



INTRODUCTION

Dear Guest!

We are pleased to welcome you to the Florin Apart Hotel ***.

We truly hope you will enjoy your stay with us and create unforgettable memories during your visit. With this Guest Directory may we draw your attention to the various services and amenities of our Hotel that is available for you throughout your stay.

In case you may need any further information that is not included in this directory, we are pleased to stay at your disposal 24 hours a day. We wish you a pleasant stay with us!

Our contacts:

Phone numbers: +36203800970, +36203768480

E-mail address: reception@florinhotel.hu



IN THE CITY

Parking

Parking is possible on the street where there is a pay per hour system during weekdays from 8 am till 8 pm. Parking is free of charge during the weekends.

Private parking is available in the building's courtyard for an extra charge. Parking fee: 25 EUR/day.

Please, make a reservation for parking in advance via e-mail.

For further parking information please kindly contact our Reception.

Car rental

In case you need further information about car rental please contact the Reception.

Taxi / Transfer

For taxi and airport transfer reservation please contact the Reception.

TOURIST INFORMATION / CITY TOURS / RESTAURANTS / ENTERTAINMENT

We are pleased to assist you with arranging transfers, restaurant reservations, recommendation of tours and programs as well as assist with booking of tickets and excursions. Please contact our Reception team.

IN OUR HOTEL

Luggage

Our colleagues kindly help with your luggage.

Luggage assistance

The luggage room is available for our Guests 24 hours free of charge. For further assistance please contact our Reception.



Electric power

Please contact our Reception if you need any assistance to charge your electric devices.

Check in and check-out time

The check in time is from 2 pm. On the day of departure individual guests are requested to vacate their rooms by 11 am. After this time you can use our luggage room.

Pets

Pets are not allowed in our Hotel.

Credit cards

The following credit cards are accepted at the hotel for payment: VISA, MASTERCARD.

Internet

High speed wireless internet is provided free of charge in the public areas as well as in all Guest rooms. In case you may need more information please contact the Reception.

In case of any first aid or medical assistance please contact the Reception.

Handling guest complaints

In the case of verbal complaints, the problem will be solved as soon as possible by the manager on duty. In the event of a written complaint our hotel will respond as soon as an investigation have been completed and have a suitable outcome has been reached.

Fire emergency

The Hotel is equipped with fire alarm and sprinkler systems. In case of fire, please follow the instructions of the floor plan by the room entrance and evacuate the room as indicated.



Phone

At the Reception we can provide all Guests with a device suitable for external and internal communication. To be used throughout your stay. For more information please contact our Reception.

On request

Umbrellas at the reception.

Shoe polishing machine at the reception.

Sewing kit on request at the reception.

Child policy

1 child under the age of 6 stays free of charge in their parents room in babybed.

Baby bathtub, high chair, baby bed can be requested in advance at the Reception.

Smoking

Smoking is forbidden in all of the apartments and the public areas.

IN OUR ROOMS

Wake-up call service

Please contact our Reception for ordering wake-up calls.

Check-out time

On the day of departure individual Guests are requested to vacate their rooms by 11 am.

Ater this time you can use our luggage room free of charge to store luggages.

Safety deposit box

The safety deposit box is at your disposal in your room. The hotel does not take responsibility for valuables left unattended in your room and in the safety deposit box.

Housekeeping

For daily cleaning of your room please kindly use the door hanger "Please clean my room" in case you wish to order daily cleaning.

Upon request we are pleased to provide you with the following.

- additional toiletries
- extra pillows and blanket
- extra towels

Please do not hesitate to contact our Reception with any housekeeping related requests.

Air-conditioning / Heating system

The common areas and rooms of our Hotel are air-conditioned.

The desired temperature can be set with the remote control displayed in the room, and the heater can be controlled under the window. For further assistance, please contact our Reception.

Laundry service

For the prices of the laundry service please contact the Reception.

Maintenance service

In case of any maintenance problems please do not hesitate to contact the Reception.

Do not disturb

In the room, you will find a "Please do not disturb" card, which we would ask you to hang on the doorknob from the outside in order not to be disturbed and enjoy your rest.

TV, TV CHANNELS

Please kindly be informed that the service provider reserves the right of changing the TV channels. Every apartment has smart TV. Information about phone call charges are listed on the last pages of this directory. For more information please contact our Reception.



Size of beds

90x200 cm x2 in each room. All beds have a mattress protectors.

Ironing

There is an iron in every apartment, we provide an ironboard on request.

Massage

Book a relaxing, refreshing massage at Reception. Excellent specialists will take care of you.

The massages can be used in the room. Please let our reception staff know about your massage needs and book an appointment so we can coordinate with the masseuses as soon as possible.

LAUNDRY / DRY CLEANING / SEWING SERVICES

Services are available for you throughout your stay. Please place your clothes in the laundry bag, fill in the requested form and contact the Reception. Laundry pricelist is at your disposal in the wardrobe.

Clothes collected before 9 a.m. will be returned until 6 p.m. the same day.

For sewing services, please contact our Reception.

Restaurant

Our **Custom House Restaurant** awaits its guest with á 'la carte menu from carefully selected organic ingredients where we mostly use Hungarian seasonal and organic ingredients.

It was developed along this concept with the farm-to-table principle in mind. All this with friendly, professional staff, yet in an elegant environment served with light and sincere attentiveness.

Opening hours: 07.00–15.00.

Our kitchen is open until 14:00



Breakfast

Depending on your room reservation, you can enjoy our rich buffet breakfast in our Custom House restaurant. Our breakfast offer includes carefully selected dishes, such as locally baked pastries, fresh vegetables and fruits, cheese plates and charcuterie, locally prepared hot dishes (egg dishes, fried bacon, grilled sausage, boiled and fried hot dogs, fried bacon, tomatoes and beans)

Our gluten- and lactose-free offer is a permanent part of the breakfast selection.

Breakfast time: 07:00–10:00 am.

Custom House

- The Custom House is the venue for buffet breakfasts and lunches
- Seasonal à la carte offer, food, drinks, coffee, tea and soft drinks
- Choose from our healthy, gluten- and lactose-free selection
- Friendly, professional staff, sincere attention, light, yet elegant, demanding environment
- Recommended for breakfast or lunch.

Opening hours: every day 07.00–15.00.

Our restaurant's kitchen is open until 14:00

Table reservation: +36704184278 or ask at the Reception.