

# Sandra Ifjúsági Szálló

## GUESTS INFORMATIONS

Dear Guests!

We warmly welcome you to the Sandra Youth Hostel in Nyíregyháza!

Our hostel is located in the frequented part of Nyíregyháza, in the area of Nyíregyháza University.

In our information, we would like to introduce you to the services of our hostel and help you to make your time with us as pleasant as possible.

## **BASIC DATA**

The name of the commercial accommodation: Sandra Youth Hostel

Address: 4401 Nyíregyháza, Sóstói út 31/b.

Website: [www.sandraifjusagiszallo.hu](http://www.sandraifjusagiszallo.hu)

E-mail: [info@sandraifjusagiszallo.hu](mailto:info@sandraifjusagiszallo.hu)

Phone: +36 (42) 440-013 +36 (42) 440031

GPS coordinates: 47°58'20.3"N 21°42'44.9"E

Opening hours: 0 - 24 (all year round)

## **GENERAL INFORMATION AND SAFETY REGULATIONS**

The Sandra Youth Hostel was built in 2005 for commercial accommodation in accordance with Hungarian standards.

Our guests have a shorter name. daily use and discounted monthly package prices for longer stays, mainly Hungarian and foreign university students or young adults.

For the sake of your safety, we ask that all our guests, regardless of the duration of their stay, comply with the accident and fire protection regulations:

In order to avoid fire incidents, we ask that you only smoke in the designated areas of the Sandra Youth Hostel, at a distance of at least 5 meters from the entrance!

All rooms, common areas and service departments are equipped with smoke detectors and automatic fire extinguishers.

Installing, covering, or damaging these devices to prevent them from functioning properly is strictly prohibited!

For fire safety reasons, please always switch off electrical equipment when leaving the room.

In the event of an emergency, please inform the reception of the problem either in person or on the internal telephone number 5130.

In the event of a fire alarm, please leave the building immediately, you will find the escape route posted on the room door.

Our fire and accident prevention regulations on the Sandra Youth Hostel website [www.sandraifjusagiszallo.hu](http://www.sandraifjusagiszallo.hu) You can find it in the downloads menu.

Please keep the room closed at all times, and please close the windows when leaving!

The hotel is not responsible for valuables or cash left in the rooms.

Important phone numbers:

Ambulances 104

Firefighters 105

Police 107

General emergency number 112

### **1. Change of bed linen**

The bed linen in the rooms is changed every seven days

On special request, bed linen can be changed at other intervals.

Please help the Sandra Youth Hostel to operate in an environmentally friendly way!

Only request a replacement if absolutely necessary!

Make your request known at the reception!

### **2. Animal**

Pets are not allowed in the Sandra Youth Hostel

### **3. ATM**

Erste Bank ATM and OTP Bank ATM are located at the main entrance of Nyíregyházi University Building "B".

### **4. Admission card**

You can open the entrance gates that lead to the hostel rooms with the access card you receive at the reception upon arrival.

### **5. Security**

In the Sandra Youth Hostel, security cameras monitor the communal spaces and the entrances to the hostel.

The recordings are handled in accordance with the legal regulations.

The door of the guest room can only be opened with the key given to the guest at the reception.

### **6. Security service**

At the Sandra Youth Hostel, security service is available from 0-24.

(indicated with a reception emergency signal), and in the event of an emergency, the Director of the Youth Hostel, dr. Gergelyné Nagy Telephone: +36209942047 and his fire protection lecturer László Koleszár: +36708520068 available 24 hours a day.

### **7. Check in**

You can occupy the hostel rooms from 14:00 on the day of arrival.

In case of earlier arrival, please inform the reception.

### **8. Check out - Check out**

On the day of your departure, please vacate your room by 10:00 a.m. and return your magnetic card, room key and television remote controls to the reception.

In case of a request indicated in advance, - especially in the case of larger groups or large events, the director of the Youth Hostel dr. Gergely Nagy and her manager dr. Gergely Nagy is usually present, they can turn to him with their requests.

Such requests can be sent in advance to the e-mail address [gergelynagydr@gmail.com](mailto:gergelynagydr@gmail.com).

Loss or damage of the card and room key will result in compensation.

