



DEAR GUEST,

Welcome to ETO PARK HOTEL★★★★SUPERIOR Business & Stadium!

Thank you for choosing our hotel. We wish you a pleasant stay and would like to inform you about the services available at the hotel.

For any questions, please contact the reception available 24 hours a day either in person, or by dialling extension **9999** from your room telephone.

Adapter

In our hotel it is possible to use an international adapter / socket. Please contact the reception about your request.

Air conditioning

There is air conditioning in all of our hotel rooms and communal spaces. The temperature control in your room serves your leisure. For the efficient operation of the HVAC unit, please keep the windows closed. (See under Temperature control). To ensure continuous cooling, please keep your key card in the slot next to the door even when you are not in the room. (See Appendix 1).

Baby and child package

We are able to provide guests arriving with children the following items free of charge, but at a limited quantity:

- baby cot
- baby bath tub
- water kettle
- baby carriage
- high chair / feeding chair
- step stool

Babysitting

Please contact the reception to make arrangements and ask for the prices of babysitting.

Baggage service

Please inform the reception if you request a baggage carrying service.

Banquet Section

ETO PARK HOTEL*****SUPERIOR Business & Stadium, Győr offers a full range of business services for business travellers with a total capacity of 10 halls and conference rooms of over 1,000 m², is also suitable as a venue for conferences, company events, team building trainings, gala dinners and weddings.

Our event and multi-function halls are able to accommodate several hundred people; the technical facilities meet the high requirements of the 21st century. They are the perfect choice of venue for any conference organiser. The elegant Ball room is 400 m² without columns and it can be divided into two rooms with the same size; its interior height and design makes it suitable for organising symposia, gala dinners, cultural events and large-scale concerts with a high number of participants.

Bar

Attached to the lobby, the TEMPESTAS BAR awaits our guests with cocktail and coffee specialties, wide range of drinks and a rich variety of snacks to be enjoyed after a tense workday or a sightseeing programme. The bar is also a perfect venue for business meetings during the day.

Please contact the reception for the opening hours.

Barrier free

Our hotel has two rooms designed for guests with special needs. All premises of the hotel are accessible by wheelchair or with the help of elevators.

Bath robe

There is a bathrobe available for our guests in each room.

Bathroom scales

We have a limited number of bathroom scales, available free of charge. For more information, Please call the reception.

Bible

You can find a Bible in the drawer of the table in your room.

Blankets and pillows

At your request we can give you extra blankets and pillows. For more information, please contact our colleagues at the reception desk.

Breakfast

A buffet breakfast is included in the room price and served in our restaurant called Narrabo between 6 - 10 am on weekdays and 7-11 am during weekends.

Breakfast Cold Package

In case of an early leave, you can request a breakfast cold package. Please make your order by 8 pm, the night before your leave at the reception.

Breakfast to the room

You can find an order form for breakfast to the room in a folder placed in your room. Please fill it out and hang it on your doorknob by 11 pm at the latest. We charge a room service fee for breakfast to the room.

Carriage of luggage

Please give notice to us about your request to carry your package.

Chair in the bathroom

Please give notice of your request at the reception.

Change of bed linen

Bed linen is changed after three nights of stay. At your special request, we can change your bed linen every day. Please contact the reception about this request.

Charging station

We are able to provide chargers for various electric devices in limited quantities. In our bar called TEMPESTAS you are able to use them free of charge. For more information, please contact our colleagues.

Check-out

On the day of your check-out, you are requested to leave your room by 11 am (groups by 10 am). To make your check-out smooth, you can ask for your pro forma invoice at the reception the night before your leave. Depending on availability, there is an opportunity to request late check out. Please indicate such a request at the reception so that we are able to provide a room for you.

Chemical/Dry cleaning

We offer chemical / dry cleaning service with 9 hours of notice if the request is made before 8 am at the reception desk. This service is not available during the weekend. Please contact the reception about chemical cleaning.

Child's bed

If you need a kid's bed, please contact the reception.

Cleaning shoes

In the lobby of our hotel next to the lift, a shoe cleaning machine is at our guests' service.

Complaints

If you have any complaints or comments, please contact the reception during your stay so a solution can be provided as soon as possible.

Computer

If you need a laptop or any IT assistance, please ask for help at the reception. Assistance is available from 8:00 until 16:00 every day, at different times please make an appointment in advance.

Computer Assistance

If required, we are able to provide computing assistance for our guests. This service is available every day from 8:00 until 16:00. Please contact the reception for more detailed information.

