



## Dear Guest,

A warm welcome to Hotel Platánus. We are delighted that you have chosen to stay with us. On behalf of my colleagues, I would like to extend our greetings and trust that your time in Budapest will be both pleasant and memorable.

You will find detailed information about our hotel services in this guide. Should you need any assistance, my colleagues and I are at your disposal with great pleasure.

A handwritten signature in black ink, reading "Pongrácz Olga", is positioned above the typed name.

Sincerely,

**Olga Pongrácz**

Hotel Manager

# Opening Hours

Reception 0 – 24

Continental Breakfast 07.00 – 10.00

# Reception Phone Number

Reception: +36 1 333 6505

# WIFI Connection

Complimentary wireless internet access is available throughout the hotel for all our guests.

# General Information

**Check-in:** from 14:00

**Check-out:** until 10:00

Early check-in (10:00–14:00) and late check-out (12:00–18:00) may be available depending on hotel occupancy and for an additional fee:

- Early check-in: 25% of the first night's room rate
- Late check-out: 50% of the room rate applicable on the day of departure

Availability of early arrival or late departure depends on occupancy. For more details, please inquire at the reception upon arrival.

A complimentary luggage room is available for our guests.

## Payment Methods

Bank Cards (HUF): VISA, EUROCARD, MASTERCARD, MAESTRO

SZÉP Card: OTP, K&H, MBH

Hunguest Gift Card

Cash Payments: accepted only at the reception (HUF, EUR)

## Loyalty Program

Join our loyalty program and request your Hunguest Hotels Loyalty Card. As a holder of the Hunguest Hotels Individual Loyalty Card, you will earn points equal to 10% of the amount paid (excluding mediated services and tourism tax) when booking directly at any Hunguest Hotels property. These points can be redeemed for future reservations in accordance with the program's terms and conditions.

For details, please inquire at the reception or visit our website:

<https://www.hunguesthotels.hu/hu/torzskartya/>

### Additional Fees

Tourism Tax (for guests over 18): 4% of the net room rate (excluding VAT, without breakfast)

Pet Fee: 6,500 HUF per night

### Parking

- Closed (but not guarded) hotel parking, subject to availability:  
2,500 HUF/car/night; 6,900 HUF/bus/night
- In surrounding streets, parking is subject to fees on weekdays between 08:00–18:00.

### Smoking

Please note that smoking is strictly prohibited throughout the entire hotel.

Smoking is only permitted at the designated smoking area located 6 metres from the rear entrance.

Violation of this rule may result in a compensation fee of 55,000 HUF / 150 EUR, charged to the registered guest(s).

### Allergens

Our kitchen uses eggs, milk, flour, various peanuts and tree nuts; therefore, we cannot guarantee the complete absence of cross-contamination.

For this reason, our dishes may contain traces of allergens.

## Hotel Platánus

Hotel Platánus is located next to Budapest's largest park, Népliget, within walking distance of the MVM Dome and the Groupama Arena. The hotel is easily accessible from both the city centre and the Budapest Ferenc Liszt International Airport.

Several major attractions—including the city centre, MÜPA, the National Theatre, Papp László Budapest Sports Arena, Puskás Ferenc Stadium, and the HUNGEXPO Exhibition Centre—can be reached within minutes by car or public transport (Metro line M3 and Tram 1). Thanks to its convenient location, the hotel is a popular choice among tourists.

All 181 rooms and 1 apartment feature a private bathroom, Wi-Fi, and a television. The accessible public areas and closed parking facilities further enhance the comfort of our guests.

The hotel offers non-smoking rooms only.

The hotel lobby provides a comfortable space for relaxing or holding a short meeting.

A complimentary safe deposit box is available at the reception.

# Hotel Services from A to Z

## Adapter, Phone Charger

If you did not bring one with you, both can be requested at the reception.

## Arrival – Check-in

Guest rooms are available from 14:00 on the day of arrival. Early check-in may be possible depending on availability and for an additional fee. For details on room availability, please inquire at the reception.

## Baby Cot

For the comfort of our youngest guests, a baby cot/playpen can be requested in person at the reception. Baby cots are available in limited quantities.

