

H O T E L  
C O L L E C T

**GUEST GUIDE**

List of services A - Z

Dear *Guest*,

We hope that this Guest Guide will provide you with useful information about the services in our hotel. If you have any further questions, or if we can assist you, please feel free to contact us.

We are happy and ready to make sure that your time with us is truly unforgettable.

Sincerely,

*Your Hotel Collect Team*



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# H O T E L C O L L E C T

**Adapter** - We can supply our guests with adapter for international application.

**Adults Only** – We accommodate only adults.

**Air conditioning** - All rooms and the Lobby/ breakfast area are air-conditioned.

**Anti-slip mat for the shower** – please ask at the Reception.

**ATM** – Available in the very nearby, at Astoria and Calvin square, for more information please contact the Reception.

**Bathrobe** – Available in every room or you can also request at the Reception. In case of loss the compensation must be paid.

**Bed linen** - Our housekeepers change the bed linen every third day; on request we change your bed linen daily.

**Bottle of water in the room** – A bottle of water is complimentary available to every guests of the house and it is replaced automatically during daily cleaning if you are running low. For additional bottles (extra charges) please contact the reception.

**Breakfast** - Enjoy the Collect Bites from 7:00 – 11:00 am every day.

*Collect Bites is a premium continental buffet breakfast selection, which is served in our stylish lobby area. This service is complimentary available to every guest of the house to start the day with a great cup of coffee and bites without going out to search for any breakfast option in the city. During check-in and your stay feel free to reserve a table for your special breakfast time. For **gluten or lactose free options** please ask our Reception.*

***Drinks** - Nespresso Coffee and Tea selection, Freshly squeezed apple & orange juice + Smoothie of the Day*

***Bakery** - Premium bread selection, Mini croissant, Pastries, Hot Sandwich*

***Cereals** – Corn Flakes, Cini Minis, Choco Balls, Granolas*

***Spreads** - Assorted jams, Honey, Hazelnut spread*

***Cold kitchen**- Cold cuts of ham and salami (pork & beef salami), Assorted cheese platter, Different tastes of Humus, Hard boiled eggs*

***Seasonal fresh fruits and vegetables***

***Dairy products** - Greek Yoghurt/ Non-dairy Yoghurt with Apple-cinnamon or Berry Compote*

***Sweets** - Daily variety of cakes, Mini muffins, and a lot more*

**Chair for the shower/bathroom** - Please contact the reception with your request, and we will be glad to provide you a chair for the bathroom.

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1053 Budapest, Ferenczy István str. 22.

info@collecthotel.hu

+36 20 263 3383

# H O T E L C O L L E C T

**Check-in** – The hotel room is available from 3 PM, we will be glad to store your luggage in case of early arrival.

**Check-out** - The hotel room is available until 11:00 AM on the day of travel. If you wish to check out later, please contact the reception.

**Cleaning** - Every day between 09:00 and 17:00. If you place the “do not disturb” sign on the door handle from the outside, our staff will not disturb you. For extra requests or any special time arrangement please contact the Reception.

**Clothing** - We kindly ask our guests to visit our Lobby in appropriate clothing, please avoid wearing bathrobes.

**Coffee machine & capsules in your room** - Every room is equipped with a Nespresso coffee machine which comes with two capsules for each day of your stay. If you would like to have additional capsules, please ask at the Reception. Each additional capsule costs 1 EUR.

**Complaints, comments** - If you have a complaint or comment about anything during your stay, please report it to the Reception.

**Cosmetic products** - Shampoo and shower gel, shower cap, toothbrush, toothpaste and shaving products are provided free of charge, ask at the reception.

**Currency exchange** - There is no currency exchange facility in the hotel. The invoice can also be settled in EUR cash.

**Electrical connection** - 220V/50Hz alternating voltage (AC) is available everywhere in the building. An adapter for a different voltage can be requested at the reception.

**Elevator** – Due to the formation of the house, the lift is not totally compatible with the floors, it means it stops on the half floors. To go to the 1<sup>st</sup> floor – with the elevator it is recommended to go to the 2<sup>nd</sup> floor and walk down a half floor, to go to the 2<sup>nd</sup> floor – with the elevator it is recommended to go to the 3<sup>rd</sup> floor and walk down a half floor. There is only one exception, to reach the 3<sup>rd</sup> floor, the right bottom in the elevator is the 4<sup>th</sup> floor, where the lift and the floor is on the same level. In case of any difficulties using the stairs – the ground floor and the 4<sup>th</sup> floor are recommended to our guests where 3 different room categories are available without any elevator caused extra walking.

