

# Hotel Allora — Guest Information



## 1.) Contact Information

**Address:** 1191 Budapest, Kossuth Square 23

**Phone:** +36 20 375 7467

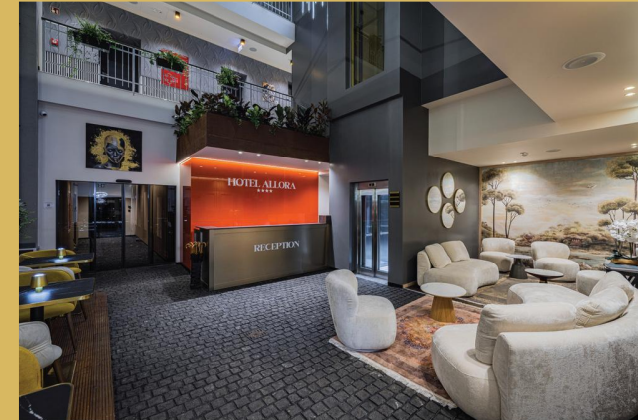
**E-mail:** [reception@hotelallora.hu](mailto:reception@hotelallora.hu)

**Website:** [www.hotelallora.hu](http://www.hotelallora.hu)

## 2.) Information About Hotel Services

### ADAPTER / ELECTRICAL CURRENT

In Hungary, the European standard 230 V / 50 Hz voltage is used. If you need an adapter, please call Reception at extension 1400.





## TABLE RESERVATION

To reserve a table in the hotel restaurant, please dial extension 1600.

## BED LINEN CHANGE

Bed linen is changed at least twice a week. The first change takes place after the 3rd night. For more information, please contact Reception or dial 1400.

## DAILY BED LINEN CHANGE ON REQUEST

Daily linen change is available upon request. Please call Reception at 1400.

## BABY EQUIPMENT ON REQUEST

Upon request, we provide baby cots, highchairs, bottle warmers, and baby monitors free of charge. More information is available at Reception or at 1400.

## BABYSITTER

Private childcare for children under 3 years old is available for a fee. You may request it at extension 1400 or in person at Reception.

## BANKS AND ATMs

The nearest banks and ATMs can be found at the following locations:

Erste Bank: located on the ground floor of the hotel building, to the right of the main entrance, near the rear entrance.



## BAR

The Massimo Bar is located on the ground floor of the hotel.

Opening hours: every day from 12:00 to 22:00.

## ROOM AMENITIES

Rooms are equipped with towels, shower gel, soap, shampoo, toothbrush glass, body lotion, cosmetic tissues, spare toilet paper, and a shoehorn.

Bathrooms include towel racks, hairdryers, and movable illuminated cosmetic mirrors.

## PETROL STATION

The nearest petrol station is 1.4 km away at Budapest, Ady Endre út 22–26 (MOL).

## BLACKOUT CURTAINS

All hotel rooms can be completely darkened using the blackout curtains, which are part of the standard room equipment.

Reception: extension 1400

Restaurant: extension 1600

Housekeeping: extension 1400

## CIGARETTES / CIGARS / SMOKING

The entire hotel is a non-smoking area.



## SHOE POLISHING MACHINE

A shoe polishing machine is located next to the Lobby and can be used free of charge.

## CONCIERGE / GUEST RELATION MANAGER

For theatre or cinema ticket reservations, flowers, chocolates, or other special arrangements, please contact our colleague any day of the week at extension 1400.

## LUGGAGE SERVICE / SECURE LUGGAGE STORAGE

Luggage transport service is available 24 hours a day.

You can request the service at 1400.

Our porters will place your luggage in the luggage room and store it upon request.

## PARKING SPACES FOR ELECTRIC CAR CHARGING

Electric car charging is available near the hotel.

For more information, please contact Reception.

## UMBRELLA

Umbrellas are available for guests at Reception.

## WAKE-UP SERVICE

Wake-up calls can be requested in person at Reception or by dialing 1400.



## SAFE / CENTRAL SAFE

If needed, valuables can be stored in the hotel's central safe.  
For more information, contact Reception or dial 1400.

