



THERMAL HOTEL
MOSONMAGYARÓVÁR

HOTEL SERVICES, INFORMATION

WIFI ACCESS

Connection point: TH-HOTEL
Password: hotelwifi1

THERMAL HOTEL MOSONMAGYARÓVÁR

Welcome to our hotel!

We hope that our services will meet all your needs and that you will enjoy your stay with us.

With this information folder we would like to help you and show you around our hotel.

If you have any further questions or requests, please contact the 24-hour reception, we will be happy to help you.

We wish you a pleasant stay and relaxation!

ADAPTER

Adapters and chargers are available at reception.

RESERVATIONS

Reservations can be made in the restaurant on request at reception. Please let us know in advance.

CAR RENTAL

For car rental, please contact our reception staff!

CAR WASH

Please contact reception. We recommend Orange washes, which can be found in several locations in the city.

BED

Single bed size: 0,90m x 2,00m

Double bed size: 1,80m x 2,00m

BEDDING

Bed linen is changed every 3 days. On request, clean linen is provided daily for an extra charge (HUF 5.000 per room per occasion).

Please let the reception know your request.

If you need additional pillows, pillow cases or blankets, please contact our reception staff.

PRICES

Prices in EUR are converted at the daily average exchange rate of the MNB on the day of payment. Invoices can be issued in HUF and daily exchange rates in EUR.

BABY COT AND BABY EQUIPMENT

Baby cots are available free of charge for guests with children.

Please contact our reception staff.

Baby cot, baby bedding set, bath tub, potty, step stool, restrainer, baby cutlery, bowls, cups, high chair, kettle, fork, high chair, anti-slip are available for guests upon request.

BANK AND CREDIT CARD ACCEPTANCE

We accept Master Card, Master Card Elektronik, Maestro and Visa.

CHECK-IN

You can check in your room from 15:00 on the day of arrival. Earlier arrival is possible between 11:00 and 15:00, depending on availability, for a fee of HUF 10,000 per room.

SECURITY

Please do not leave your valuables unattended, use the in-room safe or the central safe at reception.

Please refer to this information leaflet for a description of how the in-room safe works. If you wish to use the central safe, please contact reception.

Always lock your room door when leaving.

READ THE LEAFLET CAREFULLY BEFORE USE:

1. Enter code:

- Press the red button on the inside of the safe. You will hear a beep.
- While holding the door open, enter the 3-8 digit code of your choice and then press the „A” button.
- while holding the door open, re-enter the code you have previously selected and then press button „B”

2. LOCK THE SAFE:

- close the door and turn the handle

3. OPEN THE SAFE

- after entering the code, press button „B”, turn the lever and open the safe. In case of a longer pause, the door will close automatically and you will have to start the opening procedure again
- if you enter the wrong code, you have to wait 20 seconds, the next wrong code you have to wait 5 minutes, after the 3rd wrong attempt the safe will be locked for one hour.

If you are still unable to open the safe, please contact the reception. Our staff can assist you every day between 8.00 and 16.00. After 16.00, our reception staff can open the safe depending on their free time.

Please leave the safe door open on departure.

SHAVING SET

Available on request at reception for a fee. (500 HUF / piece)

ADDRESS

Thermal Hotel Mosonmagyaróvár

9200 Mosonmagyaróvár, Kolbai Károly street 10.

Tel: +36-06/96-206-871

info@thermalhotelmovar.hu

www.thermalhotelmovar.hu

SHOE CLEANING, SHOE CLEANING KIT, SHOEHORN

A free shoe cleaning machine is located at the entrance of the hotel. Shoe shine kit is available at reception for an extra charge.

Shoehorn 300 Ft / piece for an extra charge.

COVID 19 PROCEDURE

Detailed instructions can be found at reception.

In case of suspicion of Covid, a rapid test can be provided on request.

LUGGAGE STORAGE

In case of early arrival or late arrival, your luggage will be stored in a secure place. Luggage storage is available free of charge in the luggage room in the basement.

PARCEL DELIVERY

Our hotel does not have bellhop staff. On arrival or on departure, our staff will collect your luggage from/to your room at your request. Please make your request at reception.

