



Welcome

We welcome our dear Guests in RIVA BOUTIQUE****, in the heart of Szeged city.

We would like You to be able to have a pleasant time by providing comfortable circumstances in our hotel. If there is anything, which could make your comfort even more perfect, let us inform about it!

Our returning kind regulars joy to see again! We hope that You depart from our hotel contently this time, and return to us again soon!

In the hope of You feeling well at us, we wish You a pleasant and in experiences rich stay!

Distinctive:

We would like to outline the hotel's basic data, its availability:

Name:	RIVA PRESTIGE HOTEL****
Adress:	H-6722 Szeged, Batthyány utca 27.
Webpage:	www.rivaprestigehotel.hu
E-mail:	recepicio@rivaprestigehotel.hu
Tel.:	+36-70/579-5441
Classification:	****
Open hours:	0-24 every day int the year

Let us allow us to draw your attention to the undermentioned ones:

Arriving:	after 2 p.m.
Departure:	before 10 a.m.
Beakfast:	between 6:30 and 9.30 a.m.
Lobby:	00:00 - 24:00 everyday
Garage:	00:00 - 24:00 everyday

Safety regulations

The Hotel was built in compliance with Hungarian standards and laws. Please follow the instructions for your safety.

In order to avoid fire accidents, we ask that you do not smoke anywhere in the hotel.

For fire safety reasons, please always switch off electrical equipment (TV, shaver and mobile charger) when leaving the room.

In case of emergency, please call the Reception.



In the event of a fire alarm, please leave the building immediately, you will find the escape route on the table. In case of fire, use of the elevator is prohibited!

Always keep the room closed, please close the windows when you leave!

The safe in the closet offers a safe solution for storing your valuables, which is free to use.

Larger objects or valuables can be stored free of charge in the safe deposit box at the reception.

The hotel is not responsible for valuables or cash left in the rooms.

Important phonenumbers:

Ambulance	104
Firefighters:	105
Police:	107
Emergency Press:	112

Services of our hotel:

Accessible hotel, room: Our hotel provides accessibility for our guests with reduced mobility.

Adapter: Upon request, we provide an adapter suitable for international use. Ask the Reception for help.

Baby equipment: Baby cot, baby bath and high chair can be requested free of charge at the reception.

Balcony: Some of our Deluxe rooms has balcony.

Bathrobe and slippers: A bathrobe and slippers can be requested free of charge at the Reception.

Bathroom equipment and finishes: Mirror, movable cosmetic and shaving mirror, paper cosmetic tissue, toothbrush cup, towel and bath towel, bath tub, hair dryer, towel dryer, trash can. Preparations include ear cleaner, shower cap, sewing kit, combined shower gel and shampoo, liquid hand washing soap, paper handkerchief.

Bed: In the hotel rooms, the bed is 2 meters long and 180 cm wide. The height of the mattress is 17 cm.

Blanket: We provide extra blankets upon request. Feel free to contact the reception with your needs.



Breakfast: We await our guests with a buffet breakfast in our restaurant from 6:30 a.m. to 9:30 a.m. In case of early departure, please notify the reception of your request for a breakfast package by 21:00 the day before departure. More information about our room service service can be requested in our restaurant or reception.

Charging station: Upon request, we provide a charger suitable for your mobile device. Ask our Reception for help.

Check-Out: Please vacate the rooms no later than 10:00 a.m. on the day of the trip, in case of a later trip, a surcharge will apply. In case of departure after 14:00, we charge the full daily room price.

Cleaning, change of bed linen and towels: If there is no "Do not disturb" sign outside your door, our colleagues will automatically clean your room daily. In matters related to room cleaning, indicate your request (until 1 p.m.) with the sign on the door handle or contact the Reception! We charge an extra cleaning fee for unusual contamination.

Coffee and tea making facilities: A kettle and free coffee and tea making facilities are available to our guests in our guest rooms.

Complaints: Please contact the reception with your complaints and comments during your stay so that we can remedy any problems as quickly as possible. Our hotel's website gives you the opportunity to indicate your comments even after your departure.

Credit card, check acceptance:

- ❖ American Express, Eurocard / Mastercard
- ❖ Maestro, Visa, Visa Electron
- ❖ SZÉP card

Currency exchange: It is recommended to exchange money only in banks and official currency exchange offices! Please contact the reception with your questions! You can also settle your account in foreign currency. (EUR)

Doctor/dentist/medicine: Call the Reception at the request of a medical emergency. Please inquire at our reception about the nearest on-call pharmacy.

Environmental Protection: Let's protect our environment together! Please only use as much energy and water as is necessary for your comfort.



Extra bed: It can be requested at the reception for an additional fee.

Fax, photocopying, scanning: Available at reception. Please use the help of the Reception!

Fire extinguishers, fire protection: The fire extinguishers, hydrants and fire alarms were installed in accordance with fire protection regulations. The escape routes placed in the room folder indicate the escape routes to be followed in the event of a fire alarm.