Conference services

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Cleaning

The rooms are cleaned between 8 am and 4 pm every day. If you would like to ask for another time for cleaning, please inform the reception. Bed linen is changed every 3 days; but at your request your bed linen can be changed every day. If you want to have your towels replaced, please drop the used ones on the floor and the housekeeping will provide you with clean ones during the daily cleaning.

Daily magazines

Daily magazines are at our guests' service on the two computers next to the reception in digital form.

Debit and credit cards

In addition to cash payment, you can pay with a debit or credit card at the hotel. We also accept Széchenyi Recreation Cards (OTP, MKB, K&H SZÉP Cards).

ACCEPTED DEBIT AND CREDIT CARDS:

- American Express
- Eurocard
- Maestro
- MasterCard
- Visa
- Visa Electron
- JCB

Doctor

If you need a doctor, contact the reception.

Do not disturb

If you want to avoid being disturbed, please hang the „Do not disturb” board on your door knob outside and ask the reception not to forward any phone calls to your room.

Dress code

We kindly ask our guests to wear appropriate clothing when visiting the restaurant at dinnertime. Please avoid wearing sweatpants or bathrobes.

Electricity

For activating power supply, please insert your room card in the hole next to the entrance door. The supply voltage in the hotel is 230V/50Hz.

Escape route

In case of fire, follow the escape route displayed on the door as well as the instructions of our staff.

Event organisation

Our hotel will help you with all the details of the organisation of company events, conferences, trainings or weddings in order to make the arrangements smooth. You can find all the necessary information on our website and we are available by phone (+36/96-815-981) and via e-mail (sales@hoteletopark.hu) if you have any specific questions or requests.

Express check out

In our hotel express check out is available. For more information, please contact the reception.

Extra beds

Some rooms have enough space for an extra bed. There are a limited number of extra beds available. Please contact the reception if you have such a request.

Fax

For fax services, please contact the reception. The hotel's fax number is: +36 96 815 982.

FIRE PROTECTION RULES

Kindly allow us to inform you of some fire protection rules:

- The hotel premises must be used for their intended purposes.
- Flammable and combustible materials are not allowed in the building.
- The use of electric heating or warming devices are not allowed in the room.
- The hotel is non-smoking. Throwing cigarette ashes or matches in wastepaper baskets or at any other flammable materials is forbidden.
- In case of fire or emergency, please exit the building following the escape route displayed on the room door.
- Please shut the windows of the room before leaving.
- Always follow the instructions of the security service and the staff of the hotel in case of fire. If you detect fire or any circumstances indicating fire, we kindly request you to immediately inform the reception.

Our hotel is safe, well protected against such accidents caused by fire, but we would like to inform you with the following if the fire starts in your room.

- Call the reception by dialling extension 9999; the staff will help you.
- Leave the area of the hotel, together with your belongings, as fast as you can.
- The fire escape route is displayed on the inner side of the room door.
- In case of fire, the use of the elevator is prohibited.

Flowers

You can order flowers through the reception.

Gift coupon

If you paid for your hotel stay in advance with a gift coupon, please give your coupon at the reception on your arrival date. If you wish to buy a gift coupon, you may ask about the conditions and prices at the reception.

Tour Guide

If you want us to hire a guide for you, please call the reception.

Hairbrush

Please call the reception if you need a hairbrush.

Hair dryer

You can find a hair dryer in the bathroom of your room.

Half or full board

Depending on the number of our guests, half board is provided in the form of a buffet dinner or a three-course menu chosen from a limited selection.

Full-board includes a light, three-course lunch and, depending on the number of our guests, a buffet dinner or a three-course evening menu chosen from a limited selection.

House pets

You are able to arrive with house pets (cats, dogs) to a number of standard rooms of the hotel, for an extra fee, and only under your supervision. Please contact the reception for such a request.

Inside tour

If you are interested to look around in the hotel, we are ready to show you around. Please call the reception for details.

Ice cubes

You can order ice cubes through the room service.

Internet

In the communal spaces of the hotel as well as the rooms there is WLAN connection free of charge. Please use the password et0h0tel (0=zero) for login. There are two computers next to the reception desk with internet access, for free use. A limited numbers of laptops can be provided for guests upon request in the room for the duration of stay. For more information, please contact the reception.

Ironing

You can use the ironing services of our hotel; for the prices, please check the laundry price list you can find next to the laundry bag in the wardrobe. Ironing is performed within one hour.