## Bank and Credit Cards

In addition to cash payments (HUF and EUR), our hotel accepts a wide range of bank and credit cards. Accepted cards (HUF terminal): Visa • Maestro • MasterCard • Visa Electron  
SZÉP Card: OTP, MBH, K&H

## Bed Linen

For long-stay guests, bed linen is changed weekly upon request.

## Beverage Selection

For information about our current beverage selection, please inquire at the reception.

## Blanket

Extra blankets are available upon request at the reception.

## Breakfast

Served daily between 7:00–10:00 in the hotel lobby.

## Check-out

Check-out time is 10:00 a.m.

Late check-out may be possible depending on availability and for an additional fee.

If you would like to request this service, please contact the reception.

## Complaints

If you have any concerns or complaints, please feel free to contact the hotel reception. Our colleagues will gladly assist you.

## Dentist

For information about dental emergency services, please inquire at the reception.

## **Dining – Special Diets**

Allergen information is indicated next to the dishes to help with your selection. If you have any special dietary requirements, please inform us in advance.

## **Doctor**

The nearest medical emergency service is located at Haller Street 29, District IX. For contact details or information on emergency medical care, please ask at the reception. A first aid kit is available at the reception.

## **Dress Code**

We kindly ask you to appear in attire appropriate to the time of day and the occasion while using the hotel's public areas.

## **Drinking Water**

Tap water is safe to drink throughout Budapest.

## **Emergency**

In case of fire or any other emergency, please notify the reception immediately. Breaking the glass of the fire alarm box located in the corridors will activate the emergency system. Fire extinguishers are also available in the corridors.

## **Emergency Escape Route**

In case of fire, please follow the escape route displayed on your room door and comply with the instructions of our staff. In the event of fire, you will hear the central alarm siren.

## **Emergency Exit**

The nearest emergency exit can be located on the evacuation route displayed on your room door.

## **Emergency Numbers**

Ambulance: 104

Police: 107

Fire Brigade: 105

General Emergency Number: 112

## **Environmental Awareness**

To support environmentally conscious living, we kindly ask you to consider the following:

- Please use bathroom linens more than once.
- Be mindful of water consumption and room cleanliness.
- Use electricity responsibly.
- Smoke only in designated smoking areas.

### **Extra Bed Linen**

Upon request, we can provide additional duvets, blankets, and pillows (in various sizes and types) for our guests. Please contact the reception if needed.

### **Gas Station**

The nearest gas stations are located on Könyves Kálmán Boulevard in the direction of the Rákóczi Bridge, next to the Lurdy House shopping centre, as well as at Hungária Boulevard 116–118, at the intersection of Kőbányai Road and Hungária Boulevard.

### **General Terms and Conditions**

The hotel's General Terms and Conditions can be viewed on our website at the following link: [https://www.hunguesthotels.hu/hu/hunguest\\_hotels\\_általanos\\_szerzodesi\\_feltetelek/](https://www.hunguesthotels.hu/hu/hunguest_hotels_általanos_szerzodesi_feltetelek/)

### **Hospital**

The nearest hospitals are:

- Szent László Hospital (1089 Budapest, Gyáli út 5–7.)
- Heim Pál Children's Hospital (1089 Budapest, Üllői út 86.)

### **Housekeeping**

Daily housekeeping takes place between 08:00–15:00.

### **HUNGUEST HOTELS Gift Card**

With Hunguest Hotels gift cards, the recipient can freely choose from our nationwide network of spa, wellness, and resort hotels where they would like to spend their leisure time. Gift cards are available in denominations of 20,000 HUF, 50,000 HUF, 100,000 HUF, and 250,000 HUF.

Gift cards can be redeemed and purchased on the Hunguest Hotels website:

<https://www.hunguesthotels.hu/hu/> (webshop), or at the receptions of our hotels.

### **Hunguest Zrt.**

Our hotel is part of one of Hungary's largest and best-known hotel chains.

Would you like to discover Hungary? Hunguest Zrt. is your ideal host and guide, offering extensive hospitality experience and hotels located in the country's most beautiful and popular holiday destinations—welcoming you and your family all year round.

Visit our website at [www.hunguesthotels.com](http://www.hunguesthotels.com).

