

Dear our Guests,

We are very pleased that they chose Balance Resort Lenti - Thermal Pension as the place for their rest. We strive to provide you with the days you spend here in the spirit of relaxation and healing.

We welcome you in a familiar atmosphere in our pension, where Lenti hospitality offers and means much more than just a simple service. According to the growing needs of our guests, we plan to make several improvements in the coming years, further expand the range of our services and modernize our pension. We also work enthusiastically but discreetly to make their wishes come true.

In the following, we would like to provide you with our services and important and useful information to ensure a carefree rest during your days here.

Please contact the reception for any comments, requests, or questions.

wish you a pleasant rest and a good rest on behalf of the employees of our pension!

Kind regards

Balance Resort Lenti
Management of Thermal Pension and Camping

Contents

Phone numbers	2
Thermal Pension Information A to Z	3
Spa service	9
Event venue	9
Balance Medical Center	10
Hospitality	11
Fire protection rules	12

Phone numbers

Balance Resort Lenti - Thermal Panzió & Camping + 36 (92) 351 368
+ 36 (20) 410 9088

Police 107
Fire Department 105
Ambulance 104
General emergency 112

Emergency medical service 1830
Weekdays 16.00 am - 22.00 pm
Weekends and Holidays 8.00 am. - 14.00 pm
8960 Lenti, Templom tér 10.

Thermal Pension Information A to Z

ACCESSIBILITY

The pension has been partially built to be accessible for wheelchairs because of the needs of disabled individuals. The building has a special room, elevator, as well as the ground floor and 4th floor washbasin for the disabled. The pension also provides guests with hearing impairments hearing aid signal amplifier, and tactical conduction has been developed for the visually impaired guests.

AIR CONDITIONING

The pension has rooms and a restaurant with air conditioning. The room temperature can be controlled by our guests via the in-room remote control.

ARRIVAL

The pension rooms are accessible from 2pm.

BANK CARD / CREDIT CARD

We accept: Visa, Visa Electron, VPAY, MasterCard, Maestro credit cards.

BATHROBE

Our guests are allowed to use bathrobes for the duration of their stay here, in case of losing it, 7.000 HUF / bathrobe compensation should be paid.. Please contact the reception (8.00 to 20.00 during the day).

BEAUTICIAN

Our guests can enjoy beautician treatments / services at the Balance Medical Center. Can be found In the Balance Medical Center (Thermal Spa I. floor). More information is provided at the Medical Center Reception (Monday – Sathursday: 9.00 - 17.00).

Opening hours: Monday - Sunday 9.00 – 17.00h

You need to apply at the pension reception (8.00 – 20.00)

BREAKFAST

Available at the Thermal Hotrel**** L16 Restaurant, the room rates include a generous breakfast buffet and are provided with a room card

BUS / TRAIN

Ask receptionist colleague for help (8.00 – 20.00).

CHANGE OF TOWEL

If the towel is on the hanger or shelf, it means "I'm using it again." In-room white towels are changed free of charge every 3 days, and additional replacements can be provided upon request. Please do not take the white towels in the room with you to the Spa.

Ask receptionist colleague for help (8.00 – 20.00).

CHILDREN-FRIENDLY SERVICES

Our pension also thought about the children, so it is available to them:

- travel bed
- Highchair and children's dinnerware
- cutlery bathroom step-by-step
- bathing fountain

CLEANING

If necessary, we will replace the in-room textiles and empty the in-room garbage cans. In addition, if you want a separate cleaning, hang the "I need cleaning" sign on the door.

DENTIST

Dr. Klara equipment; Lenti, Kossuth u. 67. Tel .: +36 (92) 354 419, +36 (30) 366 8155

Dr. Gabriella Mészárovcics; Lenti, Ady E. u. 2. Tel .: +36 (92) 351 132

DEPARTURE

On the day of departure, please leave your room until 10:00. Luggage storage is available free of charge at reception (limited number). If you do not check out, you will be charged for daytime room use.

DINNER

Available at Thermal Hotel**** L16 Restaurant, with a room card (if included in your reservation). If your reservation does not include it, it is available for an additional fee.