SPECIAL DIET

Half board guests can choose from a variety of menus daily. On special request, you can also choose between a light or diet menu. If you have any food sensitivities (diabetes, gluten, lactose, etc...), please let us know in advance.

SMOKING

Please note that the entire hotel is non-smoking. Smoking is only allowed in the designated area: in front of the hotel entrance.

Violation of this rule will be charged 30.000,- HUF.

DEPARTURE TIME

10.00 a.m.

Please contact the reception if you need to check out later. Late check-out is possible by prior arrangement at an extra charge:

- Between 10:00 and 13:00 10.000 HUF
- Between 13:00 and 18:00 40.000 HUF

UMBRELLA

Please contact the reception desk, free of charge, in the holders at the entrance of the hotel

WAKE UP CALL

Please notify reception

CALM AT NIGHT

Please respect the privacy of other guests after 22:00 and do not disturb them.

REVIEW

Please complete the questionnaire to help us improve our work. You can also rate the services of our hotel and our staff on various social media portals. Thank you!

VALUABLES

The hotel is only responsible for valuables deposited in the central safe.

RESTAURANT

Buffet breakfast and buffet dinner are served in the hotel restaurant every day from 7:00 to 10:00 and 18:00 to 20:00.

Breakfast and dinner are served buffet style. To avoid monotony and to maintain a constant variety, the buffet selection is constantly changed according to seasonality. This means that guests staying with us for longer periods of time will find a different selection every day. Therefore, the hotel management reserves the right to make changes at any time. Please indicate any food allergies when booking!

For cold packs, please contact reception the evening before departure. If you have food sensitivities (diabetes, gluten, lactose, etc...) please let us know in advance.

PAYMENT

Please settle your bill in cash (in HUF or EUR) or by credit card.

Cashless payment options: Mastercard, Visa, Maestro

You can settle your bill any day of the week, at the reception on the ground floor, between 7:00 and 19:00.

HAIR SALON

Our guests can enjoy the „STYLUS Beauty Salon“ in the basement. To use this service, you must make an appointment in advance by calling +36 30 262 7652 or +36 30 403 1632

BATHROOM HIGH CHAIR AND ANTI-SLIP

Please contact reception to make your request.

If you need a bathroom scales, please contact us for a free consultation

Please let the reception know your request.

BATHROBES AND TOWELS

Rooms are equipped with 2 large towels, 1 small hand towel and 1 bathrobe per guest. **Towels are changed every 3 days.** Multiple exchanges or extra towels are possible upon request, for an extra charge of HUF 1,000 per towel per person or occasion.

Penalty for loss:

towels: 5.000,- HUF

bathrobe: 10.000,- HUF

PHOTOCOPYING, PRINTING

If you need photocopies, our reception staff will be happy to help you.

Price: 200 HUF/page

If you need to print a personal document, we can do it separately in the hotel manager's office.

DENTISTRY

The dentists at 5Dent Dentistry will help you with your dental problems.

Appointments can be made directly at reception.

TOOTH CLEANING KIT

Please ask at the reception desk. The extra charge for it is 800 HUS / piece.

MEDICAL TREATMENTS

Our basement medical department offers a range of medical and physiotherapy treatments and a comprehensive medical examination.

The following treatments are available on medical advice:

- pool bath
- baths
- mud baths
- weight baths
- carbonic acid bath
- medical spa massage
- tangentor
- underwater group exercise

More information: www.flexummedicalcenter.hu

MEDICAL RECEPTION

From Monday to Friday in the morning you can make an appointment

for a treatment here: +36 96 951 643 or 06 30 634 8003

Opening hours 08:00-16:00 Monday - Friday

PHARMACY

For directions, please contact the reception staff.

DRINKING FOUNTAIN

On entering the thermal baths, on the left hand side, as well as on the way to the thermal pool, there is a fountain with information sign in the corridor.

HAIR DRYER

Rooms are equipped with hairdryers, which are free of charge.

FREE EMERGENCY CALLS

Ambulance	104
Police	107
Fire brigade	105
General	112

INFORMATION SERVICE

Maps and programme guides are available in the common areas and at reception.

