



**Dear Guest,**

**Welcome to Mirage Medic Hotel Budapest \*\*\*\*!**

*Thank you for choosing our Hotel. We wish you a pleasant stay with us and would like to inform you about our available services.*

*If you have any questions feel free to turn to one of our colleagues in the reception.*

## EXTRA HOTEL AMENITIES



- **Accessibility**

The hotel has accessible rooms for guests using self-driving and electric wheel-chairs, and rooms with showers, bathrooms with handrails, seats and handrails for disabled guests.
- **Adapters**

Our hotel reception will provide an adapter/plug for international use free of charge upon request. Please inform reception if you require an adapter.
- **Additional extra services**

Upon prior request or by contacting our reception, it is possible to request room in room placements (e.g. champagne, fruit platter) for an extra charge. Please ask at reception for more information if you require this.
- **Air conditioning**

All rooms are equipped with individually adjustable air conditioning. To operate the air-conditioning unit, please insert your room key card in the card holder at the entrance door. The unit will not operate if the door or window is open.
- **Baby-friendly equipment baby cot:**

Subject to availability, baby cots and baby bed linen up to 2 years are provided free of charge on request.
- **Bank card**

Our hotel accepts Visa, MasterCard, Maestro credit or debit cards.
- **Bathrobe**

Please let the reception know if you need it, we provide it for a small amount of deposit, which you receive back, if you bring back the used bathrobe.
- **Bathroom amenities**

For the comfort of our guests, shower gel, liquid soap and bath soap are available in the bathroom, while the in-room wardrobe has a slipper holder. Toiletries (toothbrush, toothpaste, feminine hygiene products) are available at the reception for a fee.
- **Bed linen**

Room linen is changed every 3 days. If you would like to change your bed linen earlier, please let the reception know and we will provide this service for an additional fee. Please contact reception for extra blankets, duvets and pillows. Only anti-allergenic bed linen is used in our hotel.
- **Bike rental**

If you would like to rent a bike, please contact reception for more information.
- **Blankets**

Extra blankets are available on request, please inform reception.

EXTRA HOTEL AMENITIES



- **Breakfast box** For early departures, a cold pack can be requested instead of breakfast. Please inform our reception desk no later than 16:00 the day before departure.
- **Business Corner** A laptop and printer are available in the hotel lobby for our dear Guests. Please contact our reception for more information.
- **Car rental** Please contact the reception.
- **“Charging island”** Charge your electronic devices - phone, laptop, mp3 player - at reception you can ask for these devices for a certain deposit.
- **Check-out Time** The room is available until 10:00 on the day of departure. Extensions are possible for a fee, subject to availability. Please contact reception for details.
- **Cleaning** Room cleaning is done daily. If you do not require daily cleaning or a change of linen, please use the “Do Not Disturb” sign and hang it on the door handle
- **Dental care assistance** If you need a dentist, please contact reception for assistance
- **Electricity** To turn on the electricity in our rooms, please insert your room card in the card reader by the front door. The mains voltage in our hotel is 230 V / 50 Hz.
- **Emergency exit escape route** As indicated on the escape route on the inside of the room door.
- **Extra bed** For guests aged 7 and over, we can arrange an extra bed for a third person in a Superior or Deluxe room for a daily extra charge.
- **General terms and conditions** You can find our Terms and Conditions on our hotel website ([www.miragemedichotel.hu](http://www.miragemedichotel.hu) ). If you have any questions, please do not hesitate to contact the reception desk, where our staff will be able to provide you with more information.
- **Guest pillow  
Guest slippers** Please contact reception for more information.
- **Hair dryer** Available for your convenience in your bathroom.
- **Heating** You are able to control the temperature of your room by a thermostat on the wall or on the right side of the fan coil.



## EXTRA HOTEL AMENITIES



- **Internet** WIFI is available in the rooms and common areas.
- **Information material** Programme leaflets, maps, timetables, current restaurant offers and a guest questionnaire are available at reception.
- **Ironing** Please contact reception for information.
- **Kettle** Included in all rooms
- **Late check-out** Would you stay longer in your room on the day of departure? This is possible for a certain fee, however subject to availability. Please contact reception for details.
- **Laundry service** Laundry and ironing services are available at an extra charge. Laundry rates, terms and conditions and laundry bags are available in the room closet
- **Luggage storage** Your luggage can be stored free of charge in a locked, secure area in the ground floor luggage room.
- **Luggage service** Our colleagues are available to deliver your luggage on request to your guestroom.
- **Massage** For advice and to make an appointment, please contact the reception staff.
- **Maxibar/Lobby bar** The maxibar at reception is open 24 hours a day and offers a selection of tea and coffee, soft drinks and spirits.
- **Medicine, band-aid, thermometer** Please ask for these items at the reception desk.
- **Meeting room** Our event space provides a relaxed environment for education, training and other events. Our conference room is 48 sqm, located on the -1 floor of the Hotel, air-conditioned and equipped with modern technical and presentation equipment. Coffee breaks and meals are available on request. We are at your disposal for a presentation and further information.
- **Mobile phone and laptop charger** Available on request at reception.
- **Music in the room** In-room televisions have a channel list with radio channels.

