



2000 Szentendre, Bükkös part 16.
Tel.: +36-26-501-360 Fax: +36-26-501-365 info@bukkoshotel.hu www.bukkoshotel.hu



Bükkös Hotel** & Spa**

Guest Directory

“At Your Service”

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Bükkös part 16.
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E-mail: info@bukkoshotel.hu



Welcome To Szentendre's Premier Meeting Place

Dear Guest,

It is our pleasure to welcome you to Bükkös Hotel**** & Spa. Whether you are travelling for business or pleasure, we know you have a variety of hotels to choose from, therefore we are honoured that you have selected Bükkös Hotel**** & Spa. Our professional and friendly staff is committed to ensuring that your stay will be both enjoyable and comfortable.

Our commitment to the travelling public is to satisfy two essential, yet simple, expectations:

- Provide friendly, courteous service
- Provide a clean, comfortable room, where everything is in good working order

During your stay, we will adhere to Bükkös Hotel**** & Spa's Quality Commitment by providing you outstanding services. In other words, we promise you a *sensational* experience by ensuring the cleanest room, the friendliest staff and best value while you are our guest. If you need any further assistance during your stay please contact the Front Desk, our professional staff will be immediately at your service. We also promise to rectify any problems you may have and guarantee we will compensate you if we are unable to do so.

Again, thank you for choosing Bükkös Hotel**** & Spa where our promise to you is a sensational visit. We look forward to serving you now and on future trips to Szentendre.

Sincerely

Levente Hadnagy & Brigitta Hadnagy
Hotel Owners



Content

Air Conditioning/Heating	1
Amenities	1
ATM Service	1
Banks	1
Bar	1
Beauty services	2
Billing	2
Breakfast	2
Bus Services	2
Car Rental	2
Catering	2
Check-In, Check-Out Time	2
Cigarettes	3
Corporate Rates	3
Credit cards	3
Currency Exchange	3
Dentist or Doctor	3
Drink bar	3
Dry-cleaning and Laundry	3
Emergency Exits	3
Fax and Photocopy Services	4
First Aid	4
Hair Dryers	4
Housekeeping	4
Internet Service	4
Key Card	4
Luggage Storage	4
Telephone, Telephone Calls	5
Lost and Found	5
Maintenance	5
Massage services	5
Meetings	5
Minibar	5
Non-Smoking	5



Parking	5
Pet Policy	6
Photocopies	6
Postal Service.....	6
Postage Stamps	6
Radio.....	6
Reservations	6
Restaurant	6
Room/Bathroom Services	7
Room Service.....	7
Safety Deposit.....	7
Sales Office	7
Security	7
Shopping.....	7
Smoking.....	7
Spa	8
Taxis.....	8
Telephone	8
Tourism Information Centre.....	8
Trains.....	8
Wake-up Calls.....	8
Massage price list	9
Beauty Services.....	10
Beauty Services.....	10
Room service menu	Hiba! A könyvjelző nem létezik.
Minibar price list	Hiba! A könyvjelző nem létezik.
House Rules.....	12



Air Conditioning/Heating

In the room, our cooling and heating system operates based on a control unit on the wall, about which you can find brief information on the small sign indicated. Unit will work if room card is inserted in holder. Please ask more information from the Reception.

Amenities

At Bükkös**** Hotel & Spa, our guests love our amenities. You may purchase a dental kit, shaving kit, slippers, or bathrobe at Reception.

ATM Service

There is an ATM machine located 100 m from the hotel at Kossuth Lajos street 10 (MKB Bank). Please ask Reception for directions.

Banks

Banking hours are generally Monday to Friday 09:00 a.m. to 5:00 p.m. Some may be open on Saturday. Please call for exact times. The closest bank is the MKB Bank, Kossuth Lajos street 10. The closest ATM is located at MKB Bank. All the banks listed below are within walking distance of the hotel.

MKB Bank	Kossuth Lajos u. 10.
OTP Bank	Dumtsa J. u. 6.
CIB Bank	Fő tér 14.
Erste Bank	Dunakorzó 18.
Budapest Bank	Duna korzó 18.
K&H Bank	Fő tér 10.

General Tips for Foreign Currency Exchange in Szentendre:

All of the major banks will deal with the general public in exchanging currency. You can also exchange money at official money exchange booths. There is no exchange service in the hotel.

