

Onyx**room setup** - Our hotel offers quality domestic mineral water.

Accessibility - Our hotel is not accessible.

Air conditioning - The hotel has air conditioning in all rooms and public areas.

ATM - There is no ATM in the hotel, the nearest one is located 250 metres away in István Street.

Baby-friendly facilities and services - Depending on our available capacity, we can provide the following facilities: high chair in the restaurant, baby cot, baby bath, toilet seat.

Bathrobes - Available on request at the reception. In the event of loss, we will charge compensation! In order to protect our environment, we pay special attention to water and energy consumption and to minimise the use of chemicals. We ask you to take our environmental policy into account when changing your bathrobe and to inform housekeeping or reception of your request. Used bathrobe replacement fee: 1.500 Ft/pieces.

Bathroom products - Bathrooms are equipped with lotions, shampoo and shower gel. A cotton pad, ear cleaning stick, cosmetic tissue and shower cap are also included in the bathroom amenities.

Bed linen - Our staff change the bed linen every third day, on request we change your bed linen daily. Please help us to run our hotel in an environmentally friendly way and ask for a change when you need it. Please let the reception or the room attendants know your request.

Blankets - Call reception on request.

Breakfast - A buffet breakfast is available in the restaurant every day from 7:00-11:00.

Check-in - Rooms check in from 15:00. In case of earlier arrival, luggage storage can be arranged in the hotel's luggage room, which can be requested at the reception.

Check-out - The hotel room is available until 11:00 on the day of travel. If you wish to check out later, please contact the reception.

Cleaning - Every day between 09:00-17:00. Please indicate your daily cleaning needs by posting a „Cleaning please” sign by 12:00. For extra requests, please contact the chambermaids or reception.

Clothing - Guests are kindly requested to wear appropriate attire when visiting the restaurant, avoiding leisurewear, shorts and bathrobes.

Complaints, comments - If you have any complaints or comments about anything during your stay, please let the reception know.

Currency exchange - There are no currency exchange facilities at the hotel. Our reception staff will be happy to provide you with information on nearby banks and exchange offices and their opening hours.

Electrical connection - 220V/50Hz alternating voltage (AC) is available throughout the building. An adapter for other voltages is available on request at reception. Charging units for other phones or devices can be requested at reception.

Electric bicycle charging - There is a charging station for electric bicycles in the hotel's underground car park. Please contact the receptionist for details.

Entrance - In case of problems during late night hours, please use our emergency phone number +36 20 276 3570

Extra beds - Limited number available.

Fire and emergency - The escape route is located on the inside of the hotel room entrance door. Please do not use the lifts in case of fire or emergency.

Gift vouchers - Gift vouchers are available on request. Please contact reception for more information.

Guest questionnaire - You can share your opinion via the guest questionnaire available at Reception or via our online guest questionnaire sent after your departure.

Gym - Located on the 7th Floor (access on the 6th floor). Opening hours: 8:00-22:00. Cardio machines and free weights available.

Hair dryer - Available in the bathroom of the hotel room.

Half board - A la carte snack meals are available in the restaurant.

Heating and cooling - The rooms have individually controlled heating and cooling. In hot summer days, for health reasons, we do not recommend setting the temperature lower than 6°C outside.

Illness - In case of health problems, medical assistance can be requested at reception. A thermometer and band-aids can also be requested at reception.

Internet - Free wireless broadband internet access in the hotel. WiFi network : ONYX_GUEST
Wifi password:Onyx2022

Laundry and ironing service - Guests can request this service by dropping off their laundry/ironing at the reception, which is subject to a fee. A laundry bag and form are available in the wardrobe.

Letterheads and envelopes - Can be found in the room or can be obtained from the maids.

Lifts - There is one passenger lift in the hotel. Please do not use the lift in case of emergency or fire alarm!

Lobby Bar - Located on the ground floor of the hotel. Opening hours:Monday-Sunday 7:00-23:00.

Lost and found - Please ask at reception if you have found/lost items in our hotel.

Luggage delivery - Luggage delivery is free of charge, please contact Reception.

Luggage Storage, Luggage Room - In case of early arrival/late check-out, our guests' luggage will be stored free of charge in our luggage room until the room is occupied/until the departure.

Maintenance - If you find any tools or equipment in need of repair, damaged, inoperable or not working properly in the hotel, please report it to the reception.

Map - A map of Budapest is available at reception.

Messages, mail - Messages to be received and forwarded are handled by Reception.

Minibar - Minibar is not available in our hotel, room service is available in the lobby bar with 16-hour room service.

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

Parking - Paid parking is available in the underground car park of the hotel.

Payment methods - In our hotel you can pay by cash (HUF), debit and credit card (VISA, Maestro, Mastercard, AMEX...), Széchenyi Pension Card and gift voucher issued by the hotel.

Pets - Pets are not allowed.

Pharmacy - Please ask at reception for opening hours and the pharmacy on duty.

Pillow - If required, please inform Reception of your request for a spare pillow or allergenic pillow. Please ask our reception staff for a selection of pillows.

Programmes - Please contact Reception for information about programmes and events.

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

Reception - A 16-hour reception is at your disposal from 07:00 to 23:00. +36 20 276 35 70

Restaurant - Located on the ground floor of the hotel, next to the reception: Opening hours: 07:00-23:00Please contact the catering staff in advance for any special dietary requirements or requests.

Room card - You can use the room card you will receive at reception on arrival to open the hotel room door. The card is valid until 11:00 on the day of travel. The card is also an information carrier, so please report any loss to reception immediately!

