



CLARK

*The Urban Legend*

## GUEST DIRECTORY

## DEAR VALUED GUEST,

Welcome to Hotel Clark Budapest in the heart of the capital city!

This leaflet contains all the useful information about the services of our hotel. Should you have any questions not answered here, please do not hesitate to contact us. Our Front Desk is available 24 hours a day. We wish you a pleasant stay!

### IMPORTANT PHONE NUMBERS

0-24 Front Desk:	1
Guest Relations Desk:	+36307208201
Call another room:	7 + room number
Leo Bistro Restaurant and Leo Rooftop Bar:	4896
00:00 – 24:00 room service:	33
Local call:	9 + phone number
International call:	9 + country prefix + phone number

### TARIFF

Local call:	50 HUF / minute
Domestic call:	120 HUF /minute
Calling a Hungarian mobile phone number:	300 HUF / minute
EU country:	400 HUF / minute
Non-EU country:	500 HUF / minute

The cost of telephone calls are automatically charged to the room bill. The above prices are including VAT.

### PARKING

The hotel provides parking in its' own underground garage via 0-24 Valet service. Electrical charging is also available in the hotel garage for cars. We do charge a daily fee of 30€, which includes the VAT and the Valet service as well. In case you don't want to use our parking services, street parking is available in the vicinity of the Hotel. On working days the parking fee is applicable from 08:00 till 22:00, and is to be settled with the parking machines. Please note that the castle district is having a 00:00-24:00 parking fee applicable. On weekends and public holidays, street parking is complimentary, except the castle district.

### CAR RENTAL

If you have any questions about booking and prices, please contact the Front Desk or our Guest Relations Desk.

### AIRPORT

Liszt Ferenc International Airport is 25 km from the hotel. For up-to-date flight information, please visit [www.bud.hu](http://www.bud.hu).

### AIRPORT TRANSFER, TAXI AND DRIVER SERVICE

The Hotel's contracted partner for various type of transfers and driver service is Prominent Limousine Kft. All transfer services are delivered with high end or luxury vehicles. The Hotel's contracted taxi company is the City Taxi. For further information and assistance regarding our driver-, transfer- and taxi services, please contact our Front Desk or the Guest Relations Desk.

### **SELF CHECK-IN AND SELF CHECK-OUT**

The Hotel allows all Guests for these services. Latest two days prior to your arrival, you'll receive an automated email containing the digital check-in formula. In case you fill it in – according to the applicable Hungarian Laws – you'll only need to present your travel documents at the Front Desk.

In case you wish to do self-check-out, we'll inquire an authorized payment method with credit card or bank transfer, with a filled in copy of the authorization form of our company, and a billing address. In case of these provided, you won't need to visit the reception for check-out.

### **CONCIERGE SERVICE: TOURIST INFORMATION, SIGHTSEEING**

If you need assistance, or information about sightseeing, excursions, cultural (concert, opera, theatre, etc.) programs or restaurants, please contact the Front Desk or the Guest Relations Desk! Our Team Members are happy to assist you with the best recommendations.

### **UMBRELLA**

Please feel free to use the hotel's umbrellas available at the Front Desk and the Guest Relations Desk.

### **LUGGAGE STORAGE, PACKAGING**

Our luggage room is available free of charge 24 hours a day. Should you need assistance, please contact the Front Desk or the Guest Relations Desk. Our luggage delivery service is provided automatically and free of charge 24 hours a day to all Hotel Guests.

### **ELECTRICITY**

The electrical voltage in our hotel is 230V. In case you wish, we do provide converter or adapter on complimentary bases, please contact the Front Desk or the Guest Relations Desk should you need them!

### **CHECK-OUT TIME**

The check-out time is 12:00 PM for individual Guests and 11:00 AM for Groups. Should you need a later check-out time, kindly place your inquiry to our Front Desk or Guest Relations Desk.

### **PAYMENT METHODS**

The following payment methods are accepted at our hotel:

In cash: only HUF or EUR

Credit and Debit Card: American Express, EuroCard / MasterCard, Visa

Széchenyi SZÉP – card

### **INTERNET**

In our hotel internet access is free of charge. Wireless internet access is available in the common areas of the hotel as well as in the rooms. Should you have any further questions, please contact the Front Desk or the Guest Relations Desk.

### **INTERNET CORNER**

The computer in the lobby is free of charge for our guests. Should you wish to send FAX or need to photocopy, please contact our Front Desk or Guest Relations Desk. Should you wish to print our documents, you can either use the lobby printer connected with the lobby computer, or the printer located in our meeting room. Please note that the Hotel allows 10 pages to print or photocopy in complimentary bases, and applies a 20 HUF per page surcharge for the further copies.