INTERNET SERVICE

Wireless (WIFI) Internet service is available in the rooms of the hotel in the wing facing the thermal baths and in the common areas.

Connection point: TH-HOTEL

Password: hotelwifi1

DRINKS AVAILABLE

In the minibar at reception

CAMERA SYSTEM

To ensure the safety of our guests, there is a camera surveillance system in the common areas of our building, in the car park and on the external street frontages.

„PLEASE DO NOT DISTURB“

In case you want to be left undisturbed in your room, please place the „Please do not disturb“ sign on the outside door handle. If your room has a „Please do not disturb“ sign on it all day, we will only provide room service (daily cleaning) at your request.

BICYCLE, BICYCLE TOUR

Bicycles can be rented at the hotel through the reception.

Bicycle rental	4 hours	3.000,- HUF / 10 EUR
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Bicycle rental	8 hours	6.000,- HUF / 20 EUR
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Bicycle rental	24 hours	10.000,- HUF / 30 EUR
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Deposit: 10.000,- HUF (30 EUR) to be charged in case of damage caused by improper use.

The international cycle route along the Danube includes a section through the Szigetköz, alongside which the embankment and the minor roads are also suitable for cycling. You can download a tour map from our website, or ask our reception staff for a brochure of the cycling routes.

ORGANISATION OF EXCURSIONS AND PROGRAMMES

Please ask at the reception for our current programme offers, or see our printed programme brochure available in your room. For organised programmes we recommend the TDM - Tourinform office in the city centre.

PETS

Pets are not allowed in our hotel.

KEY

Please leave your room keys at reception on check-out and departure. In case of loss of the key, the guest will be charged.

VISITORS

Guests are kindly requested not to entertain visitors in their rooms, but in the ground floor or upstairs lounges or in the restaurant.

AIR CONDITIONING

Your room or the social areas have individually controlled air conditioning. Please contact reception if you have any questions about its operation.

LIFT

In case of fire, the use of the lift is prohibited.

MASSAGE

Our masseurs are available on weekdays between 8 am and 4 pm. Friday afternoon to Saturday and Sunday by prior arrangement
For appointments please contact our reception staff!

LAUNDRY - CLEANING - IRONING

Clothes dropped off before 10 am will be cleaned within 24 hours. For a detailed laundry price list, please see the information folder/ minibar laundry price list.

TECHNICAL SERVICE

Please contact reception for assistance if something in your room is broken

TIMETABLES

Please contact the hotel reception for bus and train timetables.

ESCAPE ROUTE

Posted in all rooms and clearly visible in the common areas

PUBLIC TELEPHONE

Located at the reception, please inform our staff.

DOCUMENTS

Please bring valid travel documents with you at all times, we cannot be held responsible for any inconvenience this may cause.

DOCTOR'S CONSULTING ROOM

If you require any medical assistance, please let the reception know.

SLIPPERS

Slippers can be requested at reception, 1.000 HUF / piece.

DUVETS

Modern duvets and blankets in good condition are provided in all rooms, extra blankets are available on request at reception.

PARKING

Parking is available for our guests at a price of 1.000,- HUF/night in the fenced, camera-fenced parking area in front of and next to the hotel.

CURRENCY EXCHANGE

Located 50 metres from the hotel entrance

POSTAL SERVICE

Please contact the reception staff for directions.

RADIO

The hotel's television sets are equipped to receive national radio channels. Please refer to the TV channel guide for detailed channel listings.

RECEPTION

The reception staff is at your service from 00:00 to 24:00.

In addition to Hungarian, the reception staff speaks foreign languages 1 and 2.

Spoken languages are Hungarian, English, German, Czech, Ukrainian.

SALT CAVE

Our hotel guests can use it free of charge.

Opening hours: 09:00-21:00

Please ask our receptionist for the opening chip for the salt cave.

SPORTS FACILITIES

We offer our guests a discounted daily pass to the **Equinox Fitness & Wellness Club**, located in the spa complex.

Opening hours: 00:00-24:00

For those who like water excursions, kayaking, canoeing, enjoying the scenery. Horse riding, tennis, wall ball, beach volleyball on the Danube bank in good weather.

