

ROOM INFORMATION

**Dear Guests,
Welcome to Siófok and Hotel Kentaur!**

First and foremost, we wish you a pleasant stay and an enjoyable, relaxing time filled with great experiences!

In this information booklet, we aim to answer all potential questions that may arise during your stay.

Please read the following pages carefully, as in addition to hotel services, they also contain important information.

We wish you a pleasant stay at Hotel Kentaur Siófok!

Hotel Services from A to Z

Adapter

International adapters and multi-connector phone chargers are available upon request at the reception.

Air Conditioning

All hotel rooms are equipped with individually adjustable air conditioning units.

Air Conditioning in Common Areas

The restaurant, bar, and lobby are air-conditioned.

Alarm Clock Service

Available upon request at the reception.

Baby-Friendly Services

Available upon request: baby cot, toilet seat reducer, potty, high chair, baby bathtub.

Baggage Delivery Service

If you need assistance with your luggage, please contact the reception.

Baggage Storage

If you have already checked out but wish to leave your luggage at the hotel, please ask our reception staff.

Bags for Laundry

Available in the wardrobe. Please place clothes to be laundered in the laundry bag. The laundry fee is to be paid at the reception upon departure.

Bank Card

We accept Visa, Visa Electron, MasterCard, and Maestro.

Bath Towels

Each room is equipped with one bath mat and, per person, one hand towel and one bath towel. Please place towels on the floor if you wish to have them replaced. Be environmentally conscious! Less washing helps protect nature!

Bathroom

All rooms have a private bathroom with a toilet. Upon request, we provide bathroom chairs – please notify reception.

Bathroom amenities: toothbrush glass, bath mat, hairdryer, power outlet, washbasin, liquid soap, shower gel/shampoo dispenser, towel holder, bathroom mirror, toilet paper and holder, trash bin, toilet brush, shower.

Bed Linen

Additional blankets, pillows, or bed linen changes are available upon request at the reception. Bed linen is changed at least twice a week.

Bible

Available in the drawer.

Bicycle Rental

Available at the hotel reception.

Breakfast

A rich buffet breakfast is served daily from 7:00 to 10:00 in the hotel restaurant.

Breakfast Package

For early departures, a cold breakfast package is available upon request. Please notify the reception by 5:00 PM the day before departure.

Car Rental

If you would like to rent a car, please contact the reception.

Carpet

All rooms have a luggage rack located folded in the wardrobe.

Check-in / Arrival

Rooms are available from 2:00 PM on the day of arrival. Luggage can be stored at the reception until the room is ready.

Check-out / Departure

On the day of departure, please vacate your room by 10:00 AM. If you wish to stay longer, please notify the reception in advance. Late check-out is possible depending on availability; please inquire at the reception.

Children's Games

Table tennis, table football, volleyball, board games, card games, poker set – for more information, please contact the reception.

Cleaning Service

Daily cleaning is provided. Bed linen is changed after three nights free of charge. Additional daily bed linen changes are available upon request for a fee.

Clothes Ironing Service

Please request ironing service at the reception. Ironed clothes will be returned to your room. Please inquire about the service fee at the reception.

Concierge Service

For information about programs, sightseeing, ticket reservations, or other activities, our reception staff is available 24/7.

Copying Service

Available at the reception.

Curtains

All rooms have light-filtering and blackout curtains.

Daily Housekeeping

Our housekeeping staff perform daily cleaning between **7:00 AM and 2:00 PM**. If the "Do Not Disturb" sign is displayed during this period, housekeeping will not be provided, and Guests are not entitled to request any discount or compensation as a result.

In order to protect our environment, we offer our Guests the option to reduce the frequency of cleaning services. Should you wish to decline cleaning, please indicate this by placing the "Do Not Disturb" sign on the door handle.

Any damage caused intentionally or resulting from improper use within the hotel premises must be compensated by the person responsible or their legal representative.

Rooms are inspected after departure. In the event that damage or destruction is discovered after the Guest's departure, the Guest shall bear financial responsibility. Additionally, the hotel reserves the right to charge an extra cleaning fee of **20,000 HUF** if such circumstances arise.

Daily Towel Change

Towels provided in the room can be replaced daily upon request. Please place towels on the floor to indicate replacement.

Doctor

If you require medical assistance, please contact the reception to arrange a doctor or ambulance.

Medical Service: 8600 Siófok, Semmelweis Street 1. Tel: +36/84/310-150

Do Not Disturb Sign

If you do not wish to be disturbed, please hang the sign on the door handle.

Electric Connection

Electricity in Hungary: 220V / 50Hz. In the bathroom, power outlets are only suitable for electric shavers. For other devices, please use the sockets in the room.

