



HOTEL PANCHO

## Guest Information

Hotel Pancho

H-8086 Felcsút, Fő utca 176.

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[hotelpancho.hu](http://hotelpancho.hu)

# GUEST INFORMATION

Dear Guests!

We warmly welcome you to our hotel! Our brochure will help you to get acquainted with the services of our hotel and draw your attention to the most important information.

Please share your thoughts about our hotel by filling out the questionnaire upon departure to help us to improve our services! **We wish you a pleasant stay!**

**Adaptors, chargers:** available at the Reception for different equipments

**Changing linen:** Bed linen is changed every 3 days to protect our environment and maintain its long-term sustainability. If you need a daily linen change, please contact the reception! The extra cost of the linen change is 3 000 HUF/set.

**Bar:** our bar is open from 12:00 PM to 11:00 PM

**Cameras:** Due to the safety of our customers we have camera surveillance and recording system operated in the hotel.

**Check in:** the rooms are available from 2:00 PM

**Check out:** we kindly ask you to leave the room no later than 10:00 AM on the day of departure.

**Shoe polishing:** available upon request, please ask the Reception!

**Storage:** It is possible to store your bags in case you depart later, please ask help from the Reception!

**Luggage assistance:** please ask the Reception!

**Smoking:** in accordance with legal regulations, smoking is prohibited in the whole hotel! Ignoring these regulations will result in a fine! If the fire alarm system turns on due to smoking, the costs of the Fire Department will be billed to the responsible person. Smoking is only allowed at the designated areas outside the hotel!

**Electricity:** Sockets provide 230 Volts / 50 Hz alternate current in the whole building.

In case you need adaptors, please ask the Reception!

**Umbrella:** available at the Reception upon request.

**Wake up calls:** can be requested at the Reception.

**Safety deposit box:** You find the safe in your room next to the minibar in the cabinet. In case you need assistance with how to operate it, please see the manual in the appendix or call the Reception!

The Hotel does not take responsibility for the items placed in the safe!

**Restaurant:** Open every day between 7:00 AM and 9:00 PM

You can access the restaurant by dialing extension 144

Our hotel reserves the right to change the opening hours unilaterally after prior notice.

**Breakfast:** ..... 07:00 AM – 10:00 AM

**Lunch:**..... 12:00 PM – 03:00 PM

**Dinner:**..... 06:00 PM – 09:00 PM

**Copying:** photocopying, scanning are available, please turn to the Reception! The cost is 50 HUF / page

**Payment methods:** In cash, with bank cards / credit cards (Visa, Visa Electron, Mastercard, Maestro)

**Bathrobes:** We provide bathrobes to each guests in the room, you may find them in the cabinet.

In case of size issue, please call the Reception! In accordance with our regulations, we change the robes every 3 days, but even daily for a fee. Cost of the extra robe change is 3000 HUF/piece.

**Hair dryer:** It can be found in the bathroom, in case you need assistance, please call the Reception!

**Pets:** Unfortunately we can't welcome pets in our hotel due to sanitation reasons

**Free WI-FI:** We provide free WI-FI in the guest rooms and the public areas of the hotel. The password is pfla1234

**Public computer:** located next to the Reception for Internet usage and printing possibility.

**Late check out:** we can provide the rooms for our guests until 10:00 AM on the day of departure. Late check out is possible by prior arrangement for an extra fee and it is subject to availability.

The extra cost of the late check out is 5 000 HUF/room

**Causing damage:** The guest is liable for any damage caused by negligence or willful misconduct.

**Meeting possibility:** Our hotel has a separate room for events and conferences. Please contact the reception for details.

**Early arrival:** the rooms are available from 2:00 PM on the day of arrival. Please kindly inform us in advance in case of early arrival.

**Visitors:** please note that only registered guests are allowed to stay in the room. Please meet with your visitors in the public areas of the hotel (lobby, bar, restaurant).