## EXTRA HOTEL AMENITIES



- **Parking on site**

Limited number of places available, subject to prior reservation, available for a certain daily fee. Please inform reception upon booking or arrival.
- **Pets**

Pets are not allowed.
- **Pillow menu**

You can request a memory foam, spelt, or foam pillow at reception.
- **Post office, pharmacy**

The nearest post office is at the train station at Keleti Station. First aid box at the reception, pharmacy and on-call service for our guests.
- **Room amenities**

In all our rooms, our guests receive the following in-room amenities, included in the room rate: kettle, sachet of coffee and tea.
- **Room service**

You will find a list of our food and drinks available to order in your room, delivered to your room. We will charge you for this service at the rate set out on our menu. Please call 0 to order. Room service is available from 06.00-22.00.
- **Safe**

A safe with instructions is located in the in-room wardrobe. The hotel cannot be held responsible for any valuables left in the room.
- **Shoe cleaning**

A shoe shine kit is available in the room next to the safe, and a shoe shine machine is located in the hotel lobby near the entrance.
- **Slippers**

Please contact reception for slippers, which we can provide you for a small amount.
- **Smoking**

The hotel is a non-smoking establishment pursuant to the implementation of Act XLII of 1999 on the Protection of Non-Smokers. Accordingly, smoking is prohibited in the enclosed areas (including guest rooms) and public areas of the hotel. The hotel has posted notices of the obligation to comply with this legislation in the areas required by law. Smoking is permitted in the designated smoking areas outside the hotel.
- **SZÉP Cards**

Our hotel accepts OTP, K&H SZÉP Cards.
- **Taxi or airport shuttle service**

Please let our reception know your request.



## EXTRA HOTEL AMENITIES



- **Telephone**

National and international calls can be made directly from the room for an extra fee. Calls from the room to another room are free of charge. Please dial the room number you require. To make an outgoing call from the hotel, please press 0 and dial the number you wish to call. For information on call charges, please call reception.
- **Timetable information**

Timetable information of public transportation is available at reception, please ask our colleagues for details.
- **Towels**

They are provided in the bathroom and are changed every 3 days. If you would like to change your towels sooner, please place them on the floor if you no longer wish to use them and would like a fresh set of towels. The environment is important to our staff and to our hotel; we want to avoid unnecessary use of detergents and water resources. Please bear this in mind when requesting fresh towels.
- **TV and radio channels**

A list of available Hungarian and foreign language channels is attached to our Guest Guide.
- **Umbrella**

Umbrellas are available at reception.
- **Website**

For more detailed information about our hotel, services, special offers and packages, please visit our website, [www.miragemedichotel.hu](http://www.miragemedichotel.hu)
- **Wake-up call service**

Free telephone wake-up calls are available. Please contact our reception desk for exact timing.
- **WIFI**

Free broadband wireless internet access is available in public areas and in guestrooms.

## EMERGENCY EXITS, ESCAPE ROUTES



### **Please let us introduce you to a few fire safety requirements:**

- The hostel premises can be used only in accordance with their purpose.
- Combustible, flammable substances are forbidden to be brought in.
- It is forbidden to use in-room heaters and electric cooking appliances.
- The hostel is non-smoking.
- It is prohibited to throw cigarette ash, matches or combustible waste into the trash bin.
- In case of fire alarm take your personal valuables and ID card with you and leave the building following the map of escape routes placed on the inner side of the room door.
- Before leaving please close the windows of the room.
- Please always follow the instructions of the safety services of the hostel and the staff. If you notice fire or fire conditions, please inform the hostel reception.

**Our hostel is safe and equipped to fight fire, but we would like to call your attention to the following points.**

### **In case of room fire:**

- Leave the room in the shortest possible way with your valuables.
- A map of escape routes can be found on the inner side of the room door.

## SERVICES AND OTHER USEFUL INFORMATIONS



### • **Room rates**

You can find informations about our current packages and special offers here: **[www.miragemedichotel.hu](http://www.miragemedichotel.hu)**  
Our website allows you to subscribe to our newsletter and learn about the latest informations here: **[www.miragemedichotel.hu](http://www.miragemedichotel.hu)**

### • **Our prices included the following services:**

- Accomodation in the room of your choice
- Unlimited internet access / WI-FI is available in the entire hotel
- Breakfast is included in our rates.

### • **Discount for children:**

Breakfast and accommodation in parents' room with existing bedding for children from the age of 0 to 6 is free of charge. For children over the age of 6, 30€ / night is payable, which includes the extra bed and buffet breakfast.

### **Mirage Medic Hotel Budapest\*\*\*\***

Address: H-1068 Budapest, Dózsa György út 88.

Phone number: +36 1 400 6158

E-mail address: [info@miragemedichotel.hu](mailto:info@miragemedichotel.hu) | Website: [www.miragemedichotel.hu](http://www.miragemedichotel.hu)

We hope that you are spending your time as pleasant as possible in our pension. We look forward to welcome you as our guest again!

**Thank you for being our guest!**