Laptop

If you need a laptop or require IT assistance, please contact the reception. IT help is available between 8 am and 4 pm every day or at other times with previous arrangements.

Laundry

A laundry service is available for our guests. Please use the laundry bag and the list you can find in your room. It is collected by the housekeeping during the daily cleaning. For further information please inform at the reception. Laundry requests made before 8 am are performed within 9 hours.

Lost objects

Please contact the reception if any of your valuables have been lost.

Luggage room

Luggage room is available behind the reception.

Maintenance

Please inform the reception if any of the facilities in the room are out of order or need to be repaired.

Map

There are maps of the city available to our guests at the reception.

Massage

Please call the reception if you request a massage.

Messages

Please contact the reception about messages.

Mini bar

We wish to inform you, that depending on the volume of your consumption, you will be charged extra for it. The mini bar is checked and filled up by the housekeeping from 9 am every day. Please refer to the price list in the folder ("Mini bar price list") for the prices and products available in the mini bar. Please mark your extra mini bar requests on the same price list and leave it on the table. You will be requested to pay for your mini bar bill at the reception upon your leave.

Parking

Parking in the parking lot outside the hotel is free of charge for our guests during their stay.

Pharmacy

If you need any pharmaceutical products, please call the reception.

Photocopying and printing

For photocopying or printing services, please contact the reception.

Pillow menu

You can ask for a "pillow menu" at the reception, which is a free service within you can apply for a package of 5 different types of pillows to be taken to your room by the house-keeping service. You can try the various types of pillows during your stay and buy any of them upon your leave. Please call the reception between 8 am and 21 pm for this service.

Programme organisation

Our staff is more than prepared to help you with the organisation or arrangement of either individual or group programmes. Please contact the reception for detailed information.

Public telephone

A public telephone is at our guests' service at the reception.

Radio

A radio service is available through the menu of the television set in the room.

Reading and Writing

We provide a separate room for reading and writing for our guests. If you would like to use it, please contact the reception.

Religious services

Please contact the reception for the times of religious services and the addresses of the churches or other places of worship.

Rent a car

The hotel receptionists will help you with car rental services.

Renting sport equipment

We provide bicycle rent to our guests in our hotel. Please give us notice of your request at the reception.

Reservation

You can find all the necessary information for booking your next stay at the reception or on our website (www.hoteletopark.hu).

Restaurant

NARRABO A' la Carte Restaurant, located in the second floor of the hotel, is the perfect meeting point with a spectacular view of the stadium. The interior design makes the restaurant quiet and intimate at the same time, even with more than 100 seats. There are 2 extra rooms connected directly to the restaurant, one of them is able to accommodate 100 and the other 90 people. Altogether the capacity of the restaurant can be enlarged to accommodate more than 140 people.

The gastronomical concept of the hotel focuses on high quality, the adaptation of new gastronomical trends, as well as the traditions. The choice is exciting, yet proven combinations of flavours. We offer you specialities made of fresh ingredients, according to the season all year round.

Please contact the reception about the opening hours.

Room keys

You can unlock the room door using a chip card. Doors can be locked from inside.

Room safe

There is a laptop-size safe in your room for storing your valuables and money. You should find the safe open when first entering the room and we request you to leave it open when checking out. When using the safe, lock the door of the safe, set a code of at least 4 digits and press the CLOSE button. By pressing the same code once again, the safe is unlocked. We wish to point out that the hotel shall not be liable for your valuables stored in the room safe.

In case of any problems, please contact the reception.

Room service

Room service is available from 7 am to 11 pm. Please dial extension 1202.

Safety

For your safety, please lock the door of your room every time you go to sleep or leave your room.

Sewing services

If you request sewing services, please contact the reception.

Shaving supplies

Please call the reception in case you need shaving supplies.

Sightseeing

For information and advice on sightseeing or current cultural programmes, contact the reception. Maps are also available at the reception.

Slippers

In each room slippers are provided to our guests.

Smoking

All the premises of the hotel are non-smoking areas. Smoking is allowed at the appointed areas only. We wish to inform you that for the violation of the non-smoking rule in the room is charged with an extra cleaning fee of HUF 15 000/room.

Taxi order service

Please contact the reception for taxi order.

Telephone

You can make direct phone calls with the telephone set in your room. Incoming calls are forwarded to the requested room by the receptionists. The hotel's telephone number is: +36/96-815-981.