**Air conditioner in the rooms:** Please note that the system operates only with closed balcony door!

Every room is equipped with individual temperature adjustment system. For instructions please see the attached manual in the appendix! In the need of assistance, please call the reception!

**Massage:** Advance booking is necessary, please call the Wellness by dialing extension 150!

**Minibar:** Every room has a minibar, the items in it can be consumed for additional cost.

**Malfunctions:** In case you experience any malfunction in the room, please call the reception!

**Laundry:** We provide laundry service, please note that it is done outside the hotel. Please place your laundry into the laundry bag along with the washing list ! Please inform the reception before 9:00 AM!

The clean clothes will be back to the room 2 days later. You find the prices on the washing list.

**Daily cleaning:** We clean the rooms between 8:30 AM and 4:00 PM.

In case you prefer another period or you do not want us to disturb you, please use the „Do Not Disturb” card hanging on the doorknob! In case you need extra cleaning, please call the reception!

**Medical services/pharmacy:** please call the reception on extension 300!

**Slippers:** You may find the slippers in the wardrobe.

**Parking:** We provide free parking possibility to our guests. Please indicate your plate number on the registration form! The hotel takes no responsibility for the vehicles and for the values left in the car! Please note that the parking lot is not guarded !

**Programs, tours:** for programs and tour options please ask the reception!

**Radio channels:** Radio channels are available through the TV, you may find the channel list in the appendix.

**Reception:** the Reception is available 24/7. You may call the Reception by dialing extension 300.

**Attire:** We kindly ask our guest to use proper attire in the restaurant during dinner. Please note that bathrobe, swimsuit are not acceptable!

**Room Service:** Daily between 6:00 AM and 10:00 PM (according to our room service menu) Please note that we charge additional 20% service charge on top of the prices!

**Blanket:** Please call the reception if you need extra blanket!

**Extra pillows:** We provide 1 large and 1 small pillow in each room. certainly, we can provide extra pillows upon request. Please call the reception!

**Lost & found:** Please inquire at the reception regarding any lost & found items!

**Telephone:**

*Making a call:* making a call outside the hotel, please dial „9” first, then continue with the country code + area code and the number.

*Emergency call:* For the fastest help, please call the reception by dialing extension 300!

*Calling a room:* please dial the room number!

*Country codes:* please refer to the list in the appendix!

The outside calls will be charged to the room with the following costs:

Local call and calls within Hungary: .50 HUF/minute

Hungarian mobile calls: 70 HUF/minute

International calls: 600 HUF/minute

Please call the reception in case of any question!

**Toiletries:** You may find soap, shower gel, shampoo and body lotion in the bathroom. Beside these items we can provide with toothbrush and shaving kits upon request. Please call the reception!

**Selection of pillows:** For your convenience, you can select from different type of pillows. We have anti-allergic pillows in the rooms as default. In case you like different filling, please call the reception!

**Towels:**

*Towels in the rooms*

The towels are changed every 3 days to protect our environment and preserve its long-term sustainability.

If you need to change your towels daily, please contact the reception!

*Wellness towels*

We provide 1 wellness towel and 1 sauna towel to each of our guests, they can be picked up at the Wellness

Reception. Please give it back to the wellness receptionist after use!

We would like to inform you that in case of missing items we may charge you with the following fees:

Large towel: ..... 3 500 HUF / piece

Small towel: ..... 2 000 HUF / piece

Bathroom mat: ..... 2 000 HUF / piece

Bathrobe: ..... 10 000 HUF / piece

Wellness towel: ..... 5000 HUF / piece

Sauna towel: ..... 1 500 HUF / piece

**In case of fire and emergency:**

Please read the “Fire safety regulations” section and, in the event of fire or emergency, proceed as described therein. You may find the escape route on the inside of the door of the room. Please do not use the lifts in case of fire!

**TV programs:** You may find the TV-channel list in the appendix, the actual program can be found on the TV program list.