**Entrance** – Please use your magnetic card /room key/ to enter the hotel. On your way out please press the button on the left-hand side on the wall.

**Extra bed** - A limited number can be requested in certain rooms. For more information, please contact the Reception.

**Extra towels, pillows, blankets** - We provide them free of charge upon request, please contact the Reception.

**Fire and Emergency** – In case of fire and emergency please with using the staircase (not the elevator) leave the building without any belongings as soon as possible and go straight to the park. The escape route is located on the inside of the door of each room.

# H O T E L C O L L E C T

**Found items** - Please inquire at the reception regarding items found/lost in our hotel.

**Hair dryer** - Located in the bathroom.

**Heating** - Our heating is modern, centrally controlled, and can be individually tailored in each room.

**Illness** - In case of health problems, you can ask for medical help at the reception. A thermometer and band-aids can also be requested at the reception.

**Internet** - The hotel internet is provided via Leased line, with the 500 Mbit/s. WiFi password: Guest123

**Iron/ ironing board** – If you would like to iron in your room, we will be glad to provide, please ask the Reception.

**Laundry service** – Please use the laundry bag and inform the Reception about your request. Your clothes will be ready within 24 hours.

**Lobby Bar** - Located on the ground floor of our hotel. Opening hours: 0 - 24h. Our bar is at your disposal 24/7 with wide selection of drinks from all around the world.

**Luggage delivery service** - Upon request, we will take your luggage to/ from your room upon arrival/ departure. Please contact the Reception with your request.

**Luggage storage** – Before check-in, after check-out we will be glad to store your luggage in our luggage room on the ground floor.

**Maintenance** - If you come across a device or equipment in the hotel that needs repair, is damaged, inoperable, or not working properly, please report it to the Reception.

**Map** – A map of Budapest is available at the reception.

**Marshall system** – Immerse yourself in your music and experience big-stage sound in the comfort of your room.

**Messages, mail** - Incoming and forwarded messages are handled by the Reception.

# H O T E L C O L L E C T

**Minibar** – You will find a minibar hidden in the wardrobe and next to it the snacks on the shelf. Please see the price lists below.

We top up your minibar each day. In case of you are running out any of the items the housekeeping will refill them during daily cleaning. If you need any extra, please ask at the Reception.

## Drinks

<i>Szigetközi Water; Still (0,25l)</i>	<i>/2 EUR</i>
<i>Szigetközi Water; Sparkling (0,25l)</i>	<i>/2 EUR</i>
<i>Coca Cola</i>	<i>/3 EUR</i>
<i>Coca Cola Zero</i>	<i>/3 EUR</i>
<i>Kinley Tonic</i>	<i>/3 EUR</i>
<i>Kinley Ginger Ale</i>	<i>/3 EUR</i>
<i>Cappy Orange</i>	<i>/3 EUR</i>
<i>Cappy Apple</i>	<i>/3 EUR</i>

The big bottle of water is replaced automatically and complimentary during daily cleaning if you are running low. Please contact the reception, if you would like to have additional one.

<i>Szigetközi Water Still (1l)</i>	<i>/3 EUR</i>
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## Snacks

<i>Chips</i>	<i>/3 EUR</i>
<i>Healthy chips</i>	<i>/4 EUR</i>
<i>Cheese snack</i>	<i>/4 EUR</i>
<i>Student snack</i>	<i>/3 EUR</i>
<i>Muesli bar</i>	<i>/3 EUR</i>
<i>Chocolate bar</i>	<i>/3 EUR</i>

## Alcoholic drinks

<i>Jack Daniels Tennessee Whiskey</i>	<i>/8 EUR</i>
<i>Johnnie Walker Red Label Scotch Whisky</i>	<i>/10 EUR</i>
<i>Beluga Vodka</i>	<i>/13 EUR</i>
<i>Hendrick's Gin</i>	<i>/9 EUR</i>
<i>Bacardi White Rum</i>	<i>/8 EUR</i>
<i>Corona</i>	<i>/5 EUR</i>

# H O T E L C O L L E C T

**Mobile phone** – You can request a mobile phone at the Reception. At check-out, the phone must be returned. For more information, please ask at the Reception.