"DO NOT DISTURB" SIGN

If you want peace, expose the "Please Do Not Disturb" sign outside the room door's latch.

ELECTRICAL CONNECTION

Hungary: 220 V / 50 Hz.

EMERGENCY EXIT

According to an escape route, placed in the room door.

EXTRA BEDDING, BLANKETS, PILLOWS

You can choose from several types of pillows (pen, sponge, antiallergenic, etc.) and indicate the need for extra bedding, blankets and pillows at the reception (8.00 - 20.00 during the day).

FIRST AID KITS, THERMOMETER

First aid kit, bandage, thermometer, blood pressure meter: located at reception. Ask our receptionist for help (8:00 to 20:00 during the day).

FITNESS

Fitness is in the Balance Resort Lenti - Thermal Hotel Balance, which is operated by Lenti Spa and has a fitness room on the ground floor of our guests. To schedule an appointment, please contact the reception (8:00 a.m. to 8:00 p.m. during the day). Please inquire at the reception.

Tools: • 2 treadmills • 1 cross trainer • 1 bike

FOUND / LOST Ask receptionist colleague for help (8.00 – 20.00)

GUEST COMPLAINT

Please go directly with your complaint to the reception, because in this case we can only improve the possible non-compliance.

GUEST SATISFACTION SURVEY

Guest opinion is very important to us so please share your feedback with us to tailor our services according to your needs.

IN CASE OF FIRE

In the event of a fire alarm, please leave the room immediately in accordance with the designated escape routes. Please read the information on the room door carefully.

INTERNET / WIFI

Free Wi-Fi network is available throughout the pension. Our staff are happy to help if technical problems arise.

IRON / LAUNDRY SERVICES

We can provide washing and ironing services for our guesthouse guests upon request for a fee. Please contact the reception (8.00 to 20.00 during the day).

LINEN CHANGE

During your stay in the pension, bed linen will be changed every three days. If you would like linen change, please ask receptionist for help (8.00 – 20.00).

LUGGAGE OFFICE

For guests who do not arrive by car, we can provide luggage storage if they are not yet able to occupy the room or leave. (limited number).

MAIL TRANSMISSION

Magyar Posta Lenti, Zrínyi Street first

Opening hours: Monday - Friday 8am-5pm Saturday 8am-11am

Ask receptionist for help (8.00 – 20.00).

MASSAGE / WELLNESS SERVICES

Our guests can enjoy medical treatments and wellness massages / services at the Balance Medical Center. Can be found In the Balance Medical Center (Thermal Spa I. floor). More information is provided at the Medical Center Reception (Monday – Sathursday: 9.00 - 17.00).

Opening hours: Monday - Sunday 9.00 – 17.00h

Ask receptionist for help (8.00 – 20.00).

MEALTIMES

Breakfast	7.30am – 10am	Thermal Hotel**** -	L16 Restaurant
Lunch	12pm – 2pm	Thermal Spa**** -	Oxigén étterem
Dinner	6pm-9pm	Thermal Hotel**** -	L16 Restaurant

MEDICAL SERVICE

Emergency medical service Lenti, Templom tér 10. Tel. +36 (92) 351 911

Dr. Hetés Ferenc Clinic Lenti, Kossuth u. 10th

Opening hours: Monday - Thursday: 7:30 – 15:30h; Friday: 7:30 - 15.00h

Tel. + 36 92 351010

Please contact the reception (8.00am – 8.00pm).

PARKING

Free parking is available at the entrance of the pension. (night in a closed but unguarded area).

PET

The pension does not accept pets.

PHARMACY

Gyöngyvirág Pharmacy: Lenti, Kossuth utca 4. Phone: +36 (92) 351 383

Opening hours: Monday - Friday: 8am-4pm; Saturday 8am-12:30pm

Szent Mihály Pharmacy Lenti, Public Savings 10 / A. Phone: 36 (92) 351-035

Opening hours: Monday - Friday: 7:30am-12:30pm and 12pm-4pm, Sat: 7:30am- 12:30pm.