**Sewing kit:** available at the reception upon request.

**Iron with ironing board:** we provide it upon request, please contact the reception!

**Guest questionnaire:** You can share your opinion by the form available at the reception.

**Wellness area:** open daily between 8:00 AM and 8:00 PM

You can reach the wellness reception by calling extension 150.

Please see more information about the wellness services in the appendix

# Fire safety regulations

Dear Guests!

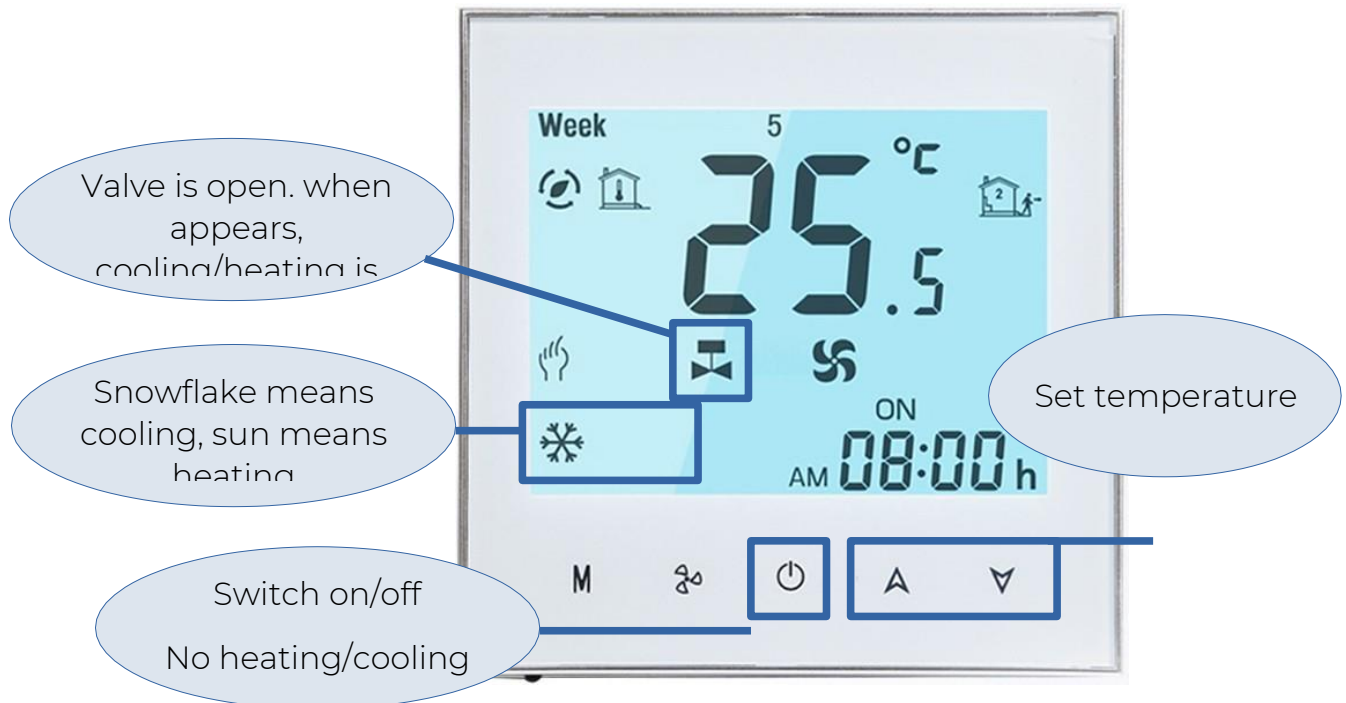
We would like to inform you about the fire safety regulations below:

- the hotel premises may only be used for their intended purpose;
- it is **prohibited** to use any electrical equipment other than the ones installed in the room!
- smoking and use of open flame is **strictly prohibited** in the whole hotel!
- only the iron provided by the hotel can be used in the rooms!
- it is strictly **forbidden** to take any flammable or explosive substances into the hotel!
- in case of fire alarm, please follow the instructions on the escape plan placed on the door and leave the hotel as soon as possible!
- the escape routes are marked with green lights, please follow those ones to leave the building!
- it is strictly **forbidden** to use the elevators in case of fire!
- in case of fire please always follow the instructions of the hotel staff!
- if you notice a fire, please notify the Reception immediately!
- in case of noticing fire, you can start the alarm with the alarm switch on the wall.
- unauthorized use of the fire alarm will result in criminal liability!

