



Welcome to the EST® GRAND HOTEL SAVOY BUDAPEST!

We are delighted to have you as our guest.

If you require 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, please consult with reception.

Air conditioning and heating

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

Anti-allergenic bed linen, duvets and pillows

Please enquire at reception.

Baby cot

A baby cot with bedding can be provided free of charge.

Banking and cash machines

Please check with reception for banking hours. There are several cash machines very close to the hotel.

Breakfast restaurant

A delicious buffet breakfast is served on the ground floor from 06:30 to 10:30, and from 07:00 to 11:00 on weekends and public holidays.

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 the reception desk.

Coffee and tea-making facilities, as well as an espresso machine

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

Concierge services

Our front desk team is happy to assist you with any concierge services you may require, such as arranging flowers, making restaurant reservations, booking a taxi service, organising sight-seeing tours, purchasing theatre tickets, or arranging a shuttle service or transfers.

Conferences, meetings and receptions at Sky Lounge

We can accommodate up to 60 people in one room and up to 10 people in a small executive lounge. All rooms are naturally lit, air-conditioned and equipped with the latest audio-visual technology. You can also rent the SKY LOUNGE on the 7th floor exclusively for private parties of up to 50 guests. Please ask reception to arrange for our Corporate Manager to contact you for further details.

The electricity voltage is 230V.

Emergency, fire alarm, escape route

Please check your room's floor plan and fire safety plan to find the nearest emergency exit. If you notice anything amiss, please contact reception immediately by dialling 800.

Housekeeping, room cleaning

Your room will be cleaned daily. Bed linen and towels are changed every three days. If you leave used towels on the floor, they will be replaced. However, if you leave them on the towel rail, they will not be replaced, as this is 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 you require anything, please don't hesitate to contact reception.

Housekeeping "Do Not Service"

Our environmental policy helps to reduce the use of cleaning products and detergents. If you are staying for two nights or more, we offer 'Do not service your room' in exchange for a complimentary drink at the bar. Please get in touch with reception if you are interested.

Hairdryer

A hairdryer, shoe sponges, shoe horns and laundry bags are provided in the wardrobe drawer.

Internet terminal

Free to use next to the reception.

Iron and ironing board

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

Laundry Service

Please use the laundry bag in the wardrobe. The cost of each item is shown on the price list. If you deliver items to reception before 9:00 am, they will be ready by 6:00 pm the same day. This service is not available at weekends or on public holidays.

Lobby Bar / Sky Lounge Bar

We offer a wide range of drinks at our bars every day of the week. The Lobby Bar is open from 11:00 to 23:00, and the Sky Lounge Bar is open from 16:00 to 22:00 (weather permitting).

Lost & Found

Please get in touch with reception if you have lost or found an item on the hotel premises. Items left behind can be posted to the guest at their expense.



Luggage service

At the request of our guests, we offer porter service for luggage; don't hesitate to get in touch with reception.

Luggage storage

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

Medical assistance, pharmacy

Please contact reception for emergency medical assistance, a paediatrician, nighttime and weekend dental assistance, and a pharmacy.

Mini Bar

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

Parking

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

Payment methods

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

Pillow menu

A menu with details of the most common pillows is available. Please get in touch with reception if you require assistance.

Reception

Available 24 hours a day on the ground floor. You can also reach us by dialling 800 or by emailing fo.savoy@est-hotels.com.

Rain umbrellas

Are available at reception. Please return them after use.

Special diets

If you have any allergies or intolerances, please speak to our restaurant department.

Safe

A laptop-sized safe is provided in each guest room (in the 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

This is 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 features a wired telephone network in all rooms, providing access to 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 the smart TV (please log out before turning off the TV).

Theatre tickets

Reception can arrange tickets for most local events.

Toiletries

High-quality ADA toiletries are provided in the bathroom. If you require additional items, such as toothpaste, a toothbrush, a razor, shaving cream, or hair conditioner, please contact reception.

Tap Water

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

Taxi Service

Please contact reception if needed. We primarily offer fixed-rate taxi services, but we can also call BOLT or the standard yellow Hungaria cabs (Fötaxi), which have flexible pricing options.

Wake-up calls

You can set these on your room telephone or contact reception to request one.

Windows

Please note that for security reasons, the windows cannot be fully opened.

We offer a wellness area featuring a gym, sauna, and massage facilities

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

The Finnish sauna is set at 90°C and has an adjoining relaxation area and an outdoor sun terrace. The sauna is automatically switched on from November to the end of March (4 pm–9 pm). Outside of these times, please get in touch with reception to activate the sauna. Please note that it takes up to an hour to heat up properly.

Massages are available by appointment only (please 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.