

Guest Directory

THE

AMBERLYN

SUITE HOTEL

Adapter	Upon request, we can provide adapters suitable for international use. Please contact the Reception for assistance.
Beds	The beds in our hotel rooms measure 200 cm in length and 160 cm in width. The mattresses are 25 cm high.
Bedlinen change	Bed linen in the hotel rooms is changed twice a week. Upon request, we are pleased to provide additional linen changes at different intervals. Kindly contact the Reception for assistance.
Baby equipments	Baby cots, bedding, baby bathtubs, high chairs, and other baby equipment are available free of charge upon request. Kindly contact the Reception for assistance.
Safety & Security	For the safety and security of our guests, closed-circuit surveillance cameras monitor the public areas and entrances of the hotel. All recordings are handled in accordance with applicable legal regulations and are not accessible to unauthorized persons. Guest room doors can only be opened with a key card issued at Reception. For added security, all guest room doors are equipped with an internal safety lock.
Shoe polishing machine	A shoe polishing machine is available in the lobby, in front of the Reception. Complimentary shoe sponge are also available upon request at the Reception.

Tapwater	The water throughout the hotel and across Budapest is clean, safe, and suitable for drinking.
Luggage storage service	We are pleased to offer our arriving and departing guests complimentary and secure luggage storage in our locked luggage room located on the ground floor. Should you wish to use this service, kindly inform the Reception.
Luggage transport service	Should you require assistance with transporting your luggage, please contact the Reception, where our staff will also be happy to provide information regarding the applicable charges.
Smoking	Smoking is strictly prohibited throughout the entire hotel premises, including within a 5-metre radius of the main entrance. Smoking is permitted only in the designated area located in front of the hotel. Please note that smoking in the guest rooms will result in a penalty charge of EUR 1,000.
Wake-up call	Wake-up calls may be requested through the Reception at any time of the day, either by telephone or in person.
Lost&Found policy	Items found in the guest rooms or elsewhere within the hotel are kept for 30 days. Shipping of lost property can be arranged upon request.
First Aid Kit	A first aid kit is available at the Reception. For information regarding medical services and nearby pharmacies, please contact our Reception team. When taking any medication, please always follow the instructions provided by your doctor or pharmacist and read the accompanying patient information leaflet carefully.

Umbrella	Umbrellas are available free of charge at the Reception. Once you no longer require the umbrella, we kindly ask you to return it to the Reception so that it may also be used by other guests.
Restaurant	The hotel restaurant is open exclusively during breakfast hours, from 07:30 to 10:30. Should you wish to order additional meals, please contact the Reception. Our contracted partner offers a wide selection of dishes and is available every day of the week between 10:00 and 24:00.
Bathrobes and slippers	Bathrobes and slippers are available free of charge upon request at the Reception.
Copy, scan and printing services	Please feel free to request assistance from the Reception team. For printing purposes, guests may use the dedicated guest printer available at the hotel.
Bathroom amenities	Mirror, adjustable cosmetic and shaving mirror, toilet paper, cosmetic tissues, toothbrush tumbler, bath mat, hairdryer, towel rack, heated towel rail, waste bin, combined body wash and shampoo, and liquid hand soap.
Further amenities	Additional bathroom amenities are available free of charge at the Reception, including: toothbrush, toothpaste, shaving kit, cotton buds and vanity kit, and shower cap. In selected bathrooms, a bathing chair can also be provided upon request. For further details, please contact the Reception. In addition, sewing kits and shoe care kits are also available at the Reception.
Pets and animals	Unfortunately, we are unable to accommodate pets or small animals at the hotel.

Payment methods	Credit card / debit card (EUR) Cash (EUR / HUF) Bank transfer (EUR / HUF)
Website	Further information about our hotel, special package offers, and our photo gallery can be found on our website: amberlynhotel.com . Brochures featuring local attractions and programme recommendations are available at the Reception. For further information and assistance, please feel free to contact our Reception team.
Internet	Complimentary wireless internet access (Wi-Fi) is available to our guests throughout the hotel rooms and in the lobby area.
Writing utensils and notepads	Writing utensils and notepads are provided in the guest rooms for our guests' convenience.
Beverage Service&Selection	Should you wish to enjoy a beverage, drinks are available for purchase at our lobby bar 24 hours a day. All guest rooms are equipped with a large private refrigerator, which also functions as a minibar and offers a selection of beverages. Further information regarding our drink selection and prices is available at the hotel bar. Between 08:00 and 20:00, beverages may also be served directly to your room upon request. If you would like your order delivered to your room, kindly contact the Reception. Your consumption may either be charged to your hotel account or paid for on the spot.
Surveillance system	For the safety and security of our guests and the hotel, a closed-circuit surveillance system is in operation throughout the premises.

Coffee and Tea Making Facilities	All guest rooms are equipped with a coffee machine and kettle, along with complimentary coffee, tea, and sugar, which are refilled daily during housekeeping service.
Key card	Our guest room doors operate with key cards. Should you lose your key card, please inform the Reception immediately. Upon departure, we kindly ask you to return your room key cards to the Reception.
Sustainability	Let us protect our environment together! We kindly ask you to use only as much energy and water as necessary for your comfort. As a kind reminder, towels may be used several times to help protect our environment. Only towels left on the floor will be replaced with fresh ones.
Check-in and check-out	Check-in is available from 15:00, while check-out is until 11:00. Should you wish to extend your check-out time, we kindly ask you to inform the Reception as early as possible. Please note that late check-out is subject to hotel availability. For further details and applicable charges, kindly contact our Reception team.
Air conditioning	All guest rooms and public areas of the hotel are air-conditioned. Each room is equipped with individually controlled air conditioning and heating facilities. In the interest of environmental protection, we kindly ask you to switch off the system whenever it is not needed or when leaving your room.

Laundry service	<p>Please place your laundry items into the laundry bag located in the wardrobe, and bring it to the Reception, where our staff will be happy to provide further details and pricing information.</p> <p>Irons and ironing boards are available upon request and can be delivered to your room. Should you require these items, kindly contact the Reception.</p> <p>Approximately 50% of our hotel rooms are equipped with a washing machine. All Superior and Penthouse Apartments feature a washing machine, and complimentary laundry capsules are provided for your convenience.</p>
Daily cleaning	<p>Occupied guest rooms are cleaned daily between 10:00 and 17:00. Housekeeping service includes waste disposal, vacuum cleaning, mopping, bed making, and dishwashing. Towels and bed linen are changed upon request.</p> <p>Should you not require daily housekeeping service, we kindly ask you to place the "Please Do Not Disturb" sign, available in your room, on the outside door handle.</p> <p>If you would like your towels to be replaced during daily housekeeping, please leave them on the bathroom floor. If you wish to reuse your towels and thereby help protect the environment, kindly hang them on the towel rack.</p> <p>Bed linen is changed twice a week. Should you require additional bed linen replacement during daily housekeeping, please inform the Reception no later than 14:00 on the same day.</p>
Medical assistance or ambulance	<p>Should you require medical assistance or an ambulance, please contact the Reception immediately at +36 70 543 0032, and our staff will arrange assistance for you immediately.</p>

Parking	<p>The hotel's private, secure parking facility is located in the underground garage beneath the building. Parking is available at a rate of EUR 15 per vehicle per day.</p> <p>Please note that the hotel accepts no responsibility for any damage to vehicles or for valuables left inside the vehicles while parked.</p> <p>Street parking in front of the hotel is available on weekdays between 08:00 and 18:00 at a rate of HUF 600 per hour. Parking is limited for 3 hours. Outside these hours, parking is not allowed at the street as the hotel is located in a residential parking zone.</p> <p>Parking tickets may be purchased from the parking meter. Should you require assistance, please feel free to contact the Reception.</p>
Complaints	<p>Should you have any complaints, we kindly ask you to contact the Reception during your stay so that we may resolve any issues as quickly as possible.</p> <p>Our hotel also provides the opportunity to share your feedback after departure through our guest review emails.</p>
Pillow	<p>One pillow is provided per guest in each room. Should you wish to request a different pillow or require additional pillows, kindly contact our Reception team. Information about our special pillow selection is available in the pillow menu at the Reception.</p>
Radio channels	<p>Online radio channels are available on the Smart TVs in the guest rooms.</p> <p>Guests are welcome to use our complimentary high-speed Wi-Fi network to access these services.</p>
Reception desk	<p>Our Reception is open 24 hours a day, 7 days a week. Our colleagues speak several languages and are always happy to assist you. Please feel free to contact us at any time during your stay.</p>

<p>Services Available at the Reception</p>	<p>Telephone service, photocopying, wake-up calls, multilingual information brochures (hotel information, package offers, leisure activities, etc.), programme arrangements, and transfer services are available through the Reception.</p>
<p>Breakfast</p>	<p>A buffet breakfast is available for our guests every day between 07:30 and 10:30. Should you require breakfast earlier than these hours, we are pleased to prepare a breakfast box for you. Please inform the Reception of such requests no later than 18:00 on the previous evening. If breakfast was not included in your original reservation, it may also be requested afterwards at the Reception at any time. Should you have any special dietary requirements, kindly notify the Reception by 18:00 on the previous evening. Allergen information is displayed at the buffet counters, and our breakfast staff will also be happy to assist you.</p>
<p>Blanket</p>	<p>Additional blankets are available upon request. Please feel free to contact the Reception should you require one.</p>
<p>Telephone service</p>	<p>Private and secure domestic and international telephone services are available at the Reception via a dedicated mobile device provided for this purpose.</p>
<p>Transfer service</p>	<p>Our Reception team will be pleased to assist you with information and arrangements regarding our fixed-rate transfer service.</p>
<p>Charging station</p>	<p>Upon request, we are pleased to provide chargers compatible with your mobile device. Please contact the Reception for assistance.</p>

Fire Safety	<p>The hotel is fully equipped with all required fire safety systems and equipment.</p> <p>The safety and security of our guests are of the utmost importance to us.</p> <p>For your own protection and safety, we kindly ask you to read and follow the instructions below carefully.</p> <p>Should you notice a fire, please immediately inform the Reception by calling +36 70 543 0032 and leave the building in accordance with the designated emergency exit and assembly routes.</p> <p>In the event that the fire alarm siren sounds, please leave the building immediately by following the marked emergency exit and assembly routes.</p> <p>The evacuation plans displayed on the guest room doors indicate the escape routes to be followed in the event of a fire alarm.</p>
Taxi & Transfer	<p>Please feel free to contact the Reception for taxi arrangements.</p> <p>We are also happy to assist with any other transportation requests, including limousine services, minibus hire, car rental, or public transport information.</p>
Safebox	<p>All of our guest rooms are equipped with a safety deposit box.</p> <p>In accordance with applicable regulations, the hotel cannot accept responsibility for valuables left unattended in the guest rooms.</p> <p>Liability is accepted only for valuables stored in the central safe located at the Reception, the use of which is provided free of charge for our guests.</p>
TV, Radio, News Channels & Streaming Services	<p>All televisions are Smart TVs, allowing guests to access and stream online television content via the internet.</p> <p>Information regarding available television channels can be found on our website.</p> <p>Radio stations may also be accessed through the television channels, and wake-up alarms can be set using the TV system.</p> <p>With our fast and reliable Wi-Fi service, guests can comfortably enjoy streaming services either on their personal mobile devices or directly on the Smart TV in their room.</p>

Electric vehicle charging	<p>An electric vehicle charging station is available on the hotel premises.</p> <p>For information regarding its use and applicable charges, please contact the Reception.</p>
Charging electric bicycles	<p>Power outlets are available in the underground garage for charging electric bicycles and scooters.</p> <p>Guests may use their own charging cables.</p> <p>For information regarding applicable charges, kindly contact the Reception.</p>
Bicycle Storage	<p>During your stay, bicycles may be stored securely in the hotel's luggage storage room, subject to available capacity.</p>
Accessibility	<p>All areas of the hotel and all guest rooms are accessible without barriers; however, please note that our bathrooms are not wheelchair accessible.</p>
Curtains	<p>All guest rooms are equipped with extra-thick curtains designed to significantly reduce incoming light.</p>

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