



## GUEST DIRECTORY

### **Additional amenities (complimentary):**

Face towels, bath towels, slippers, toiletries, sewing kits, ironing facilities, adapters, extra pillows or blankets and other useful things are available on request, 24h at the reception – call 100, 400.

### **Breakfast/Early breakfast:**

Breakfast is served daily from 6.30 a.m. till 10.30 a.m. in our restaurant.

You can order breakfast to your room. Call 159.

Guests who check out before 6.30 a.m. may order a breakfast package. Kindly place your order with reception before 11 p.m. the day before – call 100, 400

### **Check in time / Check out time:**

Check in time 2.00 p.m. Check out time 12.00 a.m.  
If you would like to extend your stay kindly contact the reception before 09.00 a.m. – call 100, 400.

### **Conference Service:**

We offer 2 fully equipped conference rooms that may be set up to your exact specifications to suit your type of meeting or event ( maximum 150 pax)

For more details kindly contact our marketing team. Office hours 8 a.m. till 4.00 p.m. (Mon – Fri) – call 151 or email [marketing@crystal.com.pl](mailto:marketing@crystal.com.pl)

### **Credit cards:**

Credit cards accepted: VISA, MASTER CARD, AMERICAN EXPRESS, DINERS

### **Emergency medical situation:**

If case of emergency please contact the reception – call 100, 400. Emergency 9-112.

### **Emergency fire information:**

For your own safety, please familiarize yourself with the fire instruction and evacuation plan which is placed on the room's entrance door.

In case of fire call fire department - 9 – 998 or reception - call 100, 400

### **Feedback about your stay:**

We truly care about your experience. If there is anything we can do to improve your stay, please contact the front desk immediately.

After your stay is completed, we would sincerely appreciate you taking a few minutes to share your comments about your experience with us. You will be sent an email invite to provide Medallia survey feedback.

Once completed, Best Western Rewards® members will receive 250 bonus points.

### **Internet:**

Free High Speed Internet Access available throughout the hotel. The current password is available on the key card case.

### **Iron/Ironing board:**

Iron and ironing board is available on request, 24h, free of charge. Call reception – call 100, 400.

### **Laundry service:**

Laundry service is available from Mon-Fri. Laundry bag is placed in the wardrobe. For more details kindly contact the reception – 100, 400.

### **Luggage storage/luggage assistance:**

Complimentary luggage storage is open 24h and is located on the ground floor near the reception desk.

Please contact reception –100, 400.

If you need assistance with your luggage please ask at the reception, service is free of charge, available 24 h

### **Office services:**

Hotel reception provides office services such as printing and copying documents, receiving and sending fax. Service is available 24h. Extra charges may apply. Call 100, 400.

### **Restaurant:**

Restaurant & Bar Cristal is open every day from 11.00 a.m. till 23.00 p.m. Room service - call 159.

### **Reception:**

Our reception team is to your service 24h . Call 100, 400.

### **Safety deposit box:**

We offer a safety deposit box at the reception desk free of charge, available 24h.

### **Smoking:**

Smoking is strictly forbidden on the hotel areas except in designated areas - „Smoking room” at the restaurant.

### **Snack/Drinks:**

Each room is equipped with a mini bar which contains cold beverages and snacks. The price list of all products is placed on the fridge.

### **Wellness & Fitness:**

Open from 8 a.m. till 10.00 p.m. Service free of charge.  
We heat the saunas on request - call 100, 400.

## Hotel Cristal

Ul. Lipowa 3/5, 15-424 Białystok, Tel.: +48 85 74 96 100, Fax: +48 85 74 96 171, [www.hotelcristal.com.pl](http://www.hotelcristal.com.pl)

**Wherever Life Takes You Best Western Is There.®**

This hotel is independently owned and operated



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### Telephone:

For International or local calls dial 9 and then the requested number. To call to another room dial requested room number.

Telephone calls cost per minute, in PLN:

Local calls - 2,00

Domestic calls - 2,50

International calls:

Europe - 3,50

Asia, Africa - 10,00

Other destinations - 3,50

### Voltage:

All rooms are equipped with 230 V. The sockets are permanently active.

### Wake up calls:

Please contact the reception - 100, 400.

### Water:

Complimentary 2 bottles of water are placed on the table. Tap water is safe to drink.

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