First aid: Basic medicines and bandages are available at our reception. For more information, contact our Reception. In the case of medication use, always follow the instructions of your doctor or pharmacist and read the information sheet.

Guest lift: A guest elevator is available to our guests in our hotel building.

Hotel rooms: Our hotel awaits its guests with Superior rooms, Deluxe rooms with balcony and one executive room with panoramic view. The room price always includes tax. All our rooms can be darkened and are noise-free.

If required, we provide a daily change of bed linen and towels, please let us know your request in this regard at the Reception!

Internet: A wireless (WIFI) connection is available to our guests in the hotel rooms and in the lobby. Internet use is free.

Iron and ironing board: Our staff irons our guests' clothes for 12 hours a day for an extra charge.

Key card: This is how the door to your room works and the electricity in your room. When leaving our hotel, please hand in the room magnetic card at the Reception.

Laundry and dry cleaning: You can indicate your intention to do laundry on the laundry list and price list placed in the closet in the room. If you drop off your clothes in the laundry bag before 12:00, we will deliver your clean clothes to your room the same day. Please only request the washing of laundry that does not require special treatment, as our hotel is not responsible for any resulting damage. Please let the reception know your special needs in advance, such as dry cleaning.

Linen change: The bed linen in the hotel rooms is changed twice a week. On special request, the bed linen is changed at intervals other than this. Please contact the Reception with your request.

Local control of air conditioning and heating: All rooms and public spaces in our hotel are air-conditioned. Each room has individually adjustable air conditioning, or heating



equipment can be served. In order to protect the environment, please turn it off whenever you do not need it or when you leave your room.

Lost and found: Please call the reception, wherever and whenever you left your item.

Luggage room: It can be used free of charge at any time with the help of the reception.

Magazine and newspaper: In the Lobby Bar, our guests receive daily fresh newspapers.

Other tools: Toothbrushes, toothpaste, razors and room slippers can be requested free of charge at the reception. We provide an umbrella free of charge.

Our services available at the reception: Sending faxes, calling, photocopying Wake up
Multilingual information brochures (hotels, package offers, leisure program options, etc.)
Program organization Arrangement of transfer and car rental

Package delivery: At the request of our reception, our guests' luggage will be delivered to the room, and upon request, to the parking lot upon departure.

Parking: For those arriving by car, we can provide limited spots in the closed, camera-monitored in our private underground garage for an additional fee. Our hotel cannot provide parking for buses.

Phone: Our multilingual telephone information can be found in the room folder. For more information, please call the reception! The call fee is recorded by an automatic counter and charged to your hotel account.

Pillow: We provide an extra pillow upon request. Feel free to contact the Reception with your needs.

Reception: The reception of our hotel is open all year round from midnight to midnight. Our receptions welcome our guests in Hungarian and other foreign languages. The receptionist takes calls and makes reservations on the hotel's central phone number.

Safe: A room safe that can be used free of charge is located in the wardrobe of each guest room. The hotel is solely responsible for valuables and cash placed in the safe

Safety: In our hotel, closed-circuit security cameras monitor the public spaces and the hotel entrances. The recordings are handled in accordance with the legal requirements, and unauthorized persons may not view them. The door of the guest room can only be opened for the Guest with the card prepared at the Reception. The guest room door can be secured from the inside with a safety lock.

Sewing: Free sewing kits prepared in the rooms are available to our guests. You can indicate



your additional sewing needs
prior consultation.

at the reception based on

Shoe cleaning: You can use our shoe cleaning services with the help of our cleaning organization. Shoe shine can be found in every guest room closet.

Sightseeing, guided tour: Please inquire at the reception about sightseeing programs and private guided tours. Sightseeing tickets can be purchased at the Reception, buses leave from the hotel.

Smoking: Smoking is FORBIDDEN in the Hotel.

Taxi and transfer service: If ordering a taxi, please feel free to contact the reception! We work with fixed-price fees for prominent tourist attractions.

Towel change: In our hotel, we change room towels twice a week. On special request, we provide daily exchange. Please indicate your request at the reception.

TV, radio: The TV channel guide can be found in the folder in the room. You can listen to the radio on television channels and set an alarm using the television channel. Read the TV information. An extended cable television service is available to our guests in the Lobby Bar.

Visitors: Please notify the Reception of your intention to receive visitors in advance.

Wake up: Please let the Reception know what time you would like to request a wake-up call.

WEBSITE: WIFI internet connection is available everywhere in the hotel, free of charge. Our employees are happy to help you with computer technology questions, call the Reception.

Website: You can make your reservation on our hotel's website (www.rivaboutiquehotel.hu) and find more information about our hotel, our package offers and view our photo gallery. Brochures recommending programs about our hotel and the program opportunities in the area can be found at the Reception. For more information, please contact the Reception.

Writing instrument, notebook: Writing instruments and notebooks are available to our guests in the rooms.