Room Service - Room service is available during the opening hours (16 hours) of the restaurant and the Snack Bar. Room service surcharge: 15% per person per day. Please contact the restaurant for more information and to place an order. Tel.: +36 70 432 6070

Safe - There is an in-room safe in the hotel room, in the wardrobe. Instructions for use are on the safe.

Security system - There is a video surveillance and recording system in some areas of the hotel.

Security - Please note that the hotel cannot be held responsible for any valuables left in the room. We are not responsible for any valuables left in the car park (cars, motorbikes, bicycles, etc.).

Sewing kit - Sewing kit in each room.

Shoe care equipment - Shoe care equipment is available on request, please contact reception. A shoehorn is available in each room.

Shoe cleaning - Shoe cleaning facilities are available in the lobby.

Slippers - Available free of charge at Reception.

Smoking - In accordance with the law, smoking is not permitted in the entire hotel. Failure to comply will result in a compensation of 40.000 HUF. In case of activation of the fire alarm system by smoking, the fire brigade will be charged the responsible party.

Snack Bar - Located in the restaurant lobby next to the reception.

Taxis - Taxis are available at reception for request.

Telephone - A telephone is available at reception for making and receiving national and international calls. Charge: 5 Euro/day Deposit: 200.- Euro

Television - For information on TV channels, please see the in-room TV guide.

Toiletries - Toothbrushes, toothpaste and mini razors are available on request and at extra cost. Please contact Reception.

Towels - White, in-room towels: in-room towels are changed on the third day. Daily change of towels is also possible if clearly indicated after use (by dropping the towel on the floor). Please help us to run our hotel in an environmentally friendly way by only requesting a change when necessary.

Transport - Please contact reception for transport information.

Umbrellas - Available for hire at Reception.

Wake-up calls - 24-hour wake-up calls can be requested at reception.

Wellness-Fitness - Access on level 6 of the building. Opening hours: 08:00-22:00.

Writing utensils - Notepads and pencils are provided in the room. Letterhead and envelopes are provided in the room, or contact the maids.

SERVICES AVAILABLE AT RECEPTION

Service	Rate
Wellness, Fitness use	30 €/room/day
Early arrival	40 €
Late check-out - until 14:00 max	40 €
Underground garage	14 €
Breakfast	14 €
Breakfast for children (4-12 years)	10 €
Extra bed	36 €
Bathrobe	5 €
Slippers	5 €
Shaving kit	5 €
Toothbrush set	5 €
Photocopying	0,5 €/page
Print	0,5 €/page
Scanning	0,5 €/page
Phone use	5 €/day



Pillow Menu

YOUR HOME AT OURS

In addition to the pillows in your room, we are happy to offer you a selection of special pillows for your well-being on. Please contact our reception, our colleagues are at your disposal to find the right pillow choice according to your needs.

FEATHER CUSHION 50 x 70 cm (900g)

Feather pillows have been providing comfortable sleep for decades. Its soft, silky feel cover fabric and soft feather filling allow for a comfortable, relaxing rest. The feather pillow's feather-safe angin cover fabric allows for easy and simple handling without feather shedding. Recommended for those who prefer traditional, well-proven and very warm feather filling products.

The feather filling provides comfortable and stable support for your cervical vertebrae.

Our pen and flake washing and sterilisation process uses special thermal water technology. Thanks to developments using renewable energy based technologies, the pen and flake are processed in an environmentally friendly, economical and cost-effective way. As part of this technology, an investment in a water purification plant ensures that water is returned to the environment as virtually potable water.

3 LAYER DOWN PILLOW (50x70cm 60+60+600g)

The special feature of the triple layer pillow is that the inner feathery core provides perfect support, while the two outer fluffy layers provide exceptional softness. Filling: 600g goose feathers + 60g + 60g goose down.

600g + 60g + 60g + 60g goose down pillow. Made with soft, pure cotton (satin) cover and the highest quality white Hungarian goose down filling. High firmness grade product.

NOMITE® technology makes it a good choice for allergy sufferers!

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MEMORY PILLOW

The memory foam cushion adapts perfectly to the contours of the body, reducing pressure on individual body parts. It supports the spine and provides exceptional comfort during sleep. The matching cover has a mild lavender fragrance.

Memory foam, also known as viscoelastic polyurethane foam, was developed by NASA scientists in the 1960s. Its original purpose was to provide optimum posture and weight distribution in the seats of American spacecraft in extreme conditions. The so-called memory foam became more widespread in the 1990s, when it was used in healthcare and domestic applications. The density of memory foam is significantly higher than that of traditional sponges, so a memory foam cushion regains its original shape after each use. This has the great advantage of supporting the cervical vertebrae during sleep, keeping the spine straight. It reduces neck muscle pain and speeds up muscle recovery.

Recommended for those who want a quality memory foam pillow at a good price. It is also ideal for those who like to sleep on their sides and back, and for those who prefer lower pillows.

It is also an excellent choice for someone who is just getting started in the world of memory foam pillows.

BAMBOO PILLOW (50 x 70 cm)

Bamboo cushion with hollow construction, extremely flexible and lightweight bamboo stems are versatile in almost all walks of life.

The bamboo fibre cover material of the cushion is silky to the touch, provides a cool feel and protects against bacterial growth.

The filling of the product is also made using fibres from the stems of this popular evergreen plant. All this gives the product excellent moisture absorption and release properties, ensuring a pleasantly dry sleep.

Another special feature of the pillow is that the case is zippered, so the filling can be removed or added, depending on whether a higher or lower pillow is required.