



Information

Dear Guest!

Welcome to Kapos Hotel! We would like to share some information about our services, so you can get the most out of your stay and have the best experience possible.

All members of our staff will do their absolute best to tend to your needs.

We wish you a pleasant stay and great experiences at our Hotel!

Hotel Management and Staff

Check-in and Check-out

Check-in is available from 14:00 PM.

Check-out: Please make sure to check out by 10:00 AM on the day of departure.

Early check-in: is available from 11:00 AM to 14:00 PM for an additional 5000 HUF/room.

Late check-out: is available from 10:00 AM to 15:00 PM for an additional 5000 HUF/room.

In case you need an early check-in or late check-out, please contact our Reception beforehand, for the possibility depends on capacity and availability.

Information and Services A-Z

Ashtray: In case you cannot find an ashtray on the balcony, the cleaning staff or the Reception might be able to provide one.

ATM

The nearest ATM (OTP) can be found at the main square near the Mayor's Office. Address: Noszlopy Gáspár street.

Billing and invoices

To shorten the time at the check-out, please notify our colleagues at the Reception about billing information. Guests may pay at any time during their stay and can always inquire about the bill at the Reception.

Blanket

For an additional blanket, please ask Reception.

Body wash and Shampoo

Please note, that the liquid in the dispenser in the bathroom can be used as body wash and shampoo as well.

Breakfast

Our Guests can enjoy a nice breakfast buffet in our Restaurant from 07:00 – 10:00 AM. Guests can make reservations with or without breakfast. We also serve breakfast A' la carte.

Breakfast package/takeaway

In case our Guests are unable to have breakfast because of an early check-out, our Restaurant can prepare breakfast package(s) for takeaway instead. Guests can request such packages at the Reception on the day before departure until 19:00 PM at the latest.

Brochures

Brochures are available at the Reception. For any programs or events, our colleagues at the Reception can help you cordially.

Bugs

There is regular pest control in our Hotel to ensure our Guests' undisturbed rest. If by any chance bugs should be found by the Guest, please contact the Hotel staff and they will remove the „Invader(s)“ immediately.

Children's discount

Accommodation and breakfast are free for children under the age of 6 if they are together in the room with parents or legal guardians.

Cribs are available upon request for the price of 5500 HUF/ crib/night. There is a fixed number of these beds, they are prepared in the rooms on a „first come, firsts served“ basis. If needed, please contact our Reception.

Cleaning service

We clean the hotel rooms on a daily basis. Our cleaning staff is available between 9:00 AM and 14:00 PM. In case Guests require cleaning in the room, they can use the green card with „Need cleaning please“ written on it, or leave the red card on the door handle saying „Do not Disturb“. This card can be found in the room hanging on the coat hanger or the door handle. Please note, that we charge extra for unconventional staining that requires special cleaning.

Concerts / Theater / Movie Theater

Our reception will kindly give information on local/current programs. Please ask at reception.

Currency exchange

Currency exchange is unavailable at our Hotel, for we don't keep foreign currency. For more information, feel free to contact the Reception for the nearest Bank or ATM. Money exchange: as we do not keep a large enough amount of cash at the reception, we are unable to exchange large bills.

Damages

Our Guests are responsible for any and all damages in the rooms and communal spaces. Our Hotel reserves the right to charge the Guest for property damage and repair fees.

Emergencies

In case of an emergency – medical or otherwise- please notify our reception immediately in person, or on the landline at 300!

Emergency exits

For the safety of our Guests, our staff has placed a layout map and guidelines on the doors inside the rooms.

Envelopes and stationery

Can be found in the rooms in a folder, complete with writing instruments and a notepad, or at the reception.

Events and Conferences

Our Hotel has a Conference Hall (up to 200 people) 2 medium-sized Conference rooms for a maximum of 60 people each and a small one for 15 people for which we can provide equipment as well. If you would like to view our offers, please contact us anytime.

Fire hazard warning

Any and all activity that can be classified as a fire hazard is strictly forbidden! The use of any other appliance for heating or cooking other than what is provided in the room is also not allowed! The use of faulty appliances is dangerous, in this case, please contact the staff immediately! In case of fire please contact the Reception and get the nearest emergency exit as provided on the layout map on the door in the room.