Inform the reception of your request for a later check-out! You will receive information about the possibilities there.

### **9. Baggage room**

We store our guests' luggage free of charge at the reception upon check-out until departure, or upon early arrival until the room is occupied. Ask our colleagues for help!

### **10. Smoking**

Smoking is prohibited throughout the Sandra Youth Hostel and the Nyíregyházi University, except in designated areas.

### **11. Electrical connection**

220V/50Hz alternating voltage (AC) is available everywhere in the building.

**12. First aid**

At the reception of the Sandra Youth Hostel, there is a first aid kit, which provides assistance in the quick treatment of injuries.

**13. Lost and found items**

Please inform the reception.

**14. Umbrella**

A limited number of umbrellas are available at the reception, which can be requested free of charge.

**15. Awakening**

Please let the reception know what time you would like to request a wake-up call.

**16. Night rest**

Please refrain from noisy activities after 10 p.m. in order to preserve the peace of the guests!

**17. Photocopying/scanning option**

For photocopying, printing and scanning, please contact Másolda located at Sóstói út 1, 4400 Nyíregyháza.

Opening hours: Mon-Thurs: 08:00-17:00, Fri: 08:00-16:00.

**18. Payment methods**

At Sandra Youth Hostel, the accommodation service fee must be paid before the room is booked. It is possible to pay with cash (HUF), bank card (VISA, Maestro, Mastercard) and SZÉP card (OTP, K&H).

**19. Cooking**

The room has a mini kitchenette with a refrigerator, hood, hotplate or microwave. With cookware and cutlery, the kitchenette is not equipped.

**20. Heating**

The Sandra Youth Hostel operates with individually adjustable heating/cooling.

The air conditioner (fan-coil) can be used for heating in winter.

**21. Children**

We draw the attention of parents to the need for increased parental supervision - for the sake of children's safety! The parent must compensate the damage caused by the children!

**22. Medicines/Pharmacy**

Please feel free to contact the reception in case of a health problem! The reception will give you information about the on-call pharmacies.

**23. Hair dryer**

A limited number of hair dryers are available at the reception, which can be requested free of charge.

**24. Website**

On Sandra Ifjúsági Szálló's website ([www.sandraifjusagiszallo.hu](http://www.sandraifjusagiszallo.hu)) you can find more information about the hostel and view our photo gallery.

**25. Information service**

Brochures about the Sandra Youth Hostel and program opportunities in the area can be found at the reception.

For more information, please contact the reception.

**26. Internet**

Wireless internet is available to our guests free of charge in the hostel area. Our hotel guests can request the password needed to connect at the reception.

Wired access is provided in the rooms.

**27. Maintenance**

Please let the reception know if any equipment in your room is not working or needs repair.

**28. Bicycle storage**

Please indicate your intention to store a bicycle at the reception. We can accommodate only a limited number of bicycles.

**29. Transportation**

For transportation information and ticket purchases, ask at the reception.

**30. Environmental protection**

Let's protect our environment together! Please only use as much energy and water as is necessary for your comfort.

**31. Visitors**

Please inform reception in advance of your intention to receive visitors.

Only pre-announced guests can stay in the room from 7:00 a.m. to 11:00 p.m.

**32. Air conditioner**

Air-conditioned rooms are available in our hotel during the summer season.

Please note that the cooling/heating fan-coil air conditioner only works as intended when the window is closed. Air conditioning in the rooms is an additional service.

**33. Washing**

2 washing machines are available to our guests in our laundry room located in the basement of Sandra Youth Hostel.

The washing appointment must be booked in advance and paid for at the reception.

The fee for washing is HUF 500. The guest must provide the detergent for use.

Our guests can collect the keys to the laundry at the reception.

**34. Non-smoking room**

In all cases, smoking is FORBIDDEN in the rooms of the Sandra Youth Hostel!

**35. Medical care**

In the event of a health complaint or unexpected illness, please contact a specialist.

Our reception will be happy to inform you about the contact details of the nearest emergency room, pharmacy and hospital.

**36. Complaints, comments**

Please contact the reception with your complaints and comments during your stay so that we can remedy any problems as quickly as possible.