IMPORTANT TELEPHONE NUMBERS:

Emergency call number:	112
Domestic directory assistance:	11818
International directory assistance:	11824

SCALLS MADE FROM YOUR ROOM:

Reception Housekeeping	9999
Restaurant Narrabo:	9002
Bar Tempestas:	9001
Room service:	1202

MAKING CALLS FROM YOUR ROOM:

If you want to call any room at the hotel, dial number 1 then the number of the room called.
For instance, if you want to call room number 314 on the third floor, you have to dial: 1314

RATE OF THE ROOM PHONE

If you make a call from your hotel room, please consult the reception about domestic minute rates and international call zones.

HOW TO MAKE A TELEPHONE CALL

Local call: enter the six-digit number

Domestic call: district access code + phone number

International calls: 00 + country access code + district access code (omitting the first 0) + phone number

Temperature control

See Appendix 1 for setting the room temperature. For any questions, please call the reception.

Terms and Conditions

You can read about the General Terms and Conditions of Contract on the hotel's website (www.hoteletopark.hu). If you have any questions, do not hesitate to consult the reception where our colleagues are able to give you more detailed information.

Throw rug

It is possible to request a washable throw rug in our hotel. Please contact the reception if needed.

Toiletry

We provide extra toiletry at the reception to our guests. (Body lotion, soap, shampoo).

Toothbrush and toothpaste

Please call the reception if you need a toothbrush or toothpaste.

Transfer

In case you need airport transfer, do not hesitate to contact the reception where our staff will be pleased to help you.

Turndown service

We can prepare the bed for the night at your request. Please inform the reception if you have such a request.

TV

The TV set in the room has a USB port: by connecting your USB compatible devices you can enjoy watching your photos and videos on a full screen. For playing your media content, connect the device with the files via the USB port in the middle of the panel including the television set, and select the menu item "KÜLSŐ" (external) with the "SOURCE" button in the upper right corner on the remote control of the television. By pressing the button CH LIST on the remote control, you can display the list of channels. You can navigate between the channels using the arrows on the remote control.

TV programme selection and summaries

You can access the programme summaries of the TV channels on the television, by pressing the TTX button on the remote control.

Umbrellas

We provide you with an umbrella during your stay, free of charge. Umbrellas are available at the reception.

Wake-up call

You can ask for a wake-up call at the reception. The service is free of charge.

Water kettle

We can provide you with a water kettle at your request. For further information please contact the reception.

Weekly magazines

Weekly magazines are available in the lobby area for our guests' service.

Wellness bag

In each room there is a wellness bag including a towel and a pair of slippers.

We kindly request you to leave the wellness bag, together with its contents, in the room at the end of your stay.

You can buy the wellness bag if you wish to; please contact the reception about this when checking out.

Wellness-Fitness: Center/Facility














The Wellness- Fitness Center was designed to create a communal space where everything is meant to serve the harmony of the body and the soul. Leave the everyday rush behind and follow your desire to recharge with intellectual and physical energy. Experience the soothing feeling of cleaning your mind in the sauna, getting relieved of the muscle tension caused by stress and finding perfect harmony with yourself.

In the Wellness-Fitness facility of the hotel is located on the second floor, there is a well-equipped fitness room with cardio machines and a sauna complex (with both Finnish and steam sauna) awaiting our guests. For access, follow the signs displayed at every storey where hotel rooms are located.

Please contact the reception about the opening hours of the Wellness-Fitness Center.

Appendix 1:

OPERATION OF THE HEATING/COOLING SYSTEM

1. Turning on/off: Press the  button once to turn the thermostat on; press it once again to turn it off.
2. Temperature set point: After you have turned on the thermostat, press the  button to reduce the temperature and the  button to increase it. The values change per 0.5 °C degrees. Wait for 5 seconds for the desired temperature value to be stored, after which the display switches back to the regular mode. Press the  or  button to check the current temperature.
3. Operation: After you have turned on the thermostat, press the "M" button to change the mode: Cooling  Heating  Auto  or Vent . In the ventilation (Vent) mode, the valves do not operate; speed can be changed according to the following: low speed  medium speed  high speed  auto mode .
The auto mode changes according to the following:
 - It switches to Low if the room temperature is 1°C different from the desired value
 - It switches to Medium if the room temperature is 2°C different from the desired value
 - It switches to High if the room temperature is 3 °C different from the desired value
4. Sleeping mode: When you open the window or when the card is not in the slot, the thermostat switches to sleeping mode.