Bar

The bar is located at the lobby. Please visit us for coffee, drinks, and a superb wine selection.

Opening hours: 12 noon-10 p.m. (flexible upon advance request)



Beauty services

Beauty services are located in the Spa area. Please see Beauty services section for available treatments. To reserve please dial 100 or visit Reception.

Billing

All invoices in the hotel will be in Hungarian Forints (HUF). If your rate was given in EUR or another currency it will be converted at official exchange rates and charged in HUF. You may pay in cash or credit card. If you wish to pay in foreign currency, please contact Reception for exchange options. Generally, you can settle the invoice from 8:00 a.m. to 7 p.m. If you wish to pay at a different time, please let the Reception know in advance.

Breakfast

A buffet breakfast with hot and cold dishes and free sparkling wine is available every day in our Restaurant on the ground floor.

Bus Services

Scheduled bus services are available within Szentendre, and services also operate to Budapest and other towns in the Danube bend. The nearest bus stop is a five-minute walk on Paprikabíró street (street parallel to Bükkös part) to Dunakanyar körút (Road 11). Please contact Reception for bus schedules.

Car Rental

Please call our Reception to arrange for car rental, dial 100.

Catering

The best in catering expertise and facilities are available. If you are planning a party, wedding, banquet, meeting, or conference, please contact Reception. Dial 100.

Check-In, Check-Out Time

Check-in is from 3 p.m. Check-out time is 11 a.m. Late check-out is available on request for a fee, depending on our occupancy. Please contact our Reception, dial 100.



Cigarettes

Tobacco products are available for sale only in special tobacco shops in Hungary (“Nemzeti Dohánybolt” – “National Tobacco Shop”). The nearest one is at Bükkös part 26/A, which is a one-minute walk from the hotel (turn left at main entrance and walk 100m to the shop)

Corporate Rates

Please contact the Sales Department. Dial 100.

Credit cards

All Major credit cards (Master Card, Maestro, Visa) are accepted with the exception of Diners Club and American Express.

Currency Exchange

Foreign currency may be exchanged through the banks listed in this directory. Rates are subject to market conditions.

Dentist or Doctor

Please contact Reception. Dial 100.

Drink bar

The drink bar is located in the lobby. Please visit us for coffee, drinks, and a superb wine selection.

Opening hours: 12 p.m-10 p.m. (flexible upon advance request)

Dry-cleaning and Laundry

Laundry bags and forms are located in the room. Same day service (in case laundry delivered to the Reception before 9 am) is offered Monday to Friday only. Please complete the slip provided, place with the laundry into the plastic bag and bring to the front desk.

Emergency Exits

Please check the back of your door for the emergency exit nearest you.



Fax and Photocopy Services

To have a fax sent or photocopies made, please visit the Front Desk staff. Fax and copy service is available for a minimal charge. Our fax number is +36-26-501-365. You can also find a photocopy shop within 10 minutes walking distance. Please ask Reception for details.

First Aid

Please dial 100.

Hair Dryers

Hair dryers are available in all guestrooms in the bathroom.

Housekeeping

Please call Housekeeping if you require additional blankets, pillows or other items or have lost or found something. Please dial 100.

Internet Service

Free wifi service is available in all guestrooms and public areas. Please contact Reception for wifi code. Wired internet service is available in all rooms. Dial 100 if you need a cable. A guest internet terminal is also available in the hotel. Please contact Reception for location.

Key Card

Should you lose your key card, please immediately notify the Front Desk so that your lock may be re-coded. For your own protection, you will be asked for identification. Please return your key card to the front desk upon check-out. You will need to insert your Key Card into the card holder slot in your room in order to activate electronic services in your room.

Luggage Storage

Available upon request on day of arrival and departure. Please call reception on 100



Telephone, Telephone Calls

Between rooms: dial number 1+ room number

External calls: currently unavailable

Reception and all hotel services: dial number 100

Lost and Found

Please dial 100.

Maintenance

If something is not in working order, please call Reception. Please dial 100.

Massage services

Massage services are available in the Spa area. Please see Massage services section for available treatments and prices. To reserve please call 100 or visit Reception.

Meetings

The best in catering expertise and facilities are available. If you are planning a party, wedding, banquet, meeting, or conference, please contact our Catering Department. Please dial 100.