REQUEST FOR ROOM CLEANING

Daily cleaning of the rooms between 08.00-16.00. For individual requests, please let the reception know and put a „Cleaning please” sign on the outside of the room door.

LOST ITEMS

Please ask at reception for lost items.

TAXI, TRANSFER

Taxi and shuttle services are also available at reception.

Our hotel has a contract with ElviszTaxi.

Tel: +36 30 347 4646

PHONE

Reception: 9

The telephones in the rooms are not suitable for external calls (national or international)

TELEPHONE CHARGER, ADAPTER

Please let our reception know your requirements.

THERMAL BATHS - FLEXUM THERMAL&SPA ([HTTPS://FLEXUMTHERMAL.HU/EN/MAIN-PAGE/](https://flexumthermal.hu/en/main-page/))

The thermal baths offer 9 indoor and outdoor pools of different temperatures for relaxation and healing. The thermal water with a temperature of 74 °C rises from a depth of 2000 m. The alkaline hydrocarbonate and chloride thermal water, rich in dissolved salts, is one of the top 5 thermal waters in Europe. Its chemical composition makes it suitable for bathing, drinking and inhalation treatment of musculoskeletal disorders, joint pain, gynaecological complaints, respiratory problems and digestive disorders.

TELEVISION

1. remote control „**LIST**” button 1x
2. „Channels” appears on the screen - use the **yellow button** to select „**Antenna**” - Hungarian language channels or „**Satellite**” - foreign channels
3. „**OK**” button
4. exit from the selected channel list to full screen mode by pressing the „**EXIT**” button
5. up, down arrow keys to switch between channels

CLEANING PRODUCTS - SHAVING SET, TOOTHBRUSH SET

Our guests will find various cleaning products (soap, shower gel, shampoo), as well as various cosmetic products (paper cosmetic tissue), spare toilet paper in the bathroom. Toothbrushes, toothpaste and razors are available at the reception for an extra charge.

TOWEL

Rooms are equipped with 3 towels per guest. **The towels are changed every 3 days**, but can be changed daily on request for an extra charge. Please throw the towel you wish to change on the bathroom floor so that our staff can provide you with a fresh one.

FIRE ALARM

The hotel is equipped with fire alarms and fire extinguishers, and smoke detectors in the rooms. In case of fire, guests are warned by a siren. In this case, please follow the escape route posted in the room to the nearest emergency exit and leave the hotel as soon as possible.

In case of fire, the lift is not to be used.

NEWSPAPER

Daily and weekly newspapers can be purchased at the tobacconist's or convenience store 150 metres away

HOLIDAYS

Official holidays of the Republic of Hungary:

01 January.

15 March

Good Friday, Easter Monday,

1 May.

Pentecost Monday

20 August

23 October

01 November

25 - 26 December

TAILOR

If you need a tailor service, please contact our reception staff.

SEWING SERVICE

Please let us know at reception.

IRON

Please contact reception for information.

LIGHTING

Please turn off the lights before leaving your room.

GUEST SATISFACTION QUESTIONNAIRE

Please send us any comments you may have to help us in our work. You can make your comments in person, on the questionnaire in the rooms or on the website. After your departure, by e-mail, or on our social networking site and our electronic partners (booking.com, etc...). We thank you for all your comments.

GUEST COMPLAINT MANAGEMENT

If you have a complaint, please contact our receptionist so that we can deal with it efficiently. Complaints handling policy can be found at reception. Complaint book available at reception.

BLOOD PRESSURE MEASUREMENT/ BLOOD OXYGEN LEVEL METER

Both instruments are available at reception

EMERGENCY EXIT

Please check the floor plan on the room door in your room for the nearest emergency exit.

WATER

Tap water is available throughout the city.

FLOWER

Surprise your loved ones with a beautiful bouquet of flowers for an anniversary, birthday or just because you want to please. Flowers can be ordered at reception. Tel.: 9

WELLNESS

The hotel's exclusive wellness facilities - sauna, jacuzzi, salt room - are free of charge.

Please ask our receptionist for a sauna opening tip.

The room is ideal for up to 4-6 people at a time

Opening hours: 10:00-18:00



*Thank you for your attention!
The Thermal Hotel staff wishes you a pleasant stay!*