## VALUABLES

You may store your valuables in the in room safe.  
The hotel does not assume responsibility for valuables placed in the room safe.

## FOOD ALLERGIES

The hotel provides balanced meals for guests with food allergies, including gluten free and lactose free options.

## FOOD OFFERINGS

Room service food options are available daily between 12:00 and 22:00.  
Please call extension 1400.

## RESTAURANTS

The Massimo Restaurant is located on the ground floor of the hotel.

- Buffet breakfast: daily from 7:00 to 10:00
- Half board dinner: daily from 18:00 to 21:30
- The Massimo Restaurant also offers an à la carte menu.
- The restaurant is open every day from 12:00 to 22:00.
- We accept food orders until 21:00 each day.



## FITNESS ROOM

The fitness room is located on the 3rd floor of the hotel.  
It is equipped with cardio and strength training machines.

- Opening hours: Monday–Sunday, 6:00–21:00
- The fitness room may only be used at your own risk and in accordance with the house rules.
- Guests under 18 may use the fitness room only under parental supervision.

## PHOTOGRAPHY / VIDEO

Photography and video recording on hotel premises is permitted only if it does not infringe on the privacy rights of other guests.

## BATHROBE

Bathrobes are available upon request at Reception.

## BABY COT

A baby cot is provided free of charge upon request.  
Please dial 1400 if needed.

## PHARMACY

The nearest pharmacy is located at Budapest, Üllői út 257.

Phone: +36 1 357 5663

Information about the current on duty pharmacy is available at Reception.



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## WEBSITE

Our hotel has an up to date, multilingual website where guests can leave reviews and make direct reservations.

The website is optimized for mobile devices.

[www.hotelallora.hu](http://www.hotelallora.hu)

## INTERNET ACCESS

You may connect your laptop to the internet in your room free of charge using a wired connection.

## TICKET RESERVATIONS (CINEMA, THEATRE, CONCERT)

If you would like to complement your stay with programs or events, please call extension 1400 for ticket or seat reservations.

## ICE

If you would like to order ice to your room, please dial 1600.

## COFFEE MACHINE

Family Suites and Deluxe rooms are equipped with capsule coffee machines.

## CASHLESS PAYMENT OPTIONS

At check-in, payment can be made by bank card (VISA, MASTERCARD, AMEX, MAESTRO) or with Széchenyi Recreation Cards.





## CHECK OUT

On the day of departure, the latest check out time is 11:00.

If you wish to check out later, please inform Reception or call 1400.

Late check out is available for an additional fee depending on hotel occupancy.

## EXCURSIONS, SIGHTSEEING & PROGRAMS

If you would like to explore Budapest and its surroundings or join an organized program, please inform Reception or call 1400.

## HOSPITAL

The South Pest Central Hospital – Merényi Gusztáv Hospital Site is located at Budapest, Gyáli út 17–19, offering both adult and pediatric emergency services.

The hotel will notify the emergency service if needed.

In case of any problem, please call Reception at 1400.

## USE OF KEY CARD

Insert the key card received at Reception into the black wall slot next to the door — the “key card switch.”

This activates the electricity in the room. Removing the card cuts the power.

Continuous power supply is available at:

- the socket next to the main switch
- the minibar
- the safe
- the television

After removing the key card, the thermostat switches to a temperature holding mode.



## AIR CONDITIONING

Rooms are equipped with individually controlled air conditioning as part of the standard room amenities.

## MINIBAR

The minibar in your room is stocked according to a pre purchased package. Contents include various drinks and snacks.

## LAUNDRY (WASHING, IRONING, DRY CLEANING)

For information about available services and prices, please contact Reception or dial 1400.

## DAILY HOUSEKEEPING

Rooms are cleaned daily.  
Guests may indicate if they wish to decline the service.

## UP TO DATE NEWS

A Smart TV in your room provides access to current news sources.  
More information is available under the TV system menu.

## PARKING

Parking in the street, in front of the hotel, is available free of charge.  
The hotel can also accommodate bus parking.



## PILLOWS

Each room is equipped with 2 pillows per guest as standard. Additional spare pillows are available upon request.

