



**UP HOTEL**  
BUDAPEST

## **GUEST DIRECTORY**



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**Dear Guest,**

Welcome to our hotel. Thank you for choosing to stay with us during your visit to Budapest. We hope that the comfort of our hotel and its central location will serve as an ideal starting point for exploring the city. In this guest directory, you will find all information you need to make your stay more comfortable and enjoyable.

We wish you a pleasant stay and memorable experiences!

#### **IMPORTANT PHONE NUMBERS:**

**Hotel telephone:** +36 1 550 5300

**In-house calls:**

Calling from room to room: Enter room number

Reception: 5300 or 5301

**External calls:**

Domestic calls: 0 + 06 + area code + phone number

**Emergency phone numbers:**

General line: 0 + 112

Ambulance: 0 + 104

Fire service: 0 + 105

Police: 0 + 107



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### **Activities & Entertainment**

Our reception team will be happy to assist you with information about current events and entertainment options. Please call extension 5300 or use the “Reception” button on the tablet.

### **Air-conditioning:**

All our rooms have its own thermostat, control it directly or use the in-room tablet.

### **ATM on site:**

The hotel has its own ATM machine on the ground floor.

### **Baby Cot:**

Are you traveling with children? Would you like a baby cot or an extra bed? Please let us know by calling extension 5300 or via the tablet menu. Baby cots are available in limited quantities.

### **Bathrobe:**

We are happy to provide bathrobes to our guests upon request at free of charge.

### **Bedsheet change:**

We change your sheets every 3. day by default. Would you want fresh ones daily? Let the Front Desk know dialling ext. 5300 or by messaging them using your in-room tablet.

### **Blanket**

Do you need an extra blanket? Please call extension 5300 or use the tablet menu!

### **Breakfast:**

- Location: Posner Bistro (Ground floor)
- Time: 07:00–10:30 (Buffet)
- Room service: Available 06:30–10:30

### **Car rental service:**

Looking to rent a car? Contact our Front Desk colleague by dialling ext. 5300 or press the reception sign on the tablet in the room.

### **Check-in and check-out:**

- **Check-in:** starts from 2 pm
- **Check-out:** until 11 am
- 

Early and late check-in and check-out are possible depending on room occupancy, which may incur an extra cost.



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**Child discount:**

Kids under age of 6 stay for free with an extra bed! Over the age of 6, extra bed is €39/night including breakfast and taxes.

**Coffee & Tea Set-Up**

Every room is equipped with:

- Kettle and tea bags (refilled daily)
- Mineral water (provided upon arrival)
- Nespresso® machine with capsules (refilled daily)

Would you like decaffeinated coffee? Please let us know by calling extension 5300.

**Concierge help:**

In case of any service regarding letters, messages, car or limousine hiring, cultural programs or city tours, our Front Desk team is happy to help. Call ext. 5300 or press the Reception sign on your tablet.

**Conference Rooms:**

Planning a meeting or event? We have got 2 meeting rooms on the ground floor and 1 larger conference room on the 4th floor.

*CLARKE Meeting Room.*

We recommend Clarke meeting room for smaller gatherings since it can welcome 14 people comfortably in boardroom style. You can find it right next to Turing room.

**Size: 38 m<sup>2</sup>**

**Capacity**

- U-shape: 10 people
- Boardroom: 14 people
- Classroom: 14 people
- Theatre: 20 people

*TURING Meeting Room.*

Turing meeting room is 45m<sup>2</sup> and can accommodate 40 people in theatre style arrangement. It is located right next to Clarke room.

**Size: 45 m<sup>2</sup>**

**Capacity**

- U-shape: 16 people
- Boardroom: 20 people

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- Classroom: 20 people
- Theatre: 35 people

*THE CLOUD Room.*

We recommend our meeting room on the 4th floor for larger events and conferences. The Cloud Room has a glass roof and a glass side wall, so it is particularly bright. The windows and roof can be shaded on request.

The meeting room is equipped with 3 large LED displays. The Cloud Room also has an adjoining lobby, which is ideal for coffee breaks or as a cloakroom. The maximum capacity is 60 people. The conference room also opens onto a terrace which can be used for events.

**Size: 87 m<sup>2</sup>**

**Capacity**

- U shape: 32 people
- Table top: 36 people
- School table: 48 people
- Theatre hall: 60 people

Do you have questions? Reach out to our event team at: [event@uphotelbudapest.com](mailto:event@uphotelbudapest.com)

**Credit card acceptance:**

Our hotel accepts MasterCard, American Express, Visa, V-Pay, Maestro, Diners Club, JCB and Chinese Union Pay card for payment.

