



1016. Budapest, Hegyalja út 23.
Tel. +36 1 212-9169
Fax: +36 1 202-2984
E-mail: reservation@charleshotel.hu

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!
- **Bed linen:** Are changed every 4 days. More frequent changement is possible upon request at an additional cost. Please note: In case of not intended use we charge extra cleaning cost!
- **Bell-boy:** 7:00-19:00; Please call the reception if you need any help with your luggages.
- **Bus tickets:** For sale at the reception.
- **Breakfast:** Breakfast (if it is not included in the room price) is available for an extra fee. Please ask at the reception. Buffet breakfast is served between 07:00-10:30 in the János Restaurant on the ground floor.
- **Car rental:** Please contact the reception.
- **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.
- **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:** Please find it in the wardrobe.
- **Dry cleaning:** Available upon request – further information: info pages. Laundry bag is in the wardrobe.
- **Drying machine:** Available at an extra cost on the 6-th floor. Please contact the reception for further information.
- **Emergency:** In any case of emergency call the reception immediately!
- **Extra pillows and blankets:** Are available upon request free of charge – Please call the reception.
- **Fax:** Is available at the reception – at an extra cost.
- **Hair dryer:** It is basic room equipment (in the Economy rooms it is in the wardrobe)
- **HELP:** 00.00-24.00; For any kind of help please call the reception.
- **Iron, ironing board:** Rental is free of charge – please contact the reception.
- **Ironing service:** Available upon request – please call the reception.
- **Laundry:** Further information: please see the info pages. Laundry bag is in the wardrobe.
- **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.
- **Microwave oven:** Can be requested depending on availability. In case of longer stay (weeks) it is an equipment of the kitchenette. Please contact the reception!



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- **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; Parking in the courtyard is possible an extra fee. Please ask at the reception. We do not take responsibility for cars parked in the car park, or for any objects left in them.
- **Photocopying/Scanning:** Is available at the reception – at an extra cost.
- **Printing:** Is available at the reception – at an extra cost.
- **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 (the kitchen works until 20:30 from Monday to Friday) on the ground floor – actual Menu enclosed in the information booklet.
- **Safe-box:** Electronic safe box in the wardrobe free of charge, or central safe deposit at the reception – at an extra cost.
- **Sewing kit:** Please find it in the wardrobe.
- **Shoe care products:** Please find it in the wardrobe.
- **Sightseeing tours:** Budapest, Danube Bend, Gödöllő, Szentendre, Eger – Vinetour, Pusztá, Balaton – reservation possible at the reception desk.
- **Smoking:** All rooms are non-smoking! No smoking in the entire hotel! Smoking is only possible in designated areas: on the designated external corridors and in the smoking areas outside – near 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.
- **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.
- **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-screen TV. You can find the channel allocation on a separate tab.
- **Umbrellas:** Available at the reception – free of charge.
- **Wake-up call service – by phone:** Please call the reception to make an appointment.
- **Washing machine:** Available at an extra cost on the 6-th floor. Please contact the reception for further information.
- **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!