**Museums, galleries** – Budapest and the hotel's surrounding is home of many museums and galleries. You can find more information at the Reception.

**Netflix** – Our Hotel provides free access to Netflix to enjoy the most exciting series and films after a long day in the city.

**Office services** - Photocopying, printing and scanning are available in the lobby.

**Parking** - There is a Parking House in the next street, the website is: <http://www.franklinhaz.hu/en> You can also park on the streets, there is a fee of HUF 600.-/hour between 8AM and 10PM on weekdays to be paid at the parking machine or with an application. For more information, please ask our Reception.

**Packages** - If you would like to make your stay more memorable, we can offer you our special packages:

- Balloon and Prosecco Package	/35 EUR
- Birthday Package	/80 EUR
- Romantic Package	/74 EUR
- Fruit Basket in the size of S/M/L	/29 EUR/40 EUR/ 57 EUR
- Fruit Basket and Prosecco, in the size of S/M/L	/42 EUR/53 EUR/ 70 EUR

In order to provide you the best service possible, please notice us at least 3 days in advance!

**Payment methods** - You can pay in the hotel with cash (HUF, EUR), bank and credit card (VISA, Mastercard), and before the arrival by bank transfer.

**Pharmacy** - Please inquire at the Reception regarding opening hours and the pharmacy on duty.

**Phone Charger** - We provide a mobile phone charger at the Reception upon request.

**Programs** - You can inquire about programs and events at the Reception. We are happy to help with making **plans and bookings** if you need our assistance. Tickets and vouchers for the following programs are available at the front desk:

*Széchenyi and Gellért bath – entry ticket*

*Danube Ship Cruises (Wine & Cruise, Coffee & Cruise, Craft Beer & Cruise, Cocktail & Cruise)*

*Dinner & Cruise on the Danube ( Lunch & Cruise, Dinner & Cruise, Dinner & Cruise with Live Music)*

*Private Tours ( in Budapest or to Vienna, Gödöllő, Etyek-Buda Wine Region, Eger, Balaton, Hollókő, Pannonhalma, Pécs)*

*Sightseeing Tours ( Grand City Tour, Szentendre Tour, Puszta Tour, Danube Bend Tour)*

*City Sightseeing Budapest - Hop On- Hop Off*

*Legenda City Cruises ( Daytime Cruises, Evening Cruises, Candlelit Dinner Cruises)*

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# H O T E L C O L L E C T

**Pillow Menu** - It is very important for us to provide all possible comfort for our guests. Please have a look at our **Pillows Menu** with different shapes, fillings, and firmness:

## **Diamond Down Pillows & Duvet**

*Enjoy the luxury feeling of down and feather!*

**Our standard is high, all beds are set with two Diamond pillows of the size 50 x 70 cm and two Diamond pillows of the size 70 x 90 cm as well as a double duvet of the size 220 x 260 cm.**

*It is especially **soft, light, and smoothly**, outstanding warmth keeping and temperature controlling through the night.*

## **Bamboo pillow – medium hard**

*A bamboo pillow with exceptionally good air-permeability, recommended for lovers of medium hard pillows.*

*Size: 50x70 cm*

## **Medicare pillow – hard**

*It is an easy-to-ventilate product providing excellent sleeping climate. It is especially recommended for people with allergic diseases.*

*Size: 50x70 cm*

## **Charmant Cylindrical pillow**

*Discover the amazing comfort with a **roll pillow**: soft and supportive, in any position. Thanks for the breathable cotton cover and anti-allergenic, airy polyester filling you get a dry and tempered sleeping environment.*

*Size: 40 x 15 cm*

*If you wish to have Bamboo, Medicare or Cylindrical pillow, please inform the Reception.*

**Radio** - Radio stations can be received through the TV apps.

**Reception** - 24-hour reception is available to our guests.

**Room key** - You can open the door of the hotel and your room with the room key received at the reception upon arrival.