Also, we accept cash payment (EUR, HUF).

**Cash exchange:**

The closest exchange possibility (Exclusive Change) is at Oktogon, (Budapest, Teréz krt. 21, 1067) which is only a 5-minute walk away from our hotel. Still not sure? Ask our Front Desk team for directions!

**Extra Bed**

Upon request, an extra bed can be provided. Please arrange this by calling extension 5300 or via the in-room tablet. As the number of extra beds is limited, we kindly ask you to inform us in advance. For guests over 6 years old, the extra bed costs €39 per night, including breakfast and VAT.

**First Aid Kit**

Please contact our reception staff by calling extension 5300 or by using the “Reception” button on the tablet.

**Fire Safety and Emergency Exits**

The hotel is equipped with a fire alarm system. Please read carefully the information posted on your room door.



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In case of fire:

- Do not use the elevator!
- Follow the posted instructions!
- If there is smoke in the corridor, stay in your room and contact the reception at 5300.

**Garage:**

Parking is available for **€20/night**.

Max sizes: width: 200 cm / height: 200 cm.

Note: the garage is not guarded. To book a spot, dial ext. 5300 or press Reception sign on your tablet.

**Gym:**

Our fitness room is on the 4th floor, open daily from 6 AM to 10 PM and it's free for all guests. You'll find: 2 treadmills, 1 elliptical trainer, 1 stationary bicycle, yoga mats and TRX gear.

**Hairdryer:**

Every room and suite are equipped with a hairdryer stored in the bathroom under the sink.

**In-Room Amenities**

Celebrating a birthday, anniversary, or honeymoon? You can order an in-room amenity from the following list: <https://uphotelbudapest.com/wp-content/uploads/2023/11/Welcome-amenities.pdf>. Please inform the reception of your request.

**Ironing:**

Upon request, we provide our guests with an iron and ironing board in the room free of charge. Please inform the reception if you require them.

We also offer a professional ironing service, which we complete within 1 hour. To place an order, please use the in-room tablet or inform the reception.

**Key cards & mobile keys:**

Room cards work until 11 AM on check-out day. In case you lose the key cards, please inform our colleagues at the reception immediately.

Don't store them near your phone or credit card to ensure the cards work properly.

Would you prefer a smart digital option? Request for a mobile key that you can carry on your phone.

**Laundry service:**

If required, we provide laundry services, dry cleaning / chemical cleaning. Please use the laundry bag. You can place your order on the tablet in the room under the Services/Szolgáltatások menu.



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### Timing:

- Drop off before 9:00 AM → Get it back the same afternoon
- Drop off after 9:00 AM → Ready by 4:00 PM the next day
- Service available on weekdays only – no laundry on weekends.

In case you need help, dial ext. 5300 or press the Reception sign on your tablet.

### Lost & Found:

Lost something? Found something? No worries, just reach out to our Reception team! Dial ext. 5300 or press the Reception sign on your tablet and we will do our best to reunite you with your missing items.

### Luggage room:

Arriving early or leaving late? Store your bags with us for free, just ask at the Front Desk.

### Medical Help

Please contact our Front Desk colleague by dialling ext. 5300 or press the Reception sign on the tablet in the room.

### Pet policy:

We are happy to welcome our guests' little companions.

- Fee: €20/night
- Max 1 pet per room, up to 15 kg
- We will provide a comfy pet bed!

Need anything else? Contact the Reception.

### Pharmacy nearby:

The nearest pharmacy is at Király str. 82 that is just a few minutes' walk away from our hotel. At Teréz körút 41. there is a 24/7 available pharmacy which is about 15 minutes' walk distance from the hotel. For further help please contact our colleagues at the reception.

Forgot your meds or need something quickly?

- Nearest pharmacy: Király street 82 (just a few minutes' walk)
- 24/7 pharmacy: Teréz boulevard 41 (~15 minutes' walk)

Would you want directions? Our colleagues at Reception will help you.

### Pillow menu

Dial ext. 5300 or press the Reception sign on your tablet and pick your favourite:

- King-size anti-allergenic (60x80 cm)
- King-size feather pillow – soft and fluffy
- Memory foam Aloe Vera (50x30 cm) – supports your spine and adjusts to your body.

