



## Guest Information

Dear Guests, welcome you at the Rókusfalvy Wine Hotel!

Please find below the detailed information about our services. In case of any questions or requests, please don't hesitate to contact our colleagues at the reception, whom you can reach in person at the reception area (main entrance, 3rd floor) or by dialing extension 0100 from your room.

### **General Information:**

The address of the Rókusfalvy Wine Hotel is 2091 Etyek Alcsúti street 8. The building has 2 entrances: the main entrance from the Alcsúti street and the entrance from Horváth street (parking is available at both entrances). You can announce your arrival at both locations through the intercom system, and our colleague at the reception will answer your call and let you in. If you arrive from Alcsúti street, you will directly reach the **RECEPTION** (located on the 3rd floor of the Wine Hotel). If you come from Horvát street, you will arrive on the 1st floor, where you can take the elevator or use the staircase to reach the reception on the 3rd floor. The Wine Hotel has 4 floors, and the room numbers are clearly marked on each floor.

At the reception, you can find our colleagues every day between **7 AM and 11 PM**. If you need assistance outside of these hours, please send an email to [recepicio@rokusfalvyfogado.hu](mailto:recepicio@rokusfalvyfogado.hu) or call +36205584238.

### **Check-in, Room Occupancy, Check-out, and Payment:**

**Check-in** at the reception is possible between 3 PM and 11 PM. Please make sure to bring your identification card/driver's license and your address card with you. If you have not requested breakfast during the booking process, please do so at the latest during check-in. At the reception, you will receive the room card, which will grant you access to the building, your room, and the wellness area throughout your stay. After checking in, our colleague will

accompany you to your room, **and upon request, we will also deliver your luggage to your room.**

**Check-out** at the reception is possible between 7 AM and 11 AM. Please remember to bring the room card with you for the check-out process. As part of the basic service, you are allowed to use the hotel room until 11:00 AM on the day of departure. Kindly vacate the room by 11:00 AM on the day of departure. If you wish to stay longer, subject to availability and for an additional fee, you may extend the room occupancy. For extension requests, please contact the reception (extension 0100).

You can settle the room rate and any other service charges in cash, by credit card, or with SZÉP card (OTP, MKB, K&H). If you plan to pay with vouchers from contracted partners or gift vouchers issued by the Wine Hotel, please inform us during the reservation process. In any case, please remember to bring the vouchers with you, as we are unable to accept or credit them without physical presentation.

We also provide the option for check-in and check-out outside the mentioned hours. If you require this service, please inform us during the booking process via email at [recepcio@rokusfalvyfogado.hu](mailto:recepcio@rokusfalvyfogado.hu) or by calling +36205584238. Additionally, you can inquire about this at the reception during your stay.

#### **Services available at the reception and other useful information:**

**Adapter:** Various converter adapters are available at the hotel reception free of charge.

**Accessibility:** For guests with mobility impairments, we have an accessible room on the 3rd floor, which is on the same level as the reception. An accessible restroom is located on the 2nd floor. After exiting the elevator, please turn left.

**Bedding setup:** As a standard setup, each room includes 1 duvet, 1 large pillow, and 1 small pillow per person. In addition to the standard setup, a selection of pillows and extra duvets are available upon request. Kindly inform the reception (extension 0100) about your preferences.

**Bedding Change:** We would like to inform you that bedding is changed twice a week in our hotel. If you wish to have your bedding changed more frequently, please inform the reception (extension 0100).

**For Babies:** For guests with babies aged 0-3 years, we provide portable baby cots with baby mattresses. If needed, we also offer baby food warmers, highchairs, and baby monitors (extension 0100).

**Shoe Cleaning, Shoehorn:** You will find a shoe cleaning machine on the level of the reception. In your room, you will find a shoehorn as part of the amenities. A shoe cleaning kit can be requested at the reception (extension 0100).

**Luggage Storage:** If you have plans in the area after check-out, we can securely store your luggage in a locked area.

**Dietary Kitchen, Allergen Meals:** If you follow any special diet or have specific dietary requirements (e.g., lactose-free, gluten-free, diabetic, etc.), and you didn't inform us during the reservation process, please kindly notify the reception immediately or at the latest during check-in.

**Smoking:** Our hotel is entirely smoke-free. Smoking is only allowed in designated areas.

**E-bike Rental:** You have the option to rent electric bicycles starting from 4,000 HUF per bike for 2 hours. For more details, please approach our colleagues at the reception.

**First Aid:** If you need first aid, medication, or medical assistance, please call the reception (extension 0100).

**Lost Items:** In case you lose any belongings, please contact our reception colleagues (extension 0100). If the lost item is found, you can collect it personally at the hotel reception, or we can send it to your address via postal service, after we received the transfer of postal charges. If you find any lost items or valuables within the hotel premises, please hand them over at the reception.

**Umbrella:** You can request an umbrella from our colleagues at the reception.

**Wake-up Service:** For wake-up service, please contact our hotel reception (extension 0100).

**Restaurant:** Our Michelin-recommended restaurant welcomes guests every day of the week. We create our menu based on seasonal ingredients, preferably sourced from local producers. Opening hours are from Monday to Saturday, 12:00 PM to 10:00 PM, and on Sundays from 12:00 PM to 6:00 PM. You can view the menu and beverage list at the reception or on the [www.rokusfalvyfogado.hu](http://www.rokusfalvyfogado.hu) website. For table reservations, please contact our colleagues (extension 0100).