## TV channel list

1.	Információs csatorna		
4.	M1 HD	26.	Life Network HD
5.	M2 HD	27.	Comedy Central HD
6.	Duna HD	28.	Comedy Central Family
7.	Duna World HD	29.	Minimax
8.	M5 HD	30.	Jim Jam
9.	RTL Klub HD	31.	Nickelodeon
10.	TV2 HD	32.	Ozone TV HD
11.	M4 Sport HD	33.	MTV Europe
12.	Sport 1 HD	34.	CNN International
13.	Sport 2 HD	35.	ORF 1
14.	Super TV2 HD	36.	SAT 1
15.	ATV HD	37.	ZDF
16.	ATV Spirit HD	38.	TVE International
17.	Hír TV HD	100.	Petőfi Rádió
18.	AXN HD	101.	Parlamenti Rádió
19.	Film+ HD	102.	Nemzetiségi Rádió
20.	Mozi+ HD	103.	Bartók Rádió
21.	Prime	104.	Dankó Rádió
22.	Mediaset Italia	105.	Dankó Rádió
23.	Cool TV HD	106.	Duna World Rádió
24.	Spektrum HD	107.	Katolikus Rádió
25.	National Geographic HD	108.	Kossuth Rádió

## AIR-CONDITIONER



The current temperature is shown on the display in idle state, the desired temperature is only visible during adjustment. By pressing the arrow keys, you can set the desired temperature with an accuracy of 0.5 °C.

Due to the two-pipe system, the fan-coils in the building can only heat or cool, it is switched centrally to the one that is possible. The snowflake indicates the cooling option, the sun the heating option.

The fan speed is automatically set by the thermostat, it cannot be set manually.

If the thermostat is off, it will neither heat nor cool. When the balcony door is opened, the thermostat switches off automatically. If a lower temperature is set than the current one, but there is heating in the building, it cannot cool, although the same is true for the higher desired temperature when the building is in cooling mode.



## LOCAL ATTRACTIONS

### Felcsút

#### Puskás Academy & Pancho Arena



Visitors can take a closer look at the golden age of Hungarian football history and the relics of Ferenc Puskás, as well as the beautiful architectural style of Makovecz. You can roam the entire football center on a tour, and the Pancho Arena is a guaranteed great experience for everyone.

#### Vál-völgyi Monorail



The Vál Valley Monorail awaits the children with fun and the adults with a load of nostalgia. A pleasant pastime for anyone who wants a train experience with family programs!

The Vál Valley Monorail runs between Felcsút and Alcsútdoboz, on a track about 6 km long, touching three stops: Alcsút Arboretum in Alcsútdoboz, Felcsút railway station and Puskás Academy

## Alcsútdoboz

### Alcsút Arboretum



One of the most original and oldest English park-like gardens in the country which offers plenty of relaxation in all seasons. The 40-hectare nature reserve is a popular destination for nature lovers, hikers, families and groups.

### Alcsútdoboz Adventure Park



Alcsútdoboz Adventure Park is within the fabulous Csaplári Forest. It is located after the Alcsút Arboretum and next to the Ferenc Puskás Sport Hotel, so it provides numerous recreational opportunities for those who want to have an active holiday, as well as for nature lovers.

## Etyek



It is mainly known for its internationally renowned wine production and the tourism based on it, but Korda Studio, one of the most important film studios in Europe, also operates here.

