



GUEST INFORMATION

We hope that this Guest Guide will provide you with useful information about the services provided by Villa Gran. Of course, if you have any questions in addition to this, or if we can help you, please feel free to contact our reception colleagues! We are happy and ready to make sure that your time with us is truly unforgettable.

Accessibility

The ground floor of our guesthouse is accessible. We have an accessible room. A lower counter is also available at our reception for guests arriving in wheelchairs.

Air conditioning

In our hotel, the rooms and public spaces are also air-conditioned.

Bathroom products

In the bathrooms, the dispenser located at the showers and bathtubs contains cosmetics that can be used both as shampoo and shower gel. A cotton pad, ear cleaning stick, cosmetic tissue and shower cap are also part of the bathroom equipment.

Breakfast room

Our breakfast room is located on the ground floor. Opening hours: 8:00-18:00. After that, the café is open until 6 p.m.

Breakfast

The buffet breakfast is available every weekdays between 8:00 and 10:00, weekends between 8:00 and 11:00. If you would like to have breakfast at a different time, please inform the reception.

Bicycle (electric)

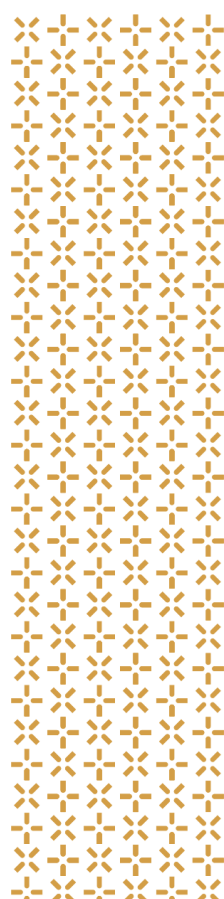
Loans are available throughout the year. Please indicate your request at the reception.

Check-Out

The hotel room is available until 11:00 a.m. on the day of travel. Please state the last day's mini-bar consumption upon check-out. Please arrange a later check-out at the reception.

Cleaning

It takes place every day between 08:00 and 16:00. If you place the "Do not disturb" sign on the door handle from the outside, our staff will not disturb you. For extra requests, contact the maids or the reception.





Complaints, comments

If you have a complaint or comment about anything during your stay, please report it to the reception or to the manager of the given area!

Currency exchange

There is no currency exchange facility at the hotel. The account can also be settled in EUR cash.

Electric car charger

An electric car charging station is available in the inner courtyard of the boarding house. Ask our reception colleagues for help.

Fire and emergency

Please read the "Fire Safety Regulations" chapter; in case of fire and emergency, act as described in it! The escape route is located on the inside of the front door of the hotel room.

Hair dryer

It is available in the bathroom belonging to the room.

Heating, cooling

Room temperature control works with the controller on the wall. Opening the balcony door also interrupts cooling and heating. In hot summer, for health reasons, we do not recommend setting the temperature 6°C lower than the outside temperature. The air conditioner can be turned off with the button on the top of the controller.

Internet

Network: VillaGran Guest

Password: Villa2023

Laundry and ironing service

Our guests can request the service by dropping off clothes to be washed/ironed at the maids, which is subject to a fee. Ironing service is provided within 1 hour of the delivery of the garment. You will find the laundry bag and the form in the closet.

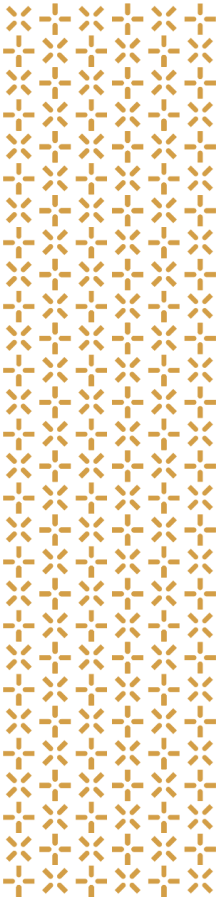
Lost and found

Please inquire at the reception regarding items found/lost in our hotel.

Maintenance

If you come across a device or equipment in the hotel that needs repair, is damaged, inoperable, or not working properly, please report it to the reception.

Mini-bar





For a fee, it is possible to consume the minibar products in the room. The contents of the minibar are checked and replenished daily by the housekeepers. Please indicate the last day's minibar consumption at the reception upon check-out.

Newspapers

Hungarian magazines are available at the Reception.

Office services

Photocopying, printing and scanning are available at the hotel reception for a fee.