Note: Standard pillows in the room are queen-size and anti-allergenic. For request we can provide extra pillow anytime.



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**Porterage Service:**

Do you need help with your luggage? Dial ext. 5300 or press the Reception sign and we will be right there to assist you.

**Printing, Copying & Scanning**

Do you need to print a doc, scan a file, or make copies? Our Reception is open 24/7 and happy to help. There is also a self-service workstation with printer on the ground floor.

**Public transportation:**

We are just a 5-minute walk from Vörösmarty street metro station (M1 line), trams 4 & 6. At Király street you can take the trolleys number 73 & 76 that can easily take you to Keleti railway station. The Andrassy Avenue where you can take the underground M1 and bus number 105. For further information regarding the public transport facilities please contact our Concierge.

**Reservations Department:**

In case of a reservation request, please contact our colleagues at the reception or at the reservations department by dialing 5300 or email them to the following email address: [reservation@uphotelbudapest.com](mailto:reservation@uphotelbudapest.com)

Do you want to book your next stay with us or extend your trip? Feel free to get in touch any time:

- Dial Reception at ext. 5300, or
- Email us at [reservation@uphotelbudapest.com](mailto:reservation@uphotelbudapest.com)

**Restaurant**

Our Posner Bistro & Bar is located on the ground floor.

Opening Hours:

Breakfast: 7:00 – 10:30

À la carte menu: 12:00 – 22:30

Bar: 12:00 – 23:00

Would you like to reserve a table? Please dial extension 5300 or send a message via the tablet by pressing the “Reception” button.

**Room cleaning:**

We clean rooms daily between 8:00 AM and 4:00 PM.

Do you need privacy? Just hit the “Do Not Disturb” sign in your room.

Need extra towels, toiletries, or anything else? Dial ext. 5300 or use the tablet in your room to reach the Reception or the Housekeeping.



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**Room Service:**

Our room service is available during breakfast from 07:00 – 10:30 and from 12:00 – 22:30. Last food order 21:45. You can view the menu and place your order directly on the in-room tablet.

**Sales Department:**

Planning an event or coming with a big group (10+ rooms)? Our Sales Team is happy to help you sort it all out.

Reach out via email: [sales@uphotelbudapest.com](mailto:sales@uphotelbudapest.com)

**Sauna:**

Time to unwind? Our 4th-floor wellness area is ready for you! What you'll find:

- Classic Finnish sauna
- Infrared sauna
- Sun terrace Opening hours: 6:00 – 22:00

Please let Reception know 1 hour in advance if you would like to use the sauna, so we can heat it up for you. It's completely free for all our guests.

**Sewing Kit**

Lost a button or got a wardrobe emergency? We have got sewing kits available dial ext. 5300 or press the Reception sign on your tablet.

**Shoe Cleaning Service:**

If you would like your shoes cleaned, please inform the reception in person, by calling extension 5300, or via the messaging feature on the tablet. For our guests, shoe cleaning sponges are available in the room, and upon request, our staff will be happy to provide professional shoe cleaning.

**Shower Chair:**

For our guests, we can provide a shower chair in rooms equipped with a shower. Please inform the reception if you require one.

**Slippers**

For sustainability reasons, disposable slippers are provided only upon request. If you would like a pair, please contact the reception at 5300 or send a message via the in-room tablet.



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### **Smoking:**

UP Hotel is a smoke-free zone. That means no smoking anywhere inside, including rooms, hallways, or public spaces.

If you smoke in your room, a deep-cleaning fee will apply:

- €200 for rooms
- €300 for suites

Do you want to light up? You're welcome to do so at least 5 meters away from the hotel entrance.

### **Sun Terrace:**

Take in some sunshine on our rooftop terrace, just next to the sauna on the 4th floor.

### **Sustainability:**

We care about the planet. Do you want to help us save energy and water? You can skip daily room cleaning, just let Reception know. We will still pop in briefly for a quick safety check to make sure everything is alright. Thanks for going green with us.

#### *Energy & Water Efficiency*

- Our building uses top-notch insulation, smart heating and cooling systems, and thermal films on windows to boost energy efficiency.
- AC units automatically turn off when a window is opened, and the default arrival temperature is set at a comfortable 22 °C (72 °F).
- Every room has water-saving taps and shower heads to minimize unnecessary water usage.