For more information, please contact Reception or dial 1400.

## POSTAL SERVICE

You may send parcels, letters, or postcards with the assistance of the Reception staff.

## RECEPTION

Our reception team is available 24 hours a day, either in person at the reception desk or at extension 1400.

Information is provided in Hungarian and foreign languages.

Available services at Reception:

- photocopying
- printing
- scanning (color and black and white)
- laminating
- translation
- interpretation



## BREAKFAST

Buffet breakfast is served daily from 7:00 to 10:00 in the hotel's air conditioned restaurant. For early departures, a cold breakfast package can be requested at the value of the breakfast. Please notify Reception or call 1600 no later than 19:00 on the day before departure.

## EMERGENCY CALL

In case of emergency, immediately dial 1400.

## PERSONAL AND SECURE PRINTING

Upon request, the hotel provides printing services with full discretion and security. The printing system ensures that no one else can see what the guest prints. For more information, please contact Reception or dial 1400.

## SAFE / CENTRAL SAFE

Each room is equipped with a laptop size safe with an electrical outlet, suitable for charging laptops, notebooks, and phones.

Instructions for use:

1. Opening: The safe is open upon arrival.
2. Setting your own 4 digit code: Press \* + four numbers + #.  
(Use this code to open and close the safe.)
3. Upon departure: Please leave the safe door open.

If you prefer not to store valuables or money in the in room safe, you may hand them over at Reception for storage in the central safe.



## BATHROOM CHAIR ON REQUEST

A chair can be provided in the bathroom upon request.  
Please call 1400.

## ROOM RESERVATION

If you wish to book a room at the hotel, please call 1400.

## ROOM SERVICE

Room service is available daily from 12:00 to 22:00.  
To place an order, please call 1400.

## BLANKET

Extra blankets in various sizes are available at Reception or by calling 1400.

## LOST & FOUND

If you have lost or are missing any personal belongings, please notify the hotel staff immediately at Reception or by dialing 1400.

The hotel does not assume responsibility for valuables left in the rooms.

## TAXI / TRANSFER / CAR RENTAL

If you require a taxi, transfer service, or car rental, please inform Reception or call 1400.





## TELEPHONE

A telephone is available in your room.

It can be used only after check in.

- For international calls: dial 00, then the country code and area code.
- For domestic calls: press 0, then dial 06 and the area code.

## PAID SERVICES

- Half board
- Allora dessert arrangement
- Macaron arrangement
- Sparkling wine arrangement
- Rose arrangement
- Flower box arrangement
- Early check in
- Late check out

## TOILETRIES

For an additional fee, a dental kit or shaving kit can be requested at Reception or by calling 1400.

## MULTILINGUAL GUEST INFORMATION

A digital or printed guest information guide is available via the QR code in the room.

It includes hotel services in Hungarian and English and is part of the standard room equipment.



## CHARGING STATION

The hotel provides charging options for various devices and offers different adapters (international standard) at Reception.

For more information, please contact Reception or dial 1400.

## TOWELS

Daily towel change is available upon request.

Please place towels to be replaced on the floor.

If you need additional towels, please call 1400.

## FIRE ALARM

In case of danger, call Reception at 1400.

The evacuation plan is located on your room door.

During evacuation, follow the arrows on the illuminated green emergency exit signs.

Elevators do not operate in such situations — please use the staircase.

## TV SYSTEM

Rooms are equipped with a Smart TV system with internet access.

Through the TV, you can access:

- over 100 digital TV channels from one of Hungary's largest cable providers
- multiple online media sources and streaming services
- various international channels

Remote control:

The function buttons operate the same way as standard household remote controls.



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### SEWING KIT

A sewing kit is available at Reception or by calling 1400.

### IRONING

The hotel provides ironing service within one hour for an additional fee.  
More information is available at 1400.

### FLOWERS & GIFTS

For flower or gift arrangements, please contact Reception or dial 1400.

### TOILET SEAT REDUCER & STEP STOOL

For children, a toilet seat reducer and step stool are available free of charge at Reception or by calling 1400.



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