PHOTOCOPYING AND E-MAIL SERVICE

Photocopying, at the reception, for a fee.

Send an email at the reception, free of charge.

PLAY CORNER / PLAYROOM

Our pension has its own play area, located opposite the reception.

Thermal Hotel Balance, operated by Lenti Spa, has its own playground and playroom. The children's playground is in the hotel's park, and the playroom is opposite the reception. The outdoor and indoor part of the thermal bath offers many opportunities for children. To schedule an appointment, please contact the reception (8:00 am. to 8:00 pm. during the day).

PROGRAMS

Activities in the area can be found at the reception. Ask our receptionist for help (8:00 to 20:00 during the day).

RECEPTION

Reception opening hours: 8 am. to 8 pm. +36 (92) 351 368 / +36 (20) 394 9121
Recepció nyitva tartás: 8.00 – 20.00 +36 (92) 351 368
+36 (20) 410 9088

RENT A BIKE

They can rent bikes at reception (for a limited number and for a fee). Ask our receptionist for help (8:00 to 20:00 during the day).

ROOM ACCOUNT

When you eat in the restaurant of the pension, Fregatt restaurant of the spa or in the restaurant and bar of Thermal Hotel Balance**** L16, you can charge the amount to your room bill. In this case, you will need to enter your room number and acknowledge consumption with your signature.

SAFE

Room safe (cabinet) is in every room.

Closing Safe:

- Close the safe door (hold).
- Enter the code 4-6 digits.
- Press LOCK (L) button
- Close the safe.

Opening safe

- Enter the code of choice
- The door opens up

IMPORTANT: Before Checkout, please leave safe opened!

SAFETY MEASURES

For your safety, when occupying the room please take a look at the escape plan on the door. Smoke or fire is detected, contact the reception (8.00 – 20.00). Do not use the elevator in case of fire and leave the building immediately on escape route. For details, see the section "Fire protection rules" section.

SAUNA

The sauna center of the Spa is available for an additional fee if it is not included in the booked service package. Opening hours: 11.00h - 18.00h. Ask our receptionist for help (8:00 to 20:00 during the day).

SETTLEMENT / PAYMENT

Check out at our pension reception, Payment by cash (Euro and HUF), credit card.

SMOKING

Please note that our pension is a non-smoking establishment. Smoking is PROHIBITED in the rooms and balconies of the pension; the smoking guest is obliged to pay the damages and fines caused by this. Smoking is allowed only in designated places on the terrace of the pension restaurant).

SPA

Medical bath opening hours: 9 am. to 7 pm.

Open-air spa opening hours: 9 am. to 7 pm. (May - September).

Adventure bath opening hours: 10 am – 7 pm.

Free admission for pension guests

SPORTS EQUIPMENT

At reception, the following devices can be borrowed in limited numbers:

Nordic walking stick

table tennis

badminton

TECHNICAL ERROR

If you encounter any technical problem, please immediately notify the pension reception (8.00 – 20.00).

TELEVISION SET / TV

Each room has a FLAT-TV pre-programmed. Listening a radio program, the screen goes blank. The TV program list is on the table under the TV. Turn on press the "⏻" button, Channel selection "▲" and "▼" buttons. Program / Program Guide "GUIDE" button.

VALUABLES

The pension is only responsible for the values placed in the central vault. Please contact the reception (8.00 to 20.00 during the day).

WATER

The tap water is suitable for consumption.

WELLNESS

For more information on wellness and spa services, refer to the chapter "Wellness" section.

Spa service

Medical bath opening hours:	9 am. to 7 pm.
Sauna center opening hours:	11 am.- 7 pm.
Open-air spa opening hours:	9 am. to 7 pm. (May to September).
Adventure bath opening hours:	10 am. to 7 pm.

For pension guests, the spa service is free of charge, access through the main entrance of the spa (with a chip watch at reception). The sauna center of the Spa is available for an additional fee if it is not included in the booked service package. Ask our receptionist for help (8:00 to 20:00).

Event venue

Thermal Pension's Restaurant Lenti has good