Parking

Our boarding house's free parking is located to the left of the main entrance, 210 meters after the Rózsakert Restaurant. (This is a large, white gravel parking lot directly next to the Danube after the restaurant, straight ahead.) You can park at the entrance of the Villa until your luggage is unloaded, after that, please go to our parking lot.

GPS coordinates: 47.800876, 18.734049

City parking spaces near the Villa are in a paid zone. If you park your car here, don't forget to start parking in zone 1255. The fee for this is HUF 500/hour from Monday to Saturday from 8:00 a.m. to 7:00 p.m. and HUF 2,000/day from 1:00 p.m. to 7:00 p.m. on Sunday. On Saturdays the fee is HUF 500/hour from 8:00 a.m. to 7:00 p.m. On Sunday the fee is also HUF 500/hour from 1:00 p.m. to 7:00 p.m.

Payment methods

In our hotel, you can pay with cash (HUF), bank and credit card (VISA, Maestro, Mastercard), OTP or K&H Széchenyi Pihenő card and gift voucher issued by the hotel.

Pet friendly room

We accept small pets in some rooms, subject to house rules.

Pharmacy

Please inquire at the reception regarding opening hours and the pharmacy on duty.

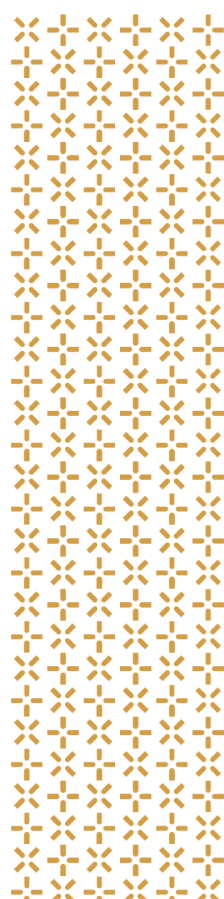
Phone

You can request a mobile phone at the reception to make calls.

Pillows

If required, please indicate your request for a spare pillow or an allergenic pillow at the Reception.

Programs





You can inquire about programs and events at the Reception or at visitesztergom.hu page.

Radio

Satellite and local radio stations can be received through the TV set.

Reception

Reception is available from 8:00 to 18:00.

Restaurant reservation

To reserve a table, ask our reception colleagues for help.

Room card

You can open the hotel room door with the room card you received at the reception upon arrival. The room gets electricity by placing the card in the opening of the plastic box on the inner wall next to the room door. Please remove the card from the slot when you leave the room. The card is valid until 1:00 a.m. on the day of travel. The card also carries information, so please report its loss to the reception immediately!

Safe

The rooms have an in-room safe. Instructions for use can be found on the inside of the cabinet door. In case of problems, call the Reception!

Security system

A video surveillance and recording system operates at some points of our hotel.

Sewing kit

A sewing kit is provided in each room.

Sheets

Our colleagues change the bed linen every third day, but we can change your bed linen daily upon request. Please help the environmentally friendly operation of our hotel and request a replacement if necessary! Make your request known at the reception or with the maids.

Shoe care tools

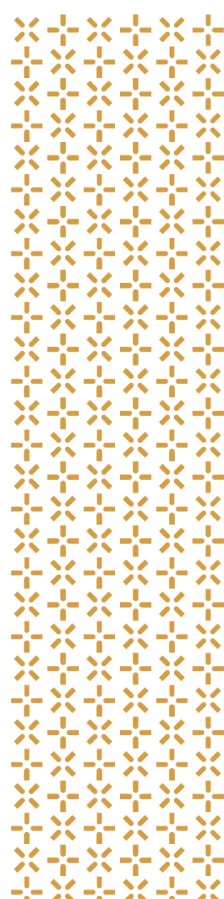
Shoe care equipment is available in our rooms. There is a shoe rack in every room.

Shoe cleaning

Shoe cleaning equipment is available at the reception.

Smoking

There is a designated smoking area in the courtyard of our pension and on the terrace opening from the restaurant.





Television

You can find out about TV programs from the 'channel list' displayed on the table. Please choose the BERO TV application on smart television.

Toiletries

We provide toothbrushes, toothpaste, combs, women's hygiene packages, and mini razors for a fee if necessary. Please look for the Reception!

Towels

The room towels are changed on the third day. It is also possible to change the towel daily, if it is clearly indicated after use (by throwing the towel on the floor). Please help our hotel operate in an environmentally friendly manner and only request a replacement if necessary!

Transport

Please contact reception for transport information or on MÁV Plus application.

If you have any further questions, contact our reception colleagues!

