

Late arrival  
Dear Guest !

We are not a hotel with 24 hour service. The apartments are in a normal dwelling house, where families live. We own only the half of the building in Szentkiralyi utca 5. There is a rule for the house we also have to keep, otherwise our license will be withdrawn.

My experiences tells me that first arrival is always with more noise than just coming home. So please be very quiet upon arrival at night. For example do not talk in the stair case, do not pull your suite cases on wheels over the steps etc. The other reason is we try to keep our prices very low. That is why we have only very limited employees. We -owners - work 12-14 hours per a day and 7 days a week.

We work **from 8 a.m. to 4-5 p.m.** every day.

Exceptions are the Holy Eve (Dec. 24th ) Christmas days and the last day of December (Dec.31st )which are special days in Hungary. That is why we are working on those days only until 2 p.m. We have bad experiences with as we call " late arriving guests". We can only receive guest between after our regular closing time 4-5 p.m. (or in the exceptional holidays days 2 .p.m.) only in an exceptional case.

If you agree to receive the keys from the **kex safe box** without our presence, you do not need to pay any surcharge, just the first night rent. Please let us know by e-mail **2 days before your arrival**. We will send you exact instructions how to get in your room/apartment.

If you do not agree, we **in certain case** can wait for you until 11 p.m. 10% surcharge or 12 p.m. 20% surcharge. One precondition is the payment of the first night with 10 % surcharge in advance. After 12 p.m. we cannot wait for guests We should receive it at least 5 days prior arrival. Pls. consider a bank transfer lasts in Hungary with the report arriving us : in 3-5 days.

The other precondition is that the guest notifies us three days prior arrival e-mail about scheduled time, f.e. flight , train number ,mean of transportation exactly he arrives by. The fastest method is Western Union for down payment! We receive it on the same day.

Regarding down payment options open [this link](#) .

It would be a great help for us, if your relative, friend or business partner could pay the first night's rent and the deposit on arrival day until 10 p.m. and wait for you. In this case of course you do not need to pay the 10 % or 20 % surcharge ! But we are available from 8 a.m. in the next morning, some guest just wait at the airport, because they do not want to go to an expensive hotel in the down town for that night.

Have a nice stay in Budapest!