At the reception, there is a customer book for handling complaints where you can enter your complaint, but you can also send your complaint online to the address [gergelynagydr@gmail.com](mailto:gergelynagydr@gmail.com).

After investigating the complaint, we will inform you about the measures taken within 8 days.

**37. Parking**

Those arriving by car can park in front of and next to the building. Sandra Youth Hostel also provides parking for buses.

**38. Pillow**

We provide an extra pillow upon request. Feel free to contact the reception with your needs.

**39. Currency exchange**

There is no currency exchange facility at the Sandra Youth Hostel.

It is recommended to exchange money only in banks and official currency exchange offices!

Please contact the reception with your questions! For payment options, see: Payment methods.

#### **40. Programs**

You can inquire about programs and events at the reception, on the [www.nyiregyhaza.hu](http://www.nyiregyhaza.hu) and [www.nyiregyhaza.info.hu](http://www.nyiregyhaza.info.hu) websites.

You can also find information about cultural programs and entertainment options at the information desk next to the reception.

#### **41. Reception**

Sandra's reception at the Youth Hostel is open all year round from midnight to midnight - with personal presence.

Our receptions welcome our guests in Hungarian and English.

The receptionist takes calls and makes reservations on the hostel's central phone number.

#### **42. Breakfast**

Breakfast is available from 08:00 to 10:00 at the pizzeria next to the Youth Hostel with a prior order, and it is also possible to have breakfast at other times upon prior notice.

Breakfast price: HUF 3,000/person/portion.

Please indicate your intention to eat at the reception by 5:00 p.m.!

#### **43. Selective waste collection**

The option of selective waste collection is provided at Sandra Youth Hostel. Please help the Sandra Youth Hostel to operate in an environmentally friendly way!

#### **44. Room reservation**

You can book your next visit at the Reception, on +36 (42) 440-013 or +36 (20) 265 0697, or on the website [https:// www.sandraifjusagiszallo.hu/szobafoglalas](https://www.sandraifjusagiszallo.hu/szobafoglalas).

In the case of a group request, please select the e-mail address.

#### **45. Cleaning**

We clean the rooms daily and all 7th day, and daily take out the generated garbage.

#### **46. Blanket**

We provide extra blankets upon request. Feel free to contact the reception with your needs.

#### **47. Taxi**

If you need a taxi, please contact reception for more information.

#### **48. Telephone**

The rooms are equipped with telephones, which can be used to receive calls.

#### **49. Television**

It is available to our guests free of charge.

#### **50. Map**

A map of Nyíregyháza downtown and Szabolcs-Szatmár-Bereg County is available at the reception.

#### **51. Offer of cleaning products**

Liquid soap is available to our guests free of charge in every bathroom next to the sink.

#### **52. Towel - change of towel**

The room towels are changed every 7 days for our guests with a discounted package price, and daily for our guests with a normal daily stay.

For a fee, it is also possible to change to a date other than this.

#### **53. Fire extinguishers, fire protection**

Please read the "Fire Protection Rules" chapter!

Fire extinguishers, hydrants and fire alarms were installed in accordance with fire protection regulations.

The escape routes placed on the doors of the rooms indicate the escape routes to be followed in the event of a fire alarm.

**54. Messages, post**

Incoming and forwarded messages are handled by the reception.

**55. Sewing kit**

The sewing kit at the reception is available to our guests.

**56. Ironing**

A limited number of irons are available at the reception, which can be requested free of charge.

**57. Sightseeing**

Please inquire about sightseeing programs from the information booklet at the reception or from our colleague.

**58. Guest book**

You can enter your comments and suggestions in the guest book at the reception.

**59. Contractual conditions:**

The contractual terms and conditions of the accommodation service between the Sandra Youth Hostel and its guests, the information about our basic and additional services and the detailed regulations about their reimbursement fees (ASZF in English GTC) can be found on the website of the Youth Hostel ([www.sandraifjusagiszallo.hu](http://www.sandraifjusagiszallo.hu)) under the downloads menu.

Please also read the general terms and conditions of the accommodation service (ASZF)!

We wish you a good rest and a pleasant time!

Best regards:

Sandra Youth Hostel  
his colleagues