every bathroom.
 - **PETS** Please note that we **do not accommodate pets** at the hotel.
 - **CREDIT CARDS** We accept the following credit cards: Eurocard/Mastercard, Maestro, Visa, and Visa Electron.
 - **TIME ZONE** Hungary observes the Central European Time (CET) zone, which is **one hour ahead** of Coordinated Universal Time (UTC+1). Please feel free to ask our Reception staff for the exact current time.
 - **INFORMATION MATERIALS** Our Reception Desk provides detailed information about Budapest, its sights, and various program opportunities. A wide selection of informational materials is also available **free of charge**.
 - **INTERNET / WI-FI** High-speed wireless internet access (Wi-Fi) is available **free of charge** in all our guest rooms and public areas.
 - **ICE** Should you require ice, please ask for assistance at the **Reception** Desk.
 - **MAINTENANCE** If you notice any malfunction or issue with the equipment in your room, please report it immediately to the **Reception** Desk.
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- **BICYCLE RENTAL** For information regarding bicycle rental, please ask for assistance at the **Reception** Desk.
- **POSTCARD** Postcards are available at the Reception Desk, some of which are free of charge and some are subject to an additional fee.
- **"DO NOT DISTURB"** If you do not wish to be disturbed while resting, please hang the **"Do Not Disturb"** door hanger on the outside of your room door. If you also wish to decline phone calls during this time, please notify the Reception Desk. In accordance with our house rules, we do not disclose room numbers to visitors.
- **CHECK-OUT** On the day of departure, please vacate your room by **10:00 AM (10:00)**. If required, the check-out time can be extended, which is possible subject to room availability and for an additional charge.
- **BOOKS, NEWSPAPERS** Next to our Reception, in the lobby café, you will find a reading corner where you are welcome to read books at any time. You may also donate books for future guests.
- **KEY CARD** Please kindly return your room key card to the Reception Desk upon your departure. If the key card is lost, a fee of **€20 per card** will be charged at the Reception.
- **MEETING ROOM** For further information regarding the Meeting Room, please contact the **Reception** Desk.

- **MOBILE PHONE** Mobile phones can be used throughout the entire accommodation. However, we kindly ask our guests to use their mobile phones discreetly in the restaurant and common areas.
- **MOBILE PHONE (Cont.)** For the comfort of all our guests, we kindly ask you to avoid overly loud phone ringing or conversations.
- **ELEVATOR (LIFT)** All our floors are accessible using the elevator.
- **LETTERHEAD, ENVELOPE, STATIONERY, NOTE PAD** The items listed above are provided **free of charge** in your room. If you require extra items, please notify our Reception Desk. This service is complimentary.
- **LOBBY BAR, CAFÉ, SNACKS** Our Café is open daily from **8:00 AM to 10:00 PM (22:00)**, serving a variety of alcoholic and non-alcoholic beverages and snacks. Detailed information can be found on our bar's drink and snack menu.
- **MINIBAR** All our rooms are equipped with a minibar. The current price list is available in your room.
- **LAUNDRY SERVICE** If you complete the laundry list found in the closet and drop off the clothing, placed in the laundry bag, at the Reception Desk **by 8:50 AM**, your clothes will be returned to your room cleaned and ironed **within 48 HOURS**. If dropped off later, the return is possible **ONLY within 72 HOURS**. **Laundry service is not available on weekends**; we can only process laundry requests starting on Monday. Please consult our laundry price list, which is available at the Reception Desk.
- **NON-SMOKING ROOM** All rooms and premises within the COTTON HOUSE are **non-smoking**. We kindly request your strict adherence to this policy. Failure to comply will result in a penalty fee of **€100**.
- **DOCTOR** Should you require medical assistance, please contact our **Reception Desk** immediately.

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- **FACIAL TISSUES** Provided as a bathroom amenity; please notify Reception for extra supplies.
 - **SLIPPERS** Provided as an in-room amenity; please notify Reception for extra supplies.
 - **TRAIN STATION** The **Nyugati Railway Station** is located directly across the street from the COTTON HOUSE. Please contact the Reception Desk for requests regarding reservations or timetables.
 - **PARKING** Our accommodation offers a **limited number** of private parking spaces in the underground garage at **8 Lovag Street**, a 2-minute walk from the hotel, for a daily fee. **Advance reservation is required!** Please contact our Reception Desk for parking information. Street parking is available on weekdays using payment machines. Street parking is subject to a fee from **8:00 AM to 10:00 PM (22:00)** and is free on weekends. Street parking requires renewal every 3 hours.
 - **CURRENCY EXCHANGE** While bill settlement can be made in Euros, we **do not offer currency exchange services** at the Reception Desk. Our Reception staff will gladly provide information regarding the nearest banks and currency exchange offices, including their opening hours.