Our promotional offers are updated regularly. Book through our website quickly and conveniently while saving time!

### **Internet**

Complimentary Wi-Fi access is available in all public areas and guest rooms.

## **Key**

Please return your room key to the reception upon check-out.  
A replacement fee will be charged for lost keys.

## **Lift Usage**

Children under the age of eight may not use the lift without supervision.  
The alarm button should only be pressed in case of emergency.  
If the cabin is not level with the floor, please notify the reception immediately or press the alarm button.

## **Lost & Found**

Items left behind in the hotel are stored for three months.  
Upon request and for an additional fee, we can mail them to you.  
Please contact the reception for assistance.

## **Luggage Storage**

A complimentary luggage room is available for hotel guests on the ground floor. Please contact the reception for assistance.

## **Parking**

Closed (non-guarded) parking is available, subject to availability:  
2,500 HUF/car/night; 6,900 HUF/bus/night  
In surrounding streets, parking is subject to fees on weekdays between 08:00–18:00.

## **Payment Methods**

We accept cash, bank and credit cards (Maestro, Mastercard, Visa), SZÉP Cards issued in the guest's name (MBH, OTP, K&H), Hunguest loyalty cards, and fixed-denomination Hunguest Gift Cards. Mixed payment methods are also possible (e.g., SZÉP Card + cash).

## **Pets**

Pets are welcome in our hotel for an additional fee; however, they are not permitted in the restaurant.

## **Pharmacy**

The nearest pharmacies are located in the Heim Pál Children's Hospital (Üllői Road 86) and at Nagyvárad Square (Üllői Road 121).

## **Pillow**

Extra pillows are available upon request at the reception.

## **Plug Adapter**

International adapters and standardized plug converters are available free of charge upon request at the reception.

### **"Please Do Not Disturb"**

If you do not wish to be disturbed, please hang the "Please Do Not Disturb" sign on the outside door handle.

### **Public Transport**

To reach the city centre, we recommend using the M3 (blue) metro line.

The Népliget metro station is just a few minutes' walk from the hotel.

Tram Line 1 also stops at Népliget and runs along Hungária Boulevard from Kelenföld Railway Station to Bécsi Road.

Night buses stopping at Népliget include: 901, 914, 914A, 950, 950A.

### **Radio**

You can listen to Petőfi Radio on channel 1 of your in-room television.

### **Reception**

Our reception operates 24 hours a day.

For any questions or requests, please feel free to contact our colleagues.

Reception phone number: +36 1 333 6505

### **Religious Services**

Reformed and Roman Catholic church services are available nearby.

For detailed information about locations and times, please ask at the reception.

### **Safe**

Please take care of your valuables!

A complimentary safe is available at the reception for storing your personal belongings.

The hotel does not accept responsibility for valuables left in the guest rooms.

### **Safe Deposit**

The hotel accepts responsibility only for valuables placed in the central safe located behind the reception desk. Please ask our colleagues for assistance when depositing your valuables.

### **Security**

For your safety, please make sure to lock your room door at all times—both when going to sleep and when leaving the room.

### **Sewing Kit**

A sewing kit is available upon request at the reception.

### **Shopping**

A wide range of shops awaits visitors at the Lurdy House shopping centre, located at the Pest end of the Rákóczi Bridge. For an even greater selection, guests can reach the Corvin Quarter or Westend City Center shopping malls within minutes by taking the M3 metro line.

## **Sports & Recreation**

The surrounding area offers various opportunities for sports and recreation.

Népliget Park is ideal for long walks, jogging, and running.

Towards Nagyváradi Square, the Orczy Park complex offers football, running, and basketball courts, entertainment facilities, walking paths, and even a boating lake.

For guests seeking more extensive sporting facilities, we recommend the sports centre located on the Buda side of the Rákóczi Bridge.

For more information, please ask at the reception.

## **Technical Issues & Damage Report**

Please report any malfunction or damage directly at the reception.

## **Television**

The television can be turned on and off using the remote control.

It offers 16 channels, and the channel list can be found in the room directory.

## **Toiletries**

Toothbrushes, toothpaste, shaving kits, and shower gel are available upon request at the reception.