## **MEDICAL ASSISTANCE**

Please contact our Front Desk or the Guest Relations Desk should you need medical assistance.

## **MEETING ROOMS**

Our hotel has two adjoining meeting rooms with natural light, located on the ground floor of the building. These provide ideal patio for private business meetings or special events. Their maximum capacity is 8 or 14 people in a meeting room layout. Please contact the Front Desk or the Guest Relation Desk about the rental conditions and catering.

## **IN CASE OF FIRE**

The Hotel is entirely equipped with smoke alarm and automatic fire extinguishing systems. Please follow the fire safety regulations during your stay! In case of fire, follow the escape route highlighted on the doors of every Guestroom and the direction signs at the corridors.

## **SMOKING**

Smoking is prohibited in all areas of our hotel, except for our rooms with a balcony and the designated smoking area of our Leo Rooftop patio. For further information about the smoking regulations, please contact our Front Desk or Guest Relations Desk.

## **PETS**

Pets are welcome in our hotel as well as in the restaurant. We do have a surcharge of 15€ per Pet in the room per night. Please use the "Dog in the room" sign, which can be placed on the handle of the door from the outside, to notify our maid to pay special attention to your pet(s) in the room. (You can request a "Dog in the Room" card at the Front Desk upon arrival.)

## **NEWSPAPERS**

Foreign language daily newspapers, international and domestic magazines can be found in the lobby. We're happy to provide them as well in the room, should you need this service, please contact the Front Desk or the Guest Relations Desk.

## **WELLNESS**

You can find the wellness area of our hotel on the first floor. The fitness area and the sauna can be used free of charge for the hotel guests 24 hours a day. Towels and mineral water are provided as well on complimentary basis. The sauna's automated operation is between 6.00-10.00 and 18.00-22.00. If you wish to use it outside these periods, please inform the Front Desk or the Guest Relations Desk in advance.

## **IRONING SERVICE**

Upon request, we are happy to provide an iron and ironing board. Should you need ironing service, we do guarantee a one hour delivery period, the prices are indicated on the laundry sheet, located in the wardrobe.

## **SEWING SERVICES**

Our Hotel provides complimentary sewing service should you need assistance, please contact the Front Desk or the Guest Relations Desk accordingly. Please note that individual pricing may apply in case of a special request.

## **LAUNDRY SERVICES**

Please fill in the laundry order form located in your wardrobe, place your clothes in the laundry bag provided and notify the Front Desk or the Guest Relations Desk. You can find the price list and the terms and conditions on the laundry order form.

## **SHOE CLEANING**

You can find a shoe cleaning machine on the -1 floor of the hotel, in the stairwell. The hotel offers complimentary shoe cleaning service, should you need it, please contact the Front Desk or the Guest Relations Desk accordingly.

## **WAKE-UP CALL**

Ask the Front Desk for the free wake-up call service.

## **SAFE-DEPOSIT**

All Guestrooms are equipped with complimentary laptop safety boxes. Additionally, the Hotel provides storage space in the central safety box, please contact the Front Desk or the Guest Relations Desk in case you wish to use this service.

## **HOUSEKEEPING SERVICES**

Our daily cleaning service is available for all our guests, automatically started from 09:00 till 14:00. Should you need immediate cleaning service, please place the "Please clean my room" sign on the outside doorknob. In case you don't need cleaning service, please place the "Do not disturb" sign in the same place.

Upon request, we are happy to provide:

- more bathroom amenities, toiletries
- extra blankets and pillows
- extra towels
- bathroom chair
- bathroom scale
- anti-slip mats
- Additional luggage rack

As the part of the daily cleaning service, we're pulling your sheets every second day, upon request we're happy to do it on daily basis as well. For sustainability reasons, we're changing your towels only in case they're placed on the bathroom floor, or upon your request. For any other requests regarding room cleaning or preparation, please contact the Front Desk or the Guest Relations Desk.

## **BATHROOM AND OTHER SUPPLIES FOR YOUR COMFORT**

Slippers, bathrobes, hairdryer and shoe spoons and shoe cleaning set can be found in the wardrobe in all guestrooms. Our luxury bathroom amenities are provided by the Balmain Paris, all guestrooms are equipped with shower gel, shampoo, body lotion, hair conditioner, and soap. Further in room amenities contains shower cap, vanity set, and sewing kit. Upon request, we provide dental kit and shaving kit on complimentary basis. All bathrooms on the Danube front are equipped with floor heating. In order to turn it on or off, please contact the Front Desk or the Guest Relations Desk.