Minibar

A minibar is located in all guestrooms. Please see separate list for items and prices. Your consumption will be charged for all items to your room account, please report last night's consumption upon check-out.

Non-Smoking

Bükkös**** Hotel & Spa is 100% non-smoking. Should anyone smoke in your guest room during your stay, an additional 50000 HUF charge will be applied to your account for the cost of purification. We hope you will respect the fact that many individuals today have severe allergies. Thank you for your cooperation.

Parking

Parking is available for registered hotel guests only upon advance reservation. The hotel cannot be responsible for vehicles or items left in vehicles on the hotel property. Please contact Reception (dial 100) to obtain your parking space and for entry and exit instructions. Parking is available only for standard sized passenger cars.



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.

Photocopies

Please contact Reception. Dial 100.

Postal Service

The nearest post office is located Kossuth Lajos street 23-25 (a five-minute walk from the hotel, please ask Reception for directions.)

Postage Stamps

Postage stamps are available at the Post Office. The nearest post office is located Kossuth Lajos street 23-25 (a five-minute walk from the hotel, please ask Reception for directions.)

Radio

Various local and international channels are available through the TV set: Hungarian radio channels and various international radio channels as well.

Reservations

For reservations, please call +36-26-501-360 or email info@bukkoshotel.hu or use our online reservation system at www.bukkoshotel.hu. You can also reserve your next stay in person at Reception.

Restaurant

Our Restaurant is located at the ground floor near Reception. Opening times are as follows:

Breakfast:	7:00 a.m. - 10:00 a.m.
Dinner (half board guests):	6:00 p.m. - 8:00 p.m.
General hours:	12:00 p.m. - 10:00 p.m.



Room/Bathroom Services

We change towels and linen regularly, daily upon request. You can obtain slippers, dental and shaving set at reception. Additional blankets, pillows may be requested at reception. Please call 100 with your special requests.

Room Service (currently is not available)

Room service is available in Bükkös**** Hotel & Spa.

Breakfast in bed is available from 8 a.m. to 10 a.m. Please order in advance the day before until 6 p.m.

Other selections are available from 10 a.m. to 20 p.m. Please see menu in Room Service section. To order call 100

Safety Deposit

Safety deposit boxes are provided free of charge in all guestrooms. Bükkös Hotel**** & Spa is not responsible for any valuable left in your room.

Sales Office

For complete Conference Services or Group Reservations, please dial 100.

Security

Your safety and security are of the utmost concern to those of us who welcome you as our guest. If a security need arises, please contact the front desk for immediate attention. Please dial **100**.

Shopping

The best shopping in Szentendre is located downtown a few steps from the hotel. Grocery stores can be found nearby, and a hypermarket can be found 10 minutes driving distance. For specific needs please contact Reception.

Smoking

All areas of the hotel are non-smoking according to our policy and Hungarian law, including guestroom balconies. Smoking is only permitted outdoors in front of the entrance at a 5m distance and at the designated area on the terrace. Should anyone smoke in your guest room during your stay, an additional 50000 HUF charge will be applied to your account for the cost of purification.



Spa

Our Spa is located on the ground floor behind Reception and is free of charge for hotel guests 13 years of age and above. Towels are provided at the Reception, please do not bring towels from the room. In the Spa you can find three saunas, a steam room, shower bucket, a Jacuzzi, and additional services. Massages and beauty services are available for an additional fee. Please see price list in the Massage / Beauty Services section. Call 100 or visit Reception to reserve treatments.

Opening hours: 9 a.m. – 9 p.m.

Taxis

Please call Reception if you require a taxi. Dial 100.

Telephone

Room-to-Room dial 1+ the room number
Outside calls are not allowed from the rooms.
Reception and all hotel services dial 100

Tourism Information Centre

Located at Dumtsa Jenő street. 22., they can tell you everything you ever wanted to know about tourism sites in Szentendre. To visit the center, please take the two minutes' walk just across the bridge after exiting the main entrance to the right.

Trains

Suburban Train Station (HÉV, line H5) is located a 10 minutes' walk from the hotel. You can access Budapest with the train in about 40 minutes. Please ask Reception for schedules and directions to the station.

Wake-up Calls

To request a wake-up call please call Reception on 100.



