



# Garzon Szálló Kft

5600 Békéscsaba, Ifjúsági tábor 1701.

Phone: +36 66 456 126, +36 66 457 377

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

Web: [www.fenyveshotel.hu](http://www.fenyveshotel.hu)

## Guest information from A to Z for the Guests of Fenyves Hotel

### Check-in – check-out – your stay:

Our guests can check in at the reception from 2:00 PM. Every guest must present a photo ID which we need to scan according to the current Hungarian law.

Check-out is by 10:00 AM on the day of departure.

During your stay, please leave your room key at the reception when you leave the hotel premises.

### Reception

The reception is open 24 hours a day and our colleagues are ready to assist you.

### Parking

Parking spaces next to the hotel are free of charge.

Please reserve a space suitable for bus parking in advance.

### Accessibility

3 of the hotel's ground floor rooms are wheelchair accessible, however the shower tray is raised approximately 15 cm above the floor. A special chair that can be placed in the shower to assist with hygiene can be requested at the reception.

We have a designated handicapped parking space for our guests. Near that there is an entrance which is suitable for guests with reduced mobility. Press the bell and our colleague will open the door for you.

Both the wellness area and the restaurant are wheelchair accessible.

We have a handicapped bathroom at the lobby, right between the reception and the wellness area.

### Baby tools:

The restaurant has a high chair, a children's menu, and baby food heating on request.

You can request a cot (up to 3 years old) or a baby bathtub at the reception, or reserve them upon booking. (based on availability)

### Bedding

For longer stays, bed linen is changed every 3 days free of charge.

There is extra soft-blanket in the rooms, and additional pillows and blankets can be requested at the reception.

### Bathrobe:

Available at reception, free of charge.

### Beverage selection

Carbonated soft drinks, still and sparkling mineral waters, and canned beer are available 24 hours a day at the reception.

The restaurant's beverage selection is available during its opening hours.

### Bicycle

2 bicycles can be rented free of charge at the hotel. You need to fill out a renting agreement at the reception.

### Breakfast

Buffet-style breakfast is between 7:00-9:30 AM. We offer a selection of hot and cold food

and drinks.

In case of early departure or check out, you can request a cold breakfast package at the reception or the restaurant. You can request this latest on the previous day until the restaurant's close time.

### **Cleaning**

We empty the trash and do minor cleaning in the room daily. If you do not require this, please inform the reception.

### **Extra bed**

In a significant number of our rooms, it is possible to add an extra rollaway bed, upon prior arrangement and availability. The cost is included in our base price for 3 people.

## **2.**

### **Event room, technology**

In the Fenyves building, there is 1 room for up to 26 people, 1 room for up to 30 people. In the neighboring Garzon building, there is 1 room for up to 70 people and 1 room for up to 20 people for organizing events for a fee.

Amongst the technical equipment, we provide a projector, a projection screen and a flip-chart board free of charge for events.

### **Fire alarm**

There is a fire alarm system in every room and in the communal areas. In case of an alarm, please use the escape route showed on the room door.

### **Guest comments, complaints**

Every employee of our family business strives to ensure that our guests leave and return satisfied. Despite our efforts, errors may occur. We ask that you report any problems you may have, whether technical or otherwise, to the reception as soon as possible, so that our colleagues or even the management can take action as soon as possible. We will try to remedy all problems immediately. If you would like to express your opinion in writing, you can do so in our guest book available at the reception, in the customer book, or by writing to our e-mail address ( [info@fenyveshotel.hu](mailto:info@fenyveshotel.hu) ).

### **Half board**

Our half board service can be chosen from our half board menu (in case of low guest count) or we serve it in buffet-style (in case of high guest count)

Uniquely at our hotel, half board can be separated into two meals. Soup and dessert for lunch, main course for dinner. You can ask for details at the reception or in the restaurant. Meal times: lunch 13:00 – 15:00, half board dinner 17:30 – 20:00. On Sundays, dinner is 16:00-17:30 (this can change based on guest count)

### **Hair dryer**

Each bathroom has a built-in hairdryer.

Additional hairdryers can be requested at the reception.

### **Information materials, maps**

Brochures about local landmarks and attractions can be found at the reception.

Detailed information can be obtained at the Tourinform office or on the [www.visitbekescsaba.com](http://www.visitbekescsaba.com) website.

### **Ironing**

We can provide an ironing board and iron at the reception, free of charge.

