



GYIRMÓT
SPORT & WELLNESS
— HOTEL —

GUEST GUIDE



Adapter

In Hungary the voltage is 220 V/50 Hz. Adapters, chargers, and converters can be asked for at the Front Desk.

Air-conditioning

Each of our rooms is individually air conditioned. Please use it with the door and window closed. Public areas in the hotel are also air conditioned.

Arundo Restaurant

The restaurant is open 12:00 p.m. - 10:00 p.m. and offers an Á la Carte menu for its guests. (The kitchen is open until 9:00 p.m.)

Bathrobe, slippers

Bathrobe and slippers are provided by the hotel staff at the Front Desk. The slippers are 1500 Ft/pair.

Bed

Size of a single bed: 0,90 m x 2,20 m
Each room has two single beds.

Bellman service

At arrival and departure our front desk agents can help take your luggage to and from your room.

Breakfast

Our buffet breakfast is 7:00 a.m. – 10:00 a.m. If our guest checks out earlier than 7:00 a.m. and they require a breakfast to take with them then please let the front desk know before 8:00 p.m. the previous evening.

Business services

Ask our front desk agent about copying, scanning, printing, and the cost for these services. If you need any help with any IT problem, please ask our front desk agent. We can provide a laptop and printer for our guests for privacy while they are printing their documents.

Camera system

CCTV covers the parking lot and the public areas for the safety of our guests.

Car rentals, taxi and transfer services

Our front desk agents can help with questions about car rentals, ordering a taxi or ordering a transfer for our guests if they need it. If you need transfer services, please let our front desk agent know in advance.

Changing linens

Daily cleaning is done between 7:00 and 14:00. If you place the 'Don't disturb' sign on the outer door handle, our colleagues will not disturb you. If you have any special requests, please contact the Front Desk.

Bed linen and towels are changed every third day. We can change it daily for an extra service charge. Please, help our hotel operate in an environmentally friendly way, and only ask for clean linens if it is necessary.

Check-in

Check-in time is from 3:00 p.m. on the day of arrival. Early check in is between 12:00 pm. – 02:00 p.m. and it depends on the availability of our rooms. The price of the early check-in is an extra 5000 Ft/ room

Check-out

Our check-out time is 11:00 a.m. Late check out depends on the availability of our rooms. Late check-out is after 11 a.m. till 2:00 p.m. and costs an extra 5000 Ft/room, after 2:00 p.m. it is an additional day's cost for the room.

Cleaning supplies

In the bathroom we offer complimentary liquid soap, shower gel/shampoo, toilet paper and a vanity kit. The product in the bathroom dispenser can be used as a shampoo and shower gel. Other products are available at the Front Desk: razors, toothbrushes, toothpaste, hairbrushes (there may be a charge).

Crib, highchair

We can provide a crib and a highchair for our guests, upon request.

Damage

If the guest makes any damage on the accommodation, they have to pay the harm immediately

Doctor

If you need a doctor, please let our front desk agents know.

Drink Bar

Opening hours of the bar every day: 10:00 a.m.-10:00 p.m.

Duvet, Pillows

A big pillow and a duvet are in every room for each of the guests. If you need more pillows or duvets, then let the front desk know.

Emergency exit

Please check our emergency exit information that is located on the back of the room's main door. You can find the closest emergency exit to your room on the map.

Emergency phone numbers

Ambulance – 104 Police – 107

Fire station – 105 General – 112

Fire

The entire hotel is equipped with smoke and fire detectors. In the event of a fire or an alarm, follow the escape route on the room door

Food with room service

Our restaurant has an À la Carte menu. And you can order room service 10:00 a.m. – 9:00 p.m. If you would like to ask for room service, please contact the front desk (100).

Front Desk

Our front desk is available for our guests 24 hours. You can dial 100 from the room phone to reach the front desk. Our front desk agents speak Hungarian, English or German.

Guests' feedbacks, Handling Guests' complaints

If you have any feedback, then please let us know because it helps us to improve our services. Information about how we respond to Guest complaints can be found at the front desk. All feedback is welcome at the front desk.