Furnishing and furniture

We kindly ask our guests not to move the furniture and the furnishing around, as it might damage the floor or the furniture itself. It is prohibited to move the furniture to the balcony!

Group reservations / Sales Representative

In case of a Group reservation, please contact our Reception. Phone: (+36) 82/458-580, e-mail: info@kaposhotel.hu

Hair dryer

In addition to the wall-mounted hair dryers in the bathroom, Guests may request a hair dryer at the Reception.

Internet

Free Wi-Fi is available on the Hotel grounds. Password available at the Hotel Reception.

Iron

You may ask for an iron and ironing board at our reception. Upon request, the hotel will also iron the requested items of clothing, depending on our capacity at the time.

Laundry

We also provide an in-house laundry service for our Guests. If you would like to use this service, please place the clothes into the textile bag with the hotel logo placed in the room and leave it there. You will be able to collect the clean clothes at the Reception. There is an outside self-service laundromat called Bubbles close to the Hotel as well. It can be found at the address below: 7400 Kaposvár, Petőfi tér. 3. – walking distance from the Hotel in 5 minutes.

Linen change

Our staff changes linen in the room twice a week, however upon request they can change it daily. Please notify the reception if you need more/less frequent linen changes. Please help our Hotel to be environment friendly and request a daily linen change only if necessary.

Lost and found

Items left in the Hotel building are kept for up to 3 months. If our Guests have provided us with a phone number, we can contact them about the items left in the building. In the case of postal service or shipment, we can send the lost item to the address provided, however, the guest needs to cover the charges.

Luggage storage

In case our Guests requested an early check-in or late check-out, we can store their luggage in a closed room if requested free of charge. Please notify the reception, and at the request of our guest, our employees may take the guest's luggage to/from the room upon arrival/departure,

Mail

Mail and messages sent to the Hotel can be retrieved at the Reception.

Map

Guests may request a map of Kaposvár free of charge at the Reception.

Minibars

In our residential units, we prepare a variety of soft drinks and alcoholic beverages for our Guests. The only products allowed to be kept in the minibars are the ones we provided beforehand. Its stock is replenished daily, and the quantities consumed are charged to the room account. At check-out, please report the last-consumed amount at the reception. We would like to inform you, that the hotel is entitled to bill you the amount of mini-bar items consumed even after check-out.

Newspaper

You may find the Hungarian daily newspaper in our Caffé.

Parking

In the public areas and streets next to the hotel, according to the current regulation of the municipality of Kaposvár County, parking is available for an hourly fee. We offer parking to our guests at a discounted price in our closed and monitored parking garage. Our parking spaces work on a „first come, first served” basis, but our Guests may reserve a spot in advance. The height limit is 2 meters.

Payment methods

Our guests can pay in cash (HUF or EUR), credit or debit card (most major cards accepted)

Pets

Our Hotel welcomes pets (dogs, cats) just as much as any other Guest.

For more information, please read our policy:

Guests coming with pets are accommodated in designated rooms.

Pets are allowed in the Hotel's designated rooms and communal places under the owner's supervision for a fee.

Guests take full responsibility for their pets and for whatever damages the pets may cause.

Room cleaning and linen change are only available if the pets are removed for the time period of the room.

The pet fee for a small dog/cat is 4000 HUF/pet/night; for a large dog 5 000 HUF/dog/night.

Pharmacy

The nearest Pharmacy called „Korona Gyógyszertár” can be found on the main square.

Photocopy and Scanning

Black and white photocopying and scanning are available at the Reception for a fee. Photocopying or printing an A4 page costs 20 HUF/page.

Pillow

If needed, you may ask the reception for additional pillows or specialty pillows in case of an allergy. Please note that our stock is limited.

Rating

We welcome your opinion and comments about the hotel's services. You may share your experiences and comment in person at our reception, or online on our webpage, our Facebook page, Booking.com, or google.com. Our evaluation of our guests' opinions is continuous to improve the quality of our services.

Reception

Reception is available 24/7. For more information feel free to contact us anytime!

