



Welcome to EST[®] GRAND HOTEL SAVOY BUDAPEST

We are delighted to have you as our guest. Should you need anything during your stay, please do not hesitate to contact us directly.

Below are A-Z's most frequently asked questions to help you navigate our facilities and services.

Adapters and phone chargers

These are available for the most popular models.

Air conditioning and heating

All rooms have air conditioning with individual controls. Please note the symbols on the unit for heating and cooling. We recommend setting your preferred temperature and leaving the unit in automatic mode.

Anti-allergic bed linen/duvets and pillows

Please enquire at reception.

Baby Cot

A baby cot with bedding can be provided free.

Banking, Cash Machines

Please check with reception for banking hours. There are several cash machines near the hotel.

Breakfast Restaurant

We serve a delicious buffet breakfast on the ground floor from 06:30 to 10:30 and on weekends/holidays from 07:00 to 11:00.

Check-in/Check-out

Check-in is from 15:00 on the day of arrival. Earlier check-in is subject to availability. Check-out is by 11:00 am on the day of departure. If you wish to check out later, please get in touch with reception.

Coffee and tea facilities, espresso machine

Complimentary tea and coffee, including espresso pods, are provided in your room. Additional pods can be purchased at reception.

Concierge Services

Our front desk is happy to assist you with any concierge services you may require (e. g. flowers, restaurant reservations, taxi service, sightseeing tours, theatre tickets, shuttle service, transfers).

Conferences, Meetings and Receptions at Sky Lounge

for up to 60 people in one room and a small executive lounge for up to 10 people. All rooms are naturally lit, air-conditioned and equipped with the latest audio-visual technology. It is also possible to rent our SKY LOUNGE on the 7th floor exclusively for up to 50 guests for private parties. Please ask reception to be contacted by our Corporate Manager for further details.

Electricity

Voltage is 230V

Emergency, Fire Alarm, Escape Route

Please check your room floor and fire safety plans for the nearest emergency exit. If you notice anything, please contact reception by dialling 800 immediately.

Housekeeping, Room Cleaning

Your room will be cleaned daily. Bed linen and towels are changed every three days. If used towels are left on the floor, they will be replaced; if left on the towel rail, they will not be replaced as part of our environmental policy.

Housekeeping "Do Not Disturb"

If you do not wish to be disturbed in your room, please place the "Do Not Disturb" sign on the outside door handle. If anything is required, please get in touch with reception.

Housekeeping "Do Not Service"

Our environmental policy helps to reduce the use of cleaning products and detergents. If you stay two nights or more, we offer "Do not service your room" in exchange for a welcome drink at the bar. Don't hesitate to contact reception if you are interested.

Hairdryer: A hairdryer is provided in the wardrobe drawer, along with shoe sponges, horns, and laundry bags.

Internet terminal

Available for free use next to the reception.

Iron and ironing board

The hotel provides an iron and ironing board. Please call reception after use to collect the equipment from your room (fire hazard).

Laundry Service

Please use the laundry bag in the wardrobe. The cost of the items is shown on the price list. If delivered to reception before 09.00, it will be ready by 18.00 the same day. This service is not available on weekends and public holidays.

Lobby Bar/Sky Lounge Bar

We offer a wide range of drinks in our bar every day of the week.

The Lobby Bar is open from 11:00–23:00, and the Sky Lounge Bar from 16:00–22:00 (weather permitting).



Lost & Found

Please contact reception if you have lost or found an item on the hotel premises. Items left behind can be posted at the guest's expense.

Luggage Storage

Your luggage can be securely stored in the event of an early arrival or late departure.

Medical Assistance, Pharmacy

Don't hesitate to contact reception for emergency medical assistance, paediatrician, night and weekend dental assistance and pharmacy.

Mini Bar

Located in your room for instant refreshment. We can arrange daily replenishment if required. Please report your usage to reception when you check out.

Parking

Parking in front of the hotel is only available on arrival and departure. We recommend the nearby BOE Parking Palace. Entry tickets are available at reception.

Payment methods

We accept cash in HUF or EUR and Visa, Visa Electron, MC, Maestro, Alipay and American Express cards.

Pillow Menu

A pillow menu with the most common pillows is available. Don't hesitate to contact reception if needed.

Reception

Available 24 hours a day on the ground floor. Please dial 800 or email at fo.savoy@est-hotels.com.

Rain umbrellas

Available at reception. Please return after use.

Special Diets

Please speak to our Restaurant Department if you have any allergies or intolerances.

Safe

A laptop-sized safe is provided in each guest room (wardrobe). Please note that the hotel is not responsible for any valuables left in the room. Please refer to the instructions inside the safe.

Sewing kit

Located in the EST amenities box in the bathroom.

Smoking Policy

Due to local legislation, smoking is only permitted outside the hotel.

Telephone

The hotel has a wired telephone network in all rooms for local and international calls.

Television

We offer a variety of local and international TV channels, including Amazon Prime, Netflix and YouTube. Please refer to our EPG for a detailed TV schedule. You will need your login details to access Smart TV (please log out before turning off the TV).

Theatre tickets

Reception can arrange tickets for most local events.

Toiletries

High-quality ADA cosmetic toiletries are provided in the bathroom. If additional items such as toothpaste, toothbrush, razor, shaving cream and hair conditioner are required, don't hesitate to contact reception.

Tap Water

Tap water in Budapest is of high quality and safe to drink.

Taxi Service

Please get in touch with reception if needed. We mainly offer fixed-rate taxi services but are happy to call BOLT or the standard yellow Hungaria cabs (Fötaxi) with flexible pricing.

Wake-up calls

You can set this on your room telephone or contact reception to request a wake-up call.

Windows

Please note that the windows can not be fully opened for security reasons.

Wellness area with gym, sauna and massage

Our hotel's gym has modern workout and cardio fitness machines. Use of the equipment is at your own risk. Open from 06:00–22:00.

Finnish sauna set at 90°C with adjoining relaxation area and outdoor sun terrace. The sauna is automatically switched on from November to the end of March (16:00–21:00). For the rest of the year or other times, please don't hesitate to contact reception to activate the sauna. Please note that it takes up to an hour to heat up properly.

Massages are by appointment only (contact reception). Bathrobes and slippers are available on request.

WIFI: A free WIFI signal is available throughout the hotel. The network name is EST-Hotels, and the password is www.est-hotels.com.