Hair dryer

There is a hair dryer in every bathrooms.

Lost items

If you have lost or found anything, please report it to the Reception desk. The found objects are stored for 1 month.

Luggage storage

For early check-in or late check-out you can leave your baggage at the luggage storage area, If you need any help with it, then you can ask the front desk.

Smoking

According to the Hungarian laws, smoking is prohibited in the closed areas of the accommodation (including guest rooms and public areas.) We provide smoking areas outside of the building. If our guests break this law, they could be fined. The fine is €100.

Payment methods

Our guests must pay the bill (the room charges) upon arrival. Guests can pay with cash (HUF or EUR),- the Euro daily exchange rate according to the MNB's average price- by debit or credit card.

Pets

Our hotel has only one pet friendly room. The maximum pets allowed in that room are two small pets Price: 8.000 Ft/pet/night. Guests are responsible for their pets at all times. Please be aware that pets are not allowed in the restaurant and bar because of sanitary reasons. Thank you for your understanding!

Information brochures, programs in Győr and its surrounding area

Our front desk agents are more than happy to suggest some programs for your enjoyment, some guided tours in the town, boat trips downtown, or give any other tourist information about Győr and the surrounding area. Maps and programs are in the public areas and at the front desk.

Internet connection

We have wireless in the public areas and rooms.

Name of the wireless: GyirmótHotelVendég

Password: Hotel2021

Keycard

Please leave the keycard(s) at the front desk when you are checking out. If your keycard is lost, the cost of a lost keycard is 5.000 Ft/keycard.

Laundry, ironing services

If you require laundry service, please place the laundry to be cleaned in the laundry bag (which you will find in the wardrobe) and leave the laundry bag at the front desk before 9 a.m. to receive it back the same day. If you need more laundry bags or laundry lists, you may ask for them at the front desk.

The hotel takes no responsibility if the clothes are damaged in any way.

Mattress

New and modern mattresses, min 18 cm thick with the bed frame.

Mattress covers

All rooms have sanitary, washable mattress covers.

Parking

Our parking has security cameras. There is reserved parking only for our guests at the front of the hotel.

Phone

Guests are able to call only the Front Desk from the room (100). A public phone is at the front desk. Our guests can ask for help from our front desk agents. There may be a charge for these calls.

Rollaway beds

Rollaway beds are available for some of our rooms for an extra cost. If you need one, then please contact the Front Desk.

Radio

Hungarian radio stations are available on the TVs in the rooms. More information about them is in the TV channel guide.

Room cleaning

The rooms are cleaned 8:00 a.m. – 2:00 p.m. everyday.

Shoe cleaning

There is a shoe cleaning machine in the lobby. If you need any help to use it ask our front desk agents. There are shoe-cleaning sponges at the Front Desk and shoehorn in the hotel room

Sewing kit

A complimentary sewing kit is in the wardrobe in every room.

Television

Every room has an LCD television set with a remote control. Our guests can choose from Hungarian and international channels. More information about them is in the TV channel guide.

Technical failure

If you notice any technical failure, please report it to the Front Desk.

Umbrellas

Umbrellas can be rented at the front desk.

Valuables

There is a safe in every room.

Wakeup call

If you need a wakeup call, please let the front desk know.

Water

The tap water is drinkable in the hotel as well as in the town.

Webpage of the hotel

Webpage of our hotel: <https://www.gyirmothotel.hu/>

You can book a room and find more information about our hotel.

Wellness services

We have a Finnish and an infrared sauna in our wellness facility. The Finnish one is Az 70-90 °C, maximum capacity is 6 people. The infrared has a maximum capacity of 2 people. Only our front desk agents may turn them on, so please let them know an hour earlier before you would like to use it, so it can heat up for the correct temperature.

Sauna hours are everyday 8:00 a.m. - 2:00 p.m. and 3:00 p.m. – 9:00 p.m.

Maintenance hours: 2:00 p.m. - 3:00 p.m. (every day)