**Photocopying and Printing:** Photocopying and printing services are available at the hotel reception (extension 0100).

**Lobby Area:** The reception area offers a comfortable lobby with sofas, armchairs, and bar stools. It is air-conditioned and provides beverage service during the reception's opening hours.

**Bathrobe:** Bathrobes can be requested at the reception (extension 0100).

**Hairdryer:** Each bathroom is equipped with a hairdryer.

**Pets:** We regret to inform you that pets are not allowed in our hotel. Thank you for your understanding.

**Temperature Control:** Every room in our hotel is air-conditioned, and you can individually regulate the cooling or heating using the thermostat located in the room. If the display of the room thermostat does not respond to manual adjustments or if you need any assistance with temperature settings, please call extension 0100.

**Internet:** Complimentary and secure WIFI access is available in all common areas and guest rooms. The network name is "Rókusfalvy Borhotel," and the code is "Rb2023rB."

**Writing Tools, Notepads:** As part of the amenities, you will find pens and notepads in each room.

**Coffee and Tea Setup:** For your convenience, we provide an electric kettle along with coffee and tea filters in each room, free of charge. Please use the electric kettle solely for boiling water. Our staff replenishes the supplies daily.

**On Request + Textiles/Items:** Slippers, duvets, blankets, throws, and a chair for the bathroom are available upon request.

**Private Room:** Within the facility (Wine hotel and Inn), we offer private rooms of various sizes and functionalities suitable for meetings, work purposes, or even late-night gatherings with friends. For more information, please contact our colleagues at the reception (extension 0100).

**Laundry:** You can leave your laundry at the reception until 8:00 AM. We provide a separate bag for this purpose (please ask our colleagues). Our receptionist will inform you about the pick-up time for your laundered clothes (within 24 hours).

**Parking:** You can use our parking lots on Alcsúti street and Horváth street free of charge.

**Breakfast:** Breakfast is available at Rókusfalvy Restaurant from 7 AM to 11 AM. We offer a generous buffet breakfast, and we are happy to receive

individual requests. Please ask our waitstaff for assistance!

**Safe:** The safes in the rooms are available for use free of charge. Detailed instructions on how to use the safe can be found in the safe usage manual.

**Room Service:** Our room service is available from 7 AM to 10 PM. You can place orders by dialing extension 0100. We can fulfill food and beverage orders based on the menu card provided in your room. Food orders are accepted until 8:00 PM, and beverage orders until 9:00 PM.

**Cleaning/Towels:** We conduct daily cleaning between 08:00 AM and 04:00 PM. If you prefer a different time for cleaning or do not wish to have your room cleaned at all on a specific day, please use the door hanger provided for this purpose. In case you require extra cleaning, please call the reception (extension 0100). As part of the amenities, we provide three different-sized towels per person in the room. Normally, we change towels twice a week, but we can do so more frequently upon request. Leaving the towel on the towel rack means you do not want it changed. If you request a towel change, please place the used towels on the floor.

**Telephone:** Each room is equipped with a telephone. Instructions for use can be found in your room.

**Phone Charger:** Our reception offers complimentary phone chargers for borrowing. If you need one, please feel free to ask our colleagues in person or call extension 0100.

**Television:** All our rooms are equipped with smart TVs, which can be used as smart televisions. You can mirror your mobile device on the TV to watch your own channels, such as HBOgo, Netflix, YouTube, Spotify, and more. The system does not save login information.

**Toiletries and Additional Options:** In each shower, for your convenience, we have installed shampoo/body wash dispensers. Furthermore, the bathroom is equipped with soap, cotton swabs, cosmetic pads, toothbrush and toothpaste sets, shaving kits, body lotion, and separate body wash. In addition to the room facilities, on the 2nd floor (turn left after leaving the elevator), you can find separate men's and women's restrooms, as well as a changing table.

**Fire Safety:** In case of a fire alarm, please immediately leave your room and follow the signs indicating the evacuation routes. The use of elevators is prohibited during emergencies.

**Ironing:** If needed, we provide irons and ironing boards, and we can also take care of ironing for you within one hour upon request.

**Sewing Kit:** Please request a sewing kit from our reception.

**Handling Guest Feedback and Complaints:** We would like to inform you that you can turn to our receptionists 24/7 with any feedback or complaints. You can do this in person or via email at [recepcio@rokusfalvyfogado.hu](mailto:recepcio@rokusfalvyfogado.hu) or by dialing extension 0100.

**Guest Elevator:** Our hotel has an operating elevator to facilitate movement and orientation within the building. Each floor is clearly marked from 1 to 4, and the automatic voice in the elevator will announce the floor number.

**Wellness:** Our wellness area is located on the 1st floor, accessible with your room card. Here, you can enjoy a 10-person Jacuzzi, a 10-person Finnish sauna, and a 2-person infra sauna for relaxation. Wellness services are available from 9:00 AM to 9:00 PM. Separate dressing rooms and men's and women's restrooms are available in the wellness area. You can request bathrobes, slippers, and extra towels at the reception. Bringing food and especially glassware into the wellness area is prohibited.

We wish you a pleasant stay!

The Team of Rókusfalvy Wine Hotel