Emergency Exit

Please follow the evacuation route posted on your room door in case of fire or alarm.

Extra Blanket

Available upon request at the reception.

Extra Pillow

Spare pillows and other types of pillows are available upon request at the reception.

Fire

In case of fire or alarm, please follow the evacuation route posted on your room door.

Fire Safety Regulations

- Please use hotel facilities for their intended purposes only.
- Flammable, explosive, or hazardous materials are not allowed in the hotel.
- Smoking is strictly prohibited inside the hotel building. Smoking is allowed only in designated areas or on balconies/terraces of applicable rooms with the door closed.
- Please carefully review the emergency exit plan located on your room door.

Garbage Bin

A trash bin is provided in each room and bathroom.

Hairdryer

Available in every bathroom.

Heating

Individually adjustable in each room.

Housekeeping

Available daily.

Information Materials

Program brochures, maps, timetables, and restaurant offers are available at the reception.

Internet

Free Wi-Fi is available in the rooms and public areas.

Network: **HotelKentaur**

Password: **Kentauro1**

Iron

An iron and ironing board are available upon request at the reception.

Laundry Service

Laundry and ironing services are available with a 24-hour turnaround. Please notify reception if you wish to use this service. Price list available at reception.

Lobby Bar

The bar is open from 12:00 PM to 10:00 PM. Room service is available from 12:00 PM to 10:00 PM.

Lost and Found

Please report any lost or found items to the reception.

Maps, Stationery, Envelopes

Available at the reception.

Medical Thermometer

Available upon request at the reception.

Minibar

We offer a variety of beverages for our guests. The contents of the minibar are regularly checked and replenished by the hotel as needed. Items consumed from the minibar are charged separately and will be added to the guest's room account. Please take care when using the minibar and ensure the integrity of its contents. If you notice any irregularities, kindly report them to the reception.

We hope the minibar contributes to your comfort and enjoyable stay. The minibar price list can be found in the room.

Mini Safe

Each room is equipped with a safe.

Newsletter

You can subscribe through our website.

Parking

The hotel offers a closed, unattended parking lot for HUF 2000 / day / car. No reservation needed, available on-site. Free limited outdoor parking is also available in front of the hotel.

Pets

Pets are not allowed for hygiene reasons. If a guest brings a pet without prior notification, a surcharge of HUF 15,000 per pet per night will apply, along with additional cleaning charges (HUF 20,000) and compensation for any damages caused by the pet.

Photocopying

Available at the reception.

Pillows

Spare pillows and different types of pillows are available upon request at the reception.

Public Transport Information

Available at the reception.

Radio

Radio channels can be listened to via the television.

Reception

Our reception service is available 24 hours a day. For any inquiries or assistance, please contact our staff – dial "0" from the room phone. Billing is done at the reception.

Safe

Each room is equipped with a safe.

Sanitary Items

Toothbrush, toothpaste, comb, and shaving accessories are available upon request at the reception.

Sewing Kit

Available at the reception.

Shoe Cleaning

A shoe-cleaning machine is located near the reception.

Shoe Horn

Provided in the room.

Sightseeing

Our reception staff will be happy to inform you about local attractions, events, and hotel programs.

Slippers

Available at the reception.

Table Games

Table tennis, table football, volleyball, board games, card games, poker set – please contact the reception for more details.

Taxi

If you need a taxi, our staff will be happy to assist you.

Telephone

Each room has a telephone. Public telephones are available at the reception.

Television

Each room is equipped with an LCD color TV with a remote control.

Television Channels

The TV can be turned on using the remote control. Both Hungarian and international

channels are available. Media playback via USB is supported. If you experience any issues, please contact reception for assistance with reprogramming.

TV Guide

You can view current and upcoming programs using the "GUIDE" button on the remote control. Press "GUIDE" again to exit.

Transfer Service

Please contact the reception if you require a transfer.

Fire Safety Regulations

Please allow us to inform you of some important fire safety regulations:

- The hotel premises may only be used for their intended purposes.
- It is strictly prohibited to bring flammable or combustible materials into the hotel.
- The use of electric cooking or heating appliances in the rooms is forbidden.
- It is not allowed to dispose of cigarette ashes or matches in flammable waste or waste bins.
- In case of fire or evacuation alarm, please take your personal valuables and identification documents with you and leave the building according to the evacuation plan displayed on the room door.
- Before leaving, please ensure that the windows in your room are closed.
- In the event of a fire, always follow the instructions given by the hotel staff.
- If you notice fire or any signs of fire, please inform the hotel reception immediately.