**Room safe** - There is a room safe in the closet in every room, where you can safely lock away your valuables. Please contact the Reception if you need assistance.

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**Room Service** - available every day from 8 AM – 12 AM, please contact the Reception.

**Sandwiches**

<i>Ham Sandwich(30cm)</i>	<i>/ 13,5 EUR</i>
<i>BBQ Chicken Sandwich (30cm)</i>	<i>/15 EUR</i>
<i>BLT Sandwich (30cm)</i>	<i>/13,5 EUR</i>
<i>Tuna Sandwich (30cm)</i>	<i>/15 EUR</i>
<i>Veggie Delite Sandwich (30cm)</i>	<i>/13,5 EUR</i>

**Salads**

<i>Ham Salad</i>	<i>/12 EUR</i>
<i>BBQ Chicken Salad</i>	<i>/12 EUR</i>
<i>BLT Salad</i>	<i>/12 EUR</i>
<i>Tuna Salad</i>	<i>/12 EUR</i>
<i>Veggie Delite Salad</i>	<i>/12 EUR</i>

**Garnish**

<i>Homemade Fries M *</i>	<i>/4 EUR</i>
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*\*can be ordered only additionally with the main dish*

**Cookies**

<i>Chocolate- Orange Muffin*</i>	<i>/3 EUR</i>
<i>Double Chocolate Muffin*</i>	<i>/3 EUR</i>
<i>Chocolate Cookie*</i>	<i>/2,5 EUR</i>
<i>Double Chocolate Cookie*</i>	<i>/2,5 EUR</i>
<i>White Chocolate Macademia Nut Cookie*</i>	<i>/2,5 EUR</i>

*\*can be ordered only additionally with the main dish*



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**According to your taste**

Choose bread! (One item, only for the sandwich) /free

- White
- Cheesy oregano white
- Brown bread
- Multi- seeded brown

Choose cheese! (One item, for sandwich and salad) /free

- I don't want cheese
- American cheese
- Cheddar- Mozzarella cheese

Toast your sandwich? (Only for sandwich) /free

- No toasted, please
- Toasted, please

Choose vegetables! (Up to 7 items, for sandwich and salad) /free

- I don't want vegetables
- Salad
- Tomato
- Cucumber
- Pickles
- Tri-color pepper
- Onion
- Jalapeno peppers

Choose sauce! (Up to 3 items, for sandwich and salad) /free

- I don't want sauce
- Barbecue sauce
- Caesar sauce
- Chipotle sauce
- Sweet onion sauce
- Ketchup
- Mayonnaise
- Sweet chili
- Honey mustard
- Vegan garlic

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# H O T E L C O L L E C T

**Security system** - A video monitoring and recording system operates at some points of our hotel.

**Sewing kit** - Available in the rooms and on request at Reception.

**Shoe cleaning** - The shoe cleaning machine can be found on the 2<sup>nd</sup> floor. Please contact the Reception if you need assistance.

**Shoe cleaning kit** - Available in the rooms and on request at Reception.

**Smoking** - In accordance with legal regulations, smoking is prohibited in the hotel.

Ignoring this will result in EUR 200.- compensation. If the fire alarm device is activated by smoking, the fire departments fee will be invoiced to the person responsible.

Smoking is allowed only in the balcony (which only connects to certain rooms) where an ashtray is placed.

**Slippers** – Available in your room and free of charge at the Reception.

**Taxi** - You can order a taxi at the reception 24 hours a day.

**Towel** - Towels are changed daily, if it is clearly indicated after use (by throwing the towel on the floor). Please help our hotel operate in an environmentally friendly way, only request a replacement if necessary!

**Transportation** - For transportation information, please contact the Reception.

**Television** - A smart TV can be found in each room. Free Netflix is provided for you. You can watch regular TV channels through the app called Yettel Tv/ MyTv free of charge. All the apps are located at the bottom of the screen where you can navigate through with the remote which is located at the nightstand next to the bed. If you have any problems with the TV, you can find a guideline in the nightstand drawer or please contact the Reception.

**Umbrella** – Can be borrowed and it is available at the entrance of the Hotel.

**Wake-up service** - Please indicate your need at the Reception.

**Wifi** - The hotel is providing fast and free Wifi in the entire building. Name: CollectGuest - Password: guest123