## **TURNDOWN SERVICE**

The Turndown service is provided for your every day from 18:00 till 21:30. This service includes the preparation of your bed, replacing all missing in room amenities, extra cleaning upon request, replacing all textiles. In case you don't wish to have the turndown service, place the "Do not disturb" sign on the outside doorknob.

## **PILLOW MENU**

For a relaxing and quality sleep, choose the pillow types that are most suitable for you from our wide range of pillows, available free of charge. Please contact the Front Desk or the Guest Relations Desk in order to place this inquiry. Please note that we provide antiallergenic setup (pillows and blankets) should you need. All kind of pillows can be requested in addition to the original in room setup.

- Bamboo pillow
- Satin wool pillow
- Memory air plus pillow
- Roller bearing with artificial fibre

## **'DO NOT DISTURB'**

You'll find a "Please do not disturb!" card in the room, which you can place on the outside doorknob in case you need more privacy and zero disturbance.

## **MINIBAR & SNACKBAR**

A refrigerator with soft drinks, mineral water, spirits and sweets requiring refrigeration is placed in all guestrooms, as well some premium salty snacks. The price list of the products can be found on the cabinet.

## **AIR CONDITIONING/ HEATING**

The common areas and all guestrooms of our hotel are both air-conditioned and heated. You can set your in room temperature independently, according to your needs, with the controller installed next to the door. Should you need further assistance, please contact our Front Desk or Guest Relations Desk.

## **TECHNICAL SERVICE**

If you notice any technical malfunctions or require technical assistance, please contact the Front Desk or Guest Relations Desk.

## **TV, TELEPHONE, TABLET, LAPTOP**

The service provider reserves the right to change the television channels. You can find the telephone pricing at the beginning of this leaflet. We do provide tablet and laptop upon request on complimentary basis. Please note we're having these items in a limited number. In order to request it, or any further assistance or questions, please contact the Front Desk or Guest Relations Desk.

## **MOBILE WORKING STATION**

The Hotel provides mobile laptop working stations upon request to the Guestrooms. Please, contact to Front Desk or the Guest Relations Desk in case you'd need one.

## **WRITING TOOLS AND NOTEBOOK**

For your convenience, a writing instrument and notebook have been placed on the bedside table.

## **LEO ROOFTOP BAR**

Leo Rooftop Bar is the most beautiful rooftop bar in the capital and can be found on the eighth floor of our hotel. At this unique location, we welcome our guests with a wide range of drinks, creative cocktails and international bar food offered every day of the year.

Reservation is mandatory, please call our Front Desk.

Opening hours: Monday to Sunday, 12:00 – 00:00

Last meal can be ordered at: 21:45

Dress code: smart casual

## **LEO BISTRO RESTAURANT**

Leo Bistro restaurant, which is located on the ground floor of our hotel, plays a major role in giving you a sense of living in the big city, and allows you to taste domestic and international flavors. With a professional staff, we welcome our guests in an easy-going, yet elegant environment.

Table reservation is recommended, for which you may call our Front Desk.

Opening hours: Monday to Sunday. Breakfast: 07:00 – 11:00, Dinner: 17:00 – 00:00.

Last meal can be ordered at: 21:45

Dress code: smart casual

## **BREAKFAST**

You can enjoy our 'a la carte' breakfast with a wide selection of fresh local ingredients in our restaurant, Leo Bistro, located on the ground floor. A permanent part of our breakfast selection includes our gluten and lactose-free offer. In case the breakfast is included in your room rate (breakfast package), you can consume from the buffet table and the a'la carte menu unlimitedly. The breakfast package can be bought on the spot for a flat rate of 9 500 HUF per person. In case you don't wish to have our buffet selection, the breakfast package is optional, that case only the a'la carte menu consumption will be charged on your account. If you have food sensitivity, or intolerance, please indicate it to our serving colleagues

If you wish to have breakfast in your room, please fill in the "breakfast card" and hang it on the outside door handle until 02.00 a.m. Kindly note that the room service breakfast has to be charged separate even if your room rate includes the breakfast, which is served on the ground floor in our Leo Bistro Restaurant.

Breakfast at the Leo Bistro is served every day from 07: 00 to 11: 00.

## **ROOM SERVICE**

Room service is available for our guests from 00:00 to 24:00. You can find the room service price menu on the cabinet. Should you wish to enjoy your meal in your room, please call the number indicated on the first page of this directory, our colleagues eager to assist you anytime.