## **Toothbrush and Toothpaste**

If needed, please contact the reception.

## **Towel Use**

If you would like your towels to be changed, please place them on the bathroom floor.

## **Visitors**

We kindly ask our guests to register any visitors at the reception.

## **Washing Machine**

A washing facility is available for guests on the ground floor. For assistance, please contact the reception.

# HOUSE RULES

Dear Gues,

Our hotel staff is committed to ensuring that your stay is pleasant, relaxing, and seamless.

We kindly ask you to read and comply with the following regulations:

## RULES REGARDING YOUR STAY AT THE HOTEL

- Smoking is prohibited throughout the entire hotel, except in designated smoking areas. In case of smoking in the guest rooms, a compensation fee of 150 EUR may be charged to the registered guest(s).
- Bringing alcoholic beverages into the hotel is not permitted. Guests under the age of 18 are not allowed to consume alcoholic drinks on the hotel premises.
- We kindly ask you to visit our restaurant in appropriate attire. Pets are not allowed in the hotel restaurant.
- The hotel reserves the right to terminate the accommodation contract with immediate effect if the guest uses the room (or any part of the hotel) improperly, or if they fail to comply with the hotel's safety regulations or house rules. In case of damage, the person responsible or their legal representative is required to compensate the hotel.
- Guests are financially liable for any damages caused by the improper use of manual fire alarms located in the building.
- It is strictly forbidden to store flammable or explosive materials in the room, or to use personal electrical appliances such as coffee makers, kettles, irons, or other devices brought from home.
- An electronic surveillance system operates in the hotel's public areas for safety and property protection.
- The hotel is only responsible for valuables placed in the safe located behind the reception desk. When leaving the room, please ensure the door is properly closed.
- Please respect the rest and privacy of other guests and avoid making excessive noise. Special attention is required between 22:00 and 06:00.
- As the hotel is a place designed for rest and relaxation, any intentional disruptive behavior that exceeds commonly accepted social norms—especially behavior that disturbs others' rest, peace, security, or privacy—is strictly prohibited. Intimidating, harassing, or harassment-like conduct is especially forbidden.
- Hotel staff is authorized to warn guests who behave disruptively, loudly, or offensively under the influence of alcohol or other substances. After multiple warnings, the hotel has the right to unilaterally terminate the accommodation contract with immediate effect and require the guest to leave the premises without any refund or compensation.

## VISITORS

- Only guests registered at the front desk may stay in the hotel rooms. Please receive your visitors in the hotel lobby.

If you have any comments or concerns regarding the operation of the hotel, your room, or the behavior of other guests, please inform the reception immediately so we can resolve the issue as quickly as possible.

Thank you in advance for your cooperation and assistance.

## FIRE PROCEDURES

A possibility of fire is very small, but to prevent and announce it, we also need your help. To avoid fire keep the following rules.

1. Alarm in case of fire, and report the place of fire.
2. Follow the instruction of the personal and keep calm.
3. Inquire about the position of staircase and emergency exits, and of the fire-fighting equipment.
4. Do not use the elevator to escape.
5. Do not use the iron in the room.
6. Do not smoke in bed.  
Do not sprinkle the ash of the cigarette into the paper basket, and do not put out the cigarette-end in it.
7. Do not take increased inflammable and explosive, resp. inflammable and explosive materials into your room (electric heater, coffeemaschine, immersion heater, tourist PB gas container, gas filling cartridge, etc)
8. Do not leave the turned-on television set without supervision.

Thank you for the cooperation.

Sincerely,  
Olga Pongrácz  
Hotel Manager

# TV INFO

2. MTV1	HUN
3. MTV2	HUN
4. MTV4	HUN
5. DUNA TV	HUN
6. MAX 4	HUN
7. TV2	HUN
8. RTL KLUB	HUN
9. DELUXE MUSIC	GER
10. CGTN	ENG
11. BBC	ENG
12. EUROSPOORT	GER
13. ARD1	GER
14. NICK/COMEDY CENTRAL	GER
15. TVR1	ROM
16. TVP	POL

**Dear Guests!**

**The television channels are programmed centrally within the hotel.  
In case of any problem please contact the reception!**