### **Laundry service**

For longer stays, laundry can be requested for a fee. A laundry bag is provided. You can arrange this at the reception.

### **Lost and found**

Items left here by guests will be kept for 2 months. Please inquire at the reception if you've lost something.

**Luggage storage**

In case of early arrival or late departure, we will store your luggage safely in the designated room. You can request this at the reception.

**Luggage transport**

Upon arrival or departure, our colleagues can take your luggage to/ from your room upon request. Please notify the reception of your request. In case of too heavy or large objects, we might not be able to provide this service.

**Massage**

At a pre-arranged time, with the help of an external specialist, for an additional charge.

You can ask about the details and contact info at the reception.

**Notepad and writing instruments**

You can ask for a notepad with a pen at the reception, for a fee.

We can lend you a pen free of charge at the reception, which you must return latest during check out.

**Payment options**

We accept cash (HUF), credit or debit card (except American Express), SZÉP card. Bank transfer is only possible in case of a written booking.

Payment is due upon departure, or upon booking of the accommodation in case of a reservation not booked in advance in writing.

**3.****Phone**

Each room has a telephone, which is suitable for internal (between rooms) and external calls. Instructions on how to use it are in the room information sheet.

**Photocopying, printing**

Photocopying is available in the office, while printing of individual documents is available at the reception.

**Razor**

Disposable shaving kits are available at the reception, for a charge.

**Refrigerator**

There is a refrigerator in every room.

Please inform the reception if you need additional cooling.

**Restaurant**

Open Monday to Saturday 7:00 – 21:00 (last food order is at 20:00), Sunday 7:00 – 18:00 (last food order is at 17:30)

You can find our food and drink menu at <https://fenyveshotel.hu/en/restaurant/>.

Please let us know in advance if you have any food sensitivities, the restaurant staff will help you choose the dishes they can prepare.

**Safe**

The accommodation has a central safe, in which we place coded safes that can be requested at the reception. Prior arrangement is required.

**Sewing kit**

At reception, on request, free of charge.

**Shoe care**

Shoe cleaning sponges are available at the reception, for a fee.

**Smoking**

Smoking is only allowed in designated smoking areas, please inquire at the reception.

**TAXI**

Can be called from reception. It takes about 15 minutes to arrive at the hotel if they are immediately free.

**Technical services**

If needed, you can ask for a phone charger, a power strip or an extension cord at the reception.

**Tennis**

Our guests can use the outdoor tennis court free of charge (depending on the weather from the end of April to about mid October). You can inquire about the availability and reserve times at the reception. We provide rackets and balls free of charge.

**Toiletries products**

Each bathroom has liquid soap and shower gel suitable for showering and hair washing. We provide individually wrapped, hygienic cups for brushing your teeth.

**Toothbrush, toothpaste**

You can get a disposable toothbrush+toothpaste set at the reception, for a fee.

**Towel**

We change them automatically every two days, free of charge. If you would like a clean towel, please place your current ones on the bathroom floor.

We do not change bathrobes.

**TV**

Each room has a television with pre-programmed channels. 11 Hungarian and 4 foreign language programs are available.

**Umbrella**

You can rent it free of charge at the reception.

**Wake up call**

Please notify the reception if you require a wake-up call.

**4.****Water**

Tap water is drinkable throughout the city.

**Wellness**

Our wellness area is open from 8:00 to 22:00.

Swimming pool (depth 1.2 m, temperature 28 C), children's pool (depth 0.3 m, temperature 30 C), jacuzzi (temperature 35 C), Kneipp footbath (temperature 23 C). Finnish and infrared sauna, requested at the reception.

Massage with the help of an external specialist, upon prior arrangement.

Bringing food and drinks into the wellness area is PROHIBITED due to hygiene and accident prevention regulations.

Always use the shower located near the finnish sauna, before using the wellness area.

The wet floor may be slippery, please walk carefully.

Jumping into the pools is prohibited to avoid accidents.

There are wheels under the head of the loungers, so if you would like to sunbathe on the terrace, you can easily roll them out there. Rolling them on the grass area in front of the wellness terrace is prohibited.

**WIFI**

There are several WiFi networks available at the property, always use the one with the strongest signal. The wifi code for all Hotel networks is: **Hotelwifi**.

Lan connection is available in the conference room on the first floor.

**The entire staff of Garzon Hotel Ltd. wishes you a good rest and a pleasant stay.**