Massage price list

- Swedish massage:** The most common refreshing, conditioning, relaxing, and stress-reducing massage in Europe.
25 minutes: 8500 HUF
55 minutes: 15500 HUF
- Remedial massage:** Curative, rehabilitative and preventive treatment in case of medical advice, articular, musculoskeletal trouble.
25 minutes: 9700 HUF
- Back massage:** The treatment is designed to relax and ease tension in the back and neck areas, where muscle problems most often occur.
25 minutes: 8500 HUF
- Aromarelay massage:** The scent aromatherapy massage relieves stress and locked-up stress with various oils and nourishes the inner spiritual balance.
25 minutes: 8500 HUF
55 minutes: 15500 HUF
- Lymphatic massage:** Enhances the lymphatic system and helps to discharge excreta and deposits.
55 minutes: 17500 HUF
- Sport massage:** Helps to warm-up the muscular system, to relax muscle spasms, and to regenerate strains.
25 minutes: 9700 HUF
- Foot reflex massage:** The regular massage of the foot reflex zones can reach a healing effect on the whole organism.
30 minutes: 8500 HUF

Dear Guest, please set up massage at the reception. We can ensure some massage types only in case of a reservation 24 hour in advance. Everyone uses our massage services at their own risk. If cancelled within 3 hours 100% will be charged. Thank you for your understanding.



Beauty Services

Janssen Cosmetics

Lunch Time Facial Treatments (40'):

Face	8600 HUF
Face, neck-line and décolleté	9600 HUF

Exclusive treatment programs (60'):

Moisturising	12500 HUF
Sensitive	12500 HUF
Anti-wrinkle collagen	12500 HUF
Combined skin treatment	12500 HUF

Cosmetic treatment with facial masks (+15'):

Can be added to each treatment above

The treatments above do not contain facial
cleaning!

Treatments with facial cleaning (+ 30')	5800 HUF
Face packs with creams, no treatment (15')	4000 HUF

Beauty Services

(continued)



Cosmetic massage:

Face massage (20')	5300 HUF
Face, neck, and dékolleté (25' minutes)	6500 HUF)

Other cosmetic treatments:

Eyelash tinting	1500 HUF
Eyebrow tinting	1500 HUF
Eyebrow plucking	1200 HUF
All the three above	4000 HUF

Epilation:

Moustache	1500 HUF
Armpit	2500 HUF
Lower arm	2500 HUF
Whole arm	3500 HUF
Knee length (leg)	3500 HUF
Whole length (leg)	5500 HUF

Bleaching:

Moustache:	1500 HUF
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Prices include VAT. Prices subject to change.



House Rules

1. Check-in time is from 3 pm-7 pm on arrival day, and check-out is requested from 8 am to 11 am on departure day. If you would like to check out at a different time, please let us know 24 hours in advance.
2. Our guests receive magnetic door cards after filling out the registration form. Upon departure, please leave your card at Reception.
3. Only registered guests may stay in the rooms. Please meet any of your guests in the lobby or other public areas of the hotel.
4. You may use the in-room safe to store your valuables, hotel management doesn't take any responsibility for the items.
5. It is not permitted to remove glasses, plates, utensils, food or drink from the restaurant or drink bar.
6. It is not allowed to consume food or drink brought in from the outside on hotel property (with the exception of rooms). Minibar may not be used to store items brought in from the outside.
7. Please do not store flammable or combustible items in your room and do not operate electric appliances (with the exception of personal items e.g. laptop computers, shavers etc.)
8. All of the hotel property and all rooms are non-smoking. Smoking is allowed outside the main entrance and at the designated area on the terrace.
9. Please respect local regulations and the other guests' right to quiet and refrain from any loud activity between 10 pm – 7 am. The common terrace are closed between these hours.
10. It is not allowed to remove items and textiles (e.g. towels, pillows, bathrobes etc.) from the hotel. Items missing from the room will be charged to the guest account. Negligently or intentionally caused damage will be charged to guest account.
11. Please report any malfunctions in your room to Reception.
12. Children under 13 years of age may not enter the Spa. Children between ages 13-14 require adult supervision. We provide separate towels to use in the Spa area. Please do not take your room towel into the Spa.
13. The parking area and garage of the hotel is not supervised. Parking is at own risk. Please respect the vehicle size limits.
14. Certain areas of the hotel may be closed from time to time due to maintenance or private events.
15. By filling out the registration form and by using our services our guests accept our House Rules. Further information about rules and services are available at the Reception.