#### *Waste Reduction & Recycling*

- We provide four glass bottles of water per room (tap water is filtered and safe to drink)
- we ask guests to use in-room bins for general waste, recycling bins for paper and plastic are placed on each floor, in the garage, and at reception.
- Used batteries can be handed in at reception.

#### *Less Paper, More Digital*

- With an in-room tablet for hotel info, offers, restaurant menus, and service requests e.g., "Do Not Disturb" or "Housekeeping Needed", we keep printed materials to a minimum.

#### *Eco-Cleaning & Reduced Single-Use*

- We use eco-labelled, environmentally safe cleaning products throughout bathrooms feature refillable shower gel and soap dispensers; no miniature plastic bottles.



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- We don't provide disposable slippers or toiletries unless requested, just ask at the reception.

### *Guest-Friendly Green Choices*

- Sheets are changed automatically only after three nights, unless requested sooner.
- Prefer to reuse your towels? Just hang them on the rack, placing them on the floor means you'd like fresh ones.

### *Locally Focused Dining*

- We support local producers, breakfast and coffee breaks include homemade jams (served from glass jars) and water in dispensers, not bottles.

### *Charging for Electric Vehicles*

- We provide electric vehicle charging stations for guests driving EVs.

### **Telephone:**

All our rooms come with a handy in-room tablet you can use to make local and in-house calls free of charge.

Please note: International calls are not available.

### **Television:**

In-house entertainment is provided by our large Smart televisions in all our rooms. The TV offers a wide range of local and international channels and a detailed information about the hotel services. You can mirror your smartphone or tablet directly to the TV, whether you're using an Apple or Android device.

### **Toiletries:**

Need something extra? Just let us know! We are happy to provide the following upon request, completely free:

- Toothbrush & toothpaste
- Shaving kit
- Earplugs

Dial ext. 5300 or message Reception via the in-room tablet.

### **Transfer service:**

Do you need a ride? We offer private transfers to and from the airport, train station, or even the river cruise terminals.

Choose from:

- Mercedes E-Class, V-Class, or S-Class
- Minibuses for small groups

To book, just contact Reception by dialling ext. 5300 or press the Reception sign on your tablet.



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**Umbrella:**

We can provide an umbrella for our guests free of charge. Please inform the reception if you need one.

**Universal plug adapters:**

Forgot your adapter? No worries. Just contact the Front Desk at ext. 5300 or message us through your in-room tablet, and we will provide you with universal plug adapter so you can stay charged and connected.

**Value safety:**

Please use the safety deposit box in the room for storing your values. Please note that the hotel does not take any responsibility for the values not taken in the safety deposit box.

**Wake-Up Call Service**

Do you have an important morning meeting or an early flight?

You can request a wake-up call: By calling extension 5300 through the reception, or By setting it up via the "Wake-Up Call" option on the in-room tablet.

**Vending machine:**

It is on the ground floor for our 24/7 snack & drink machine. Card payment only.

**Wi-Fi:**

Wi-Fi is fast, free, and everywhere. Please check your key card holder or ask the reception for the current password.



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## **RULES FOR FIRE PREVENTION AND EMERGENCIES**

The hotel has a properly built-in fire alarm system. Our staff is well-trained for handling emergency situations professionally. Smoke detectors and sprinklers are installed all over the building, including the rooms and the communal areas. The hotel is also equipped with an electronic alarm system.

Please read the informative that is placed on the door and find the closest emergency exit to your room.

### **In case the alarm goes on or you smell smoke:**

- Please keep calm and do not panic!
- If you hear the alarm, don't wait but act immediately according to the informative in the room.
- Find the closest emergency exit, alarm system and fire extinguisher.
- If the door feels warm, do not open it! In case its temperature feels alright, open it and check the corridor and the stairway. If there is no sign of smoke, please leave your room and close the door behind you. Go to the closest emergency exit.
- Do not use the elevators!
- If there is smoke on the corridor or in the stairway, please go to the other side of the corridor or return to your room.
- Call the reception for further help on ext. 5300
- In case you cannot hear the alarm but you smell smoke, please call the reception immediately on ext. 5300

### **In case you have to stay in your room:**

- Fill up the sink with cold water and soak the sheets and the towels, then put them in the gap below the door.
- Call the reception, tell your room number then inform them that you are staying in the room because you smelled smoke on the corridor or in the stairway.
- In case the smoke gets in your room, lie under its level and cover your nose and mouth with a wet piece of textile.