The stunning beauty of the mountainous-valley wine region, the more than 150-year-old cellars and the unmistakable calm, quiet country atmosphere offer its visitors a pleasant stay and an ideal excursion. When discovering Etyek, the cellars of Körpince, Kecskögödör, Sósügyi út, the press houses of Öreghegy and Újhegy, as well as the beautiful vineyards are unmissable.

Discover the Wine Route, enjoy the fine wines, Pálinka, wine spirits and champagnes of the Etyek-Buda Wine Region! Taste the varied, unique and rustic dishes, homemade cheeses, hams, syrups and chocolates that offer a real gastronomic experience. Choose from handcrafted local produce.

## Vál

### The statue of LOVE



In the village of Vál is the monumental work of Ukrainian artist Alexander Milov, which he presented at the 2015 American Burning Man Festival and has enjoyed real world fame ever since. The artwork arrived to Hungary in 2017. The sight in front of us is truly monumental, as the statue is about 10 meters high and 16 meters wide.

The statue of LOVE depicts a woman and a man sitting opposite of each other formed of wires, and the two children “living” inside them facing each other, extending their hands towards each other.

Wires symbolize conflict between women and men, while children symbolize hugs, love, and feelings and longings for the other party.

## Zsámbék

### Temple Ruins



The ruins of the church are a torso of a three-aisled Basilica and monastery of Premontre monks, built between 1220 and 1234 in late Romanesque and early Gothic style. It was destroyed by the great earthquake in Komárom in 1763, and has not been rebuilt since. The original turret of the northwest tower was also destroyed, replaced by a tin canopy, much lower than the southeast tower which still has its original helmet. Currently, the interior of the ruin can also be visited. A stone storehouse can be seen in the vaulted hall of the former monastery.

## Room Service menu

Greek salad	2090 Ft
Caesar salad with chicken	2990 Ft
Club sandwich	2990 Ft
Croque Monsieur	2390 Ft

The prices are quoted in HUF! We add a 20% service fee for the total amount of the invoice!

## Minibar packages

### STANDARD csomag / package

4000 Ft / 4000 HUF

Szénsavas ásványvíz 0,25 l / sparkling mineral water 0,25 l  
Szénsavmentes ásványvíz 0,25 l / still mineral water 0,25 l  
Coca Cola  
Fanta narancs / Fanta orange  
1 csomag mogyoró / 1 pack of peanuts

### SUPERIOR csomag / package

10000 Ft / 10000 HUF

Szénsavas ásványvíz 0,25 l / sparkling mineral water 0,25 l  
Szénsavmentes ásványvíz 0,25 l / still mineral water 0,25 l  
Coca Cola  
Fanta narancs / Fanta orange  
1 pezsgő 0,25 l / 1 sparkling wine 0,25 l  
1 Garden Spritz 0,25 l  
1 csomag mogyoró / 1 pack of peanuts

### DELUXE csomag / package

25000 Ft / 25000 HUF

Szénsavas ásványvíz 0,25 l / sparkling mineral water 0,25 l  
Szénsavmentes ásványvíz 0,25 l / still mineral water 0,25 l  
Coca Cola  
Fanta narancs / Fanta orange  
Coca Cola Zero  
Sprite  
Gyömbér / Ginger Ale  
1 pezsgő 0,25 l / 1 sparkling wine 0,25 l  
1 Garden Spritz 0,25 l  
1 Jim Beam whiskey  
1 Sierra Silver Tequila  
1 Beefeater Gin  
1 Finlandia Vodka  
1 Jägermeister  
1 Unicum  
1 Árpád Feketecseresznye Pálinka / Black Cherry Palinka  
1 Árpád Körte Pálinka / Pear Palinka  
1 Árpád Szilva Pálinka / Plum Palinka  
1 csomag mogyoró / 1 pack of peanuts  
1 Twix  
1 Snickers

We provide minibar service upon request, please call the Reception between 8:00 and 20:00

Prices are quoted in HUF and include 27 % VAT.

We add 12 % service charge to the final amount.