**ROOM DIRECTORY**

**AIR CONDITIONING**   
The A/C can be controlled from the room after you checked in and got access to the room.

**AIRPORT TRANSFER**   
Fix price transfer services are available from the hotel to the airport. Please contact us the latest the day before the airport transfer in order to book   
it.  
  
**AIRPORT AND FLIGHT INFORMATION**

Approximate travel time from the Evergreen Hotel to Budapest Liszt Ferenc International Airport is 40 minutes. Please allow extra travel time during rush hour, inclement weather, and special events.  For specific information, assistance with tickets, flight information or reservations, please contact our Staff.

**ATM SERVICES**   
When using an ATM, we suggest you to choose one located in a bank. Our national currency is Hungarian Forint, please always   
check the exchange rates and additional exchange fees when   
using an ATM. Credit cards (MasterCard, Maestro, Visa)   
are accepted at most stores, bars, restaurants, etc.

**BANK**   
Banking hours are generally Monday to Friday 8:00AM to 5:00PM. For further information please contact our online support   
from the app.

**BEDROOM SLIPPERS**   
Slippers will be provided to our guests free of charge. Please contact us.

**BEDDING**  
Bedclothes are changed twice during a one week period of booking.   
Daily exchange is available upon request. For this service and its prices, please contact our Staff.

**BIKE RENTAL SERVICE**Please contact us to rent a bike.

**BREAKAGES AND MISSING ITEMS**

Please note that you will be held responsible for all/any breakages and/or missing items in your room and will be charged accordingly.

**BREAKFAST**   
Buffet breakfast is available from 7 a.m. until 10 a.m. in the breakfast lounge. For prices, please contact us.

**CHECK IN**   
Check in time is after 2PM. Early check-in is at the   
discretion of the hotel and is based on the availability  
of your room.

**CHECK OUT**   
Check out is until 10:00AM on the day of departure. If you could   
use a little extra time, you can have a late check out until 12:00PM for additional   
price. After 12 hours, of the late check-out we charge a full day accomodation fee.

**DAILY** **CLEANING**   
Our housekeepers are available every day 8AM-4PM. The cleaning sequence differs day to day, but we prioritise the   
arriving rooms – so did we on the day of your arrival! In case you need your room to be made up urgently please contact us.

**DOCTOR AND DENTIST**  
Should you require the services of a doctor  
or dentist please contact us.

**EMERGENCY EXITS**   
Please check the back of your guest room door for the emergency exit nearest you.

**EXCHANGE**   
Our national currency is Hungarian Forint. Most places in the   
neighbourhood of the hotel accept Euros, but might take it at a worse exchange rate. Because of that we suggest you to use Hungarian Forint when paying with cash. The exchange rates might differ at the exchange offices, for the middle rate please check [https://www.mnb.hu/en/arfolyamok](https://www.mnb.hu/en/arfolyamok" \t "_blank)

Please keep in mind that at most places you can pay with credit cards (MasterCard, Maestro, Visa).

**ELECTRICITY**Please be informed that all room outlets are 220/240 volts. There is one dedicated socket in each room for chargers. Electric adaptors and various phone chargers are available in the lobby.  Please contact our Staff for further assistance.

**FIRST AID**  
Should you require any assistance, please contact us.

**HAIR DRYERS**  
Hair dryers are available in all guest bathrooms.

**IRON AND IRONING BOARD**   
Available on request, please contact us.  
  
**INFORMATION ABOUT BUDAPEST**All information about Budapest can be found on our website.

**LOST AND FOUND**  
The hotel has a lost & found section which is part of our   
Housekeeping Department. In line with local regulations,   
non-valuable lost and found items will be stored   
for a period of three months and after which, the items  
will be discarded. Valuable items are handed over to the local police authorities after a period of six months.

**LUGGAGE STORAGE**   
Our guests can use a 24/7 luggage storage facility in the hotel. To have access to the lockers please contact us.  
 **LAUNDRY & DRY CLEANING & IRONING**Please contact us about possibilities and pricing.

**MAINTENANCE**   
If something is not in working order, please contact   
us.

**PARKING**   
For a shorter period park on the streets and pay at the parking machine on the corner (440HUF/1hour during 8AM-8PM, max. 3hours, 8PM-8AM and on weekends for free). For a longer period we advise to park at a parking garage for a fix daily price   
(please find further info and locations at [https://www.carepark.org/prices](https://www.carepark.org/prices" \t "_blank) - Akácfa, Kertész and Dob garages are the closest to   
the hotel, all in 5min walking. There is a possibility of first stopping in front of the hotel for max 30min to take the luggage, then park at the garage.

**PILLOWS**Should you need more pillows or blankets, please contact us.

**PET POLICY**   
For the convenience of other guests and in an effort to help us provide the cleanest and most sanitary  
accommodations possible, pets are not permitted.

**PRINTING SERVICES**Printing is available in the lobby for a fee. In case of any questions, please turn to our colleagues.  
  
**ROOM SAFE**Your safety box is located in your room with a usage manual. The hotel does not accept liability for valuables or money left in the room or personal safe. Should you need any support, please contact us.  
  
**SEWING KIT**Available upon request, please contact us.  
  
**SHOE SHINE AND SHOEHORN**Available upon request, please contact us.  
Also, our shoe shine machine can be found at the hotel lobby on the ground floor.

**SMOKING**   
The Evergreen Hotel is **strictly non-smoking**, you must not smoke either in the hotel rooms or public areas, or interfere   
with our fire detection system or with any emergency equipment.   
If you do so we may terminate your booking and reserve our rights to take any   
further action. We also (at our sole discretion) request   
the immediate payment of our reasonable costs which is **€ 170**. The reasonable costs we incur if you smoke in our hotel are likely   
to include costs for specialist cleaning, repair or replacement of   
damage by you to our property, the cost of the room  
for any period it is unusable and our administration expenses.

**TAP WATER**   
[The tap water at the Evergreen Hotel – and Budapest in general - is healthy and safe to consume, the quality of drinking water is strictly controlled.](http://budapest.hu/sites/english/Lapok/2017/in-budapest-the-tap-water-is-healthy-and-safe-to-consume-in-hungary-drinking-water-is-the-most-strictly-controlled-foo.aspx)   
Keep a bottle to refill when outside the hotel to avoid unnecessary plastic usage!

**TAXI**   
Contact us to order a taxi for you. We strongly advise not to use independent,  
freelance taxi services!   
  
**TOILETRIES**   
For additional toiletries other than that you found in your room (razor, shaving foam, toothpaste, toothbrush, deodorant, hair gel) please contact our Staff.

**TV**There are smart TV-s in all of our rooms along with the channel list.

**TOURIST SERVICES, ENTERTAINMENT, RESTAURANTS**Our staff can we provide you information about day trips and sightseeing tours, car rental services, recommended restaurants and bars or the latest shows in town.   
  
**UMBRELLA**Umbrellas are provided at the Hotel Lobby.

**WIFI**  
A complimentary Wi-Fi service is available in hotel guest rooms and in public areas.   
Password can be found in front of the elevators in each floor.   
  
**24 HOURS RECEPTION**Our Hotel is open for 24 hours a day.   
  
**EMERGENCY NUMBERS:**Fire Brigade – 105  
Police – 107  
Ambulance – 104  
General emergency number – 112

**CONTACT US**   
Still have questions? Contact us on email [info@evergreenhotel.hu](mailto:info@evergreenhotel.hu)