

Dear Guests!

We welcome you to the Újhuta Castle Resort!

Thank you for choosing our hotel!

We wish you a pleasant rest and would like to inform you about our services available in our Castle Resort!

Guest Information - Table of Contents from A-Z

Adapters and converters	Please request them at the Reception, if required.
Baby equipment	Cot, high chair or baby food to be heated – please request them at the Reception, if required.
Bar	Our bar at the hotel lobby is open from 07:00 – 22:00. We offer you: desserts, coffee and tea, soft drinks, wines, spirits.
Bathrobe	Prepared in the room in advance. In case of a size change, please contact the Reception or the maid. You can request a change of bathrobes during your stay for an extra charge of HUF 2,000.
Bathroom products	The following products can be purchased at the Reception: toothbrush, toothpaste, razor, shaving foam.
Bible	You can find it in the drawer of the side table in the room.
Bicycle rental	More information can be requested at the Reception.
Check-in	The room can be booked from 2 pm on the day of arrival.
Check-out	The room is available until 10 am on the day of departure.
Chess, cards, toys	We provide them free of charge. More information at the Reception.
Conference room	We undertake the full management of meetings, negotiations, trainings and conferences (15-50 people), if required. Please request more information at the Reception.

Complaints	Please contact the Reception or the manager on duty with your complaints or comments while you are here so that we can help you with them as quickly as possible.
Cot	Provided in limited number. More information at the Reception.
Credit cards	We accept VISA, Mastercard, Maestro cards.
Daily change of bed linen	Please request at the Reception, if required.
Daily cleaning	Our maids clean the rooms every day and they change the textiles on request. If you require extra cleaning, please let us know at the Reception.
Electric car charger	Please contact the Reception regarding the details of charging.
Electrical voltage	220V. International plug adapter can be requested at the Reception.
Elevator	Rooms on the first and second floor can be reached by the elevator from the lobby.
Excursions, programs	Please contact the Reception in order to find out more about the program options available in the area.
Extra blanket, pillow	Upon request, we provide extra blankets and pillows (more types) free of charge. Please contact the Reception for more details.
Fire protection policy	Information can be found in the room folder.
Food	For food safety reasons, only food and drinks that are purchased here can be consumed in the hotel!
Game room	More information at the Reception.
Heating/Air-conditioning	The intensity of air blowing, cooling and heating can be controlled individually on the air conditioning system in the room.
Iron	Please contact the receptionist with your request.
Lost and found items	can be picked up or dropped off at the maids' office or at the Reception, after proper identification. We keep the found items for 6 months.
Luggage delivery	Please indicate your need at the Reception, if you require help with carrying your luggage.

Luggage storage	Our luggage room on the ground floor can be used free of charge. Inquiries at the Reception.
Medicine	Medicine for fever and for pain, and also thermometer can be requested at the Reception.
Minibar	It is available in every room with a variety of soft drinks, alcoholic beverages and snacks. Minibar consumption is topped up daily by the maids and charged to your account. Please indicate your last consumption of the day at the Reception upon departure.
Parking	It is available for guests free of charge in the inner courtyard of the Castle Resort.
Pets	No pets are allowed in our hotel.
Photocopying	Please inquire at the Reception.
Playground	It is in the Castle Park.
Printing	Please inquire at the reception
Radio	You can set the radio on the TV in the room according to the channel allocation.
Restaurant	Our restaurant is located on the ground floor. Opening hours are: every day from 08.00 to 21.00 <u>Buffet breakfast:</u> from 08:00 to 10.00 <u>À la carte dining:</u> from 12.00 to 21:00 <u>Board dinner:</u> from 18.00 to 20.00
Room service	It can be used from 08:00 to 24:00. As part of the service, our entire restaurant food and drink menu can be used with a 40% surcharge, minimum HUF 2,000/occasion. The menu and drink list can be found in the room folder or are also available online at www.ujhutakastelyszallo.hu .
Safe	The room safe can be used according to the instructions for use attached to it. Please note that we take no responsibility for any valuables left in the rooms and in the room safe.
Sewing kit	Available on request at the Reception.
Shoe cleaning kit	There is a shoe shine kit in the room.

Shoe cleaning service	Our shoe cleaning machine is located at the main entrance.
Smoking	Please be advised that smoking is strictly forbidden in our rooms and common areas. We provide a designated smoking area in the inner courtyard, next to the terrace. Rooms and the common areas are equipped with smoke detectors, covering them is prohibited and it is a fire hazard. Failure to comply with these will result in a fine (HUF 50,000) and also the termination of the service!
Slippers	Please request them at the Reception if you require. We provide them for a fee of HUF
Special dietary needs	Please inform the Reception about your special dietary requirements (vegetarian, food allergy etc.)
SZÉP card	We accept the Széchenyi Pihenőkártya (SZÉP card). More information about how to use it can be requested at the Reception.
Table reservation	At the Reception.
Technical fault	In the event of a technical fault, please call the Reception.
Towel change	Towels are changed in the room upon request. Please take environmental aspects into account when using towels and replace them only if is indeed required.
Umbrella	Available on request at the Reception.
Value preservation	Every room has an in-room safe in the closet. Please leave the safe-door open upon departure! Please be advised that we take no responsibility for any valuables placed in the room safe.
Wake-up service	Please indicate your request at the Reception.
Washing, cleaning	Please indicate your request at the Reception. It can be used every weekday for a fee of HUF A laundry bag can be found in the closet of the room.
Wi-Fi	It is available free of charge throughout the hotel. You can find the Wi-Fi password in the room folder.