Phone: +36-30-9566-144, e-mail: info@kaposhotel.hu

For reservations feel free to contact our Colleagues anytime. Phone: +36-30-9566-144, e-mail: info@kaposhotel.hu or visit our homepage at www.kaposhotel.hu

Restaurant

Our Restaurant is open between 07:00 am and 22:00 PM.

Room service is available during opening hours A' la carte and costs extra.

Breakfast: 07:00 – 10:00 AM

Lunch menu: 11:30 AM – 15:00 PM

A' la carte: 11:30 AM – 22:00 PM

Safekeeping of valuables

If needed, our Reception can lock away any valuables at the front desk, our our Guest's may use the safe in the rooms as well.

Security cameras

For the safety of our Guests, communal spaces Reception, Restaurant, Café, and Parking garage are equipped with cameras.

Sewing kit

Can be requested from our cleaning staff or the Reception. It is uniform, the packaging includes at least 2 types of needles and thread in different sizes and colors.

Shaving set

Contains 1 razor and a small tube of shaving cream, which can be bought at the Reception for the price of 600 HUF/set.

Shoe cleaning

There is a shoe-cleaning machine available in the Hotel lobby. Shoe cleaning equipment such as individually wrapped sponges or cloth can be requested by the guest at the reception as well.

Sightseeing and local tours

Please ask our reception for help, information, and reservation possibilities.

Smoking

Any and all kinds of smoking is strictly forbidden inside the Hotel! All rooms are non-smoking as well, smoking is only allowed on the balcony. If smoking occurs inside the room, we charge 25% of the room price per night.

Sockets and Electricity

In Hungary, the standard voltage is 220 – 240 V/50 Hz. In case you need an adapter for a different socket, please contact the Reception. Also, the Reception can lend you a mobile charger if you need one.

Taxi

Guests may request taxi services at the Reception.

Telephone in the room

All Hotel rooms are equipped with phones. To call the Reception, please press 300. To call a local number in Kaposvár, please press 0, then the phone number you want to call. If you need to call another room, press the room number you want to call. To call our Restaurant, please press 190, and for the Café press 270.

Toothbrush set

Contains one toothbrush and a small toothpaste, which can be purchased at the Reception for the price of 600 HUF/set.

Towels

For the convenience of our Guests, we provide one towel and one bath sheet for each guest and one additional bath towel per bathroom in the room.

Transfer

Transportation back and forth from the airport, train station, etc. Upon the guest's arrival or departure is provided by the hotel - for a fee - with the help of an external service provider. Please request a transfer in advance when making a reservation.

Umbrella

If needed, our Guests can rent an umbrella for free.

Visitors

We kindly ask our Hotel Guests to meet their visitors in the communal spaces of the Hotel. Visitors of Hotel Guests may only go up to the room after they notify the Reception and can only stay until 21:00 PM. In case of violation of this Hotel policy, our Reception can and will charge the guest according to current room prices.

Wake-up call

Our Guests may request a wake-up call at the Reception and our employees will call the landline at the chosen time.

WI-FI

Wireless Internet access is provided for guests. The Reception will provide you with information. Our Guests can use the Wi-Fi in both the shared public spaces and in the guest rooms alike with a strong signal throughout the Hotel.

**In case of any remarks or complaints, please contact our Reception:
If needed they can contact the Marketing Manager as well. You can find Our detailed
complaint management policy on our website at www.kaposhotel.hu. Our online complaint form
can also be filled out here. Please note, that during or after check-out we are not inclined
to accept any complaints in person.**

In case of any technical problems please notify the Reception!

By filling in and signing our check-in sheet, our Guests assume their obligation to accept the General Guidelines and Privacy Policy of Somogyi Korona Zrt., which in turn as the operator of Kapos Hotel has recorded the rights and obligations of its Guests.

FOR THE PRINTED COPY, PLEASE
GO TO THE RECEPTION

Somogyi Korona Zrt.

Kapos Hotel Étterem és Kávéház

7400 Kaposvár, Ady Endre utca 2.

Cg: 14-10-000210

Adószám: 10354788-2-14