- **TOILETRIES** Shaving supplies, toothbrush and toothpaste, and combs are available at our Reception Desk **free of charge**.
 - **LUGGAGE HANDLING (PORTER SERVICE)** Our Reception staff will be happy to assist with transporting your luggage. Upon arrival and departure, you can request our colleague to take your luggage up to or bring it down from your room. Please ask our Reception staff in person to use this service. You may leave your luggage in our secure luggage storage area at Reception before arrival and after departure. Please inquire at the Reception Desk.
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- **POSTAL SERVICE** The nearest Post Office is located a 5-minute walk from the accommodation on Teréz Boulevard. However, you may also hand over your stamped postcards and letters for mailing to our Reception staff. Any deliveries addressed to you can also be picked up at the Reception Desk.
 - **EXTRA BED (ROLLAWAY)** Please note that our rooms **cannot accommodate extra rollaway beds**. If you require extra bedding, please notify the Reception Desk.
 - **RECEPTION** Our Reception staff are available and happy to assist our valued guests 24 hours a day, in person, or by dialing extension **102** on your in-room telephone.
 - **BREAKFAST** A rich buffet breakfast is included in the room rate. Breakfast is served in our restaurant every day from **7:30 AM to 10:00 AM**. An extra breakfast is possible for a fee; please inquire at the Reception Desk. Breakfast on the day of arrival is available for an extra charge.
 - **BREAKFAST PACKAGE (BREAKFAST BOX)** If you are departing before 7:30 AM, please notify our Reception Desk **by 12:00 PM (noon)** on the day before your departure so that we may prepare a complimentary cold breakfast package for you.
 - **EMERGENCY CALLS**
 - | Service | Number |
 - | Hotel Reception | **102** |
 - | General Emergency Line | **112** |
 - | Police | **107** |
 - | Ambulance Service | **104** |
 - | Fire department | **105** |
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- **SPECIAL DIETARY REQUIREMENTS** For individual dietary needs, please consult our staff or check the allergen information boards displayed in the restaurant.
- **IN-ROOM SAFE AND LIABILITY** Please ensure your valuables are stored in the in-room safe. The COTTON HOUSE does not assume liability for valuables not kept in these secure containers. Instructions for using the safe can be found next to the unit. Smaller valuables can also be placed in our central safety deposit box at the Reception Desk.

- **ROOM RESERVATION** If you wish to book a room for your next stay, please contact our **Reception Desk**.
 - **ROOM BILLING** You may charge your consumption at the lobby bar to your room bill. The COTTON HOUSE may pre-authorize the guest's card to cover any incidental charges incurred during the stay.
 - **HOUSEKEEPING AND LINEN CHANGE** Our housekeeping staff cleans the rooms every day during the afternoon hours. Bed linen is changed every **3 days**. If you require an earlier change of textiles, please notify the Reception Desk or dial extension **102**. To protect the environment, we only change towels upon request. If the housekeepers find your towels hanging up, they will **not** be replaced. If our colleagues are unable to enter your room for daily cleaning ("Do Not Disturb" sign displayed), you may request new towels and toilet paper at the Reception Desk after 4:00 PM (16:00).
 - **LOST PROPERTY (FOUND ITEMS)** For assistance regarding lost property, please contact our Reception Desk. With the exception of perishable goods, found items are stored free of charge for **six months**. We are happy to forward these items to you, subject to the advance payment of postal costs.
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- **TAXI, TRANSFER SERVICE** For information regarding taxi and transfer services, please contact our **Reception Desk** for further details.
 - **TEA AND COFFEE MAKING FACILITIES** A kettle and coffee/tea making facilities are provided in your room.
 - **TELEVISION** Our television sets offer multi-lingual TV and radio channels. The exact channel lineup can be found in the channel list provided.
 - **TELEPHONE** The landline telephone in the room is solely for internal communication within the accommodation.
 - **RESTROOMS FOR HOTEL GUESTS** Separate men's and women's restrooms are available for our guests on the ground floor and in the restaurant area.
 - **TOWELS AND BATHROBES** The rooms are equipped with 1 hand towel, 1 bath sheet (large towel), and 1 bath mat per person. We kindly request our guests **not to take the towels outside the hotel premises**. If you plan to visit a public bath, towel rental/purchase options are available on-site. Our Reception Desk can provide more information on favorable towel purchase options. We are obliged to charge a penalty fee of **€25** for every lost towel!
 - **FIRE SAFETY** Please carefully read the escape route map placed in your room and familiarize yourself with the location of the emergency exits. Green illuminated signs in the corridor indicate the shortest route leading to the emergency exits. If you detect a fire, please call the Reception Desk immediately by dialing extension **102**! Fire extinguishers and red fire alarm cabinets are clearly marked on every floor. **Do not use the elevator!** Proceed to the ground floor via the staircase and exit through the main entrance.
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- **SHOPS AND STORES** Our Reception staff can provide detailed information regarding the addresses and opening hours of nearby shopping centers and individual shops.

- **CLOTHES HANGERS** Clothes hangers are available in the wardrobe. Please notify the Reception Desk if you require additional hangers in your room.
- **SEWING KIT** If you require a sewing kit, please notify the Reception Desk of your request.
- **SEWING SERVICE (TAILORING)** We can also provide a sewing service upon request. The duration depends on the garment requiring repair. Please contact the Reception Desk for information on service fees and availability.
- **IRONING** Please notify the Reception Desk if you require an iron and ironing board to be prepared in your room.
- **VASE** Please call the Reception Desk if you require a flower vase.
- **GUEST ROOM CALLS (INTERNAL DIALING)** If you do not know the extension number you wish to dial, please call our Reception Desk at extension **102**. Our staff will be happy to connect you to the requested extension.
- **GUEST FEEDBACK** At the COTTON HOUSE, we truly care about your experience. We would be grateful if you could take a few minutes of your time to share your opinions and experiences with us using the questionnaire provided in your room. Thank you for your assistance!

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- **FLOWERS, CHOCOLATES, ROOM DECORATION** Should you wish to order flowers, chocolates, balloons, etc., please contact our **Reception** Desk.
 - **WI-FI** High-speed wireless internet access (Wi-Fi) is available **free of charge** for our guests in all guest rooms and communal areas.
 - **Network Name:** cottonhouseguest
 - **Password:** house2015