

HOTEL CHESSCOM

|  | 1191 Budapest, Bartók Béla utca 5. |  | +36 1 280 1713 |  | hotelchesscom.hu |  | info@hotelchesscom.hu

Information of services A-Z

24-hour secure luggage storage - For arriving and departing guests. Please indicate this at the reception.

Air conditioning - Heating, cooling, fan functions, remote control in the room.

Baby-friendly equipment, services - Depending on our free capacity, we can provide the following equipment: high chair in the restaurant, baby cot, baby bath.

Bed linen - Minimum weekly change.

Blankets, pillows - In addition to the bed linen in the room, please ask at reception or the staff.

Buffet breakfast - Every day of the week from 07:00 to 10:30.

Check-in - The room can be occupied from 14:00. In case of earlier arrival, luggage storage can be arranged in the hotel's luggage storage.

Check-out - Until 11:00 on the day of departure.

Cleaning - Your room is cleaned daily. If you need extra cleaning for a fee, please inform the reception.

Complaints, remarks - If you have any complaints or remarks during your stay, please let the reception know.

Daily linen change - Upon request and at an additional cost, please inform the reception or staff.

Electrical connection - 220V / 50Hz alternating voltage (AC) is available throughout the building. An adapter for other voltages can be requested at reception.

Elevators - The hotel has a lift. Please do not use the elevator in case of fire, in case of fire alarm!

Extra bed, baby cot - Free service, please ask at the reception.

Hairdryer - Located in each bathroom.

Illness - In case of health problems you can ask for medical help at the reception. A thermometer and wound dressing are also available at reception.

Internet, wifi service - Free of charge in all rooms and public areas.

Iron and ironing board - On request at reception.

Items found - Inquire about items found / lost in our hotel at reception.

Key Card - Room locks with magnetic cards. In case of a technical problem, please contact any of our staff for information.

Late check-out - Please contact reception for a fee, if possible. Latest check-out time is 3 PM.

Laundry - Service available for a fee, please ask at reception or staff.

Luggage delivery - On request, on request (to / from room).

Luggage storage - In case of early arrival / late check-out, we place our guests' luggage in our luggage storage free of charge until the room is occupied / departed.

Maintenance - If you encounter any tools or equipment in the hotel that need to be repaired, damaged, inoperable or not working properly, please inform the reception.

Office services - Photocopying, printing and scanning are available at the hotel reception.

Parking - A limited number of free parking is possible in its own closed car park, parking is not guarded, on-street parking is free.

Payment methods - Cash (HUF), bank card (MASTERCARD, VISA, MAESTRO, AMEX, UNIONPAY) credit card, SZÉP card (OTP, K&H, MKB).

Pets - The hotel accepts a limited number of pets for a fee, subject to policy.

Pillows - Upon request, please indicate this at the front desk or at the staff.

Programs - Check with reception at the reception or search for brochures in the in-room folder.

Radio - Through television. Please use the channel selection buttons. Staff are happy to provide technical assistance.

Reception - Open from 00:00 to 24:00.

Safe - Located in each room with instructions for use. Staff are happy to provide technical assistance.

Security system - There is a video surveillance and recording system in some parts of our hotel.

Sewing kit - On request at reception.

Shoe care products - In-room.

Shoe shine machine - Located and available at reception.

Slippers - Available free of charge at the reception.

Smoking - Only in designated areas, information on designated areas at the reception.

Snack Bar - Located on the ground floor, open from 00:00 to 24:00.

Taxi - Taxis can be ordered at reception 24 hours a day.

Toiletries - The shower dispenser in the bathrooms contains cosmetics for both shampoo and shower gel. Cosmetic paper towels and hygiene bags are also included in the bathroom amenities. You will find our offer at the reception. (eg toothbrush, toothpaste, shaving products, shower cap, vanity set).

Towels - Room towels are changed on the third day. It is also possible to change the towel daily, provided that it is clearly indicated after use (throwing the towel on the floor). Please help our hotel run in an environmentally friendly way, only request a replacement if necessary!

Umbrella - Available at reception.

Wake-up service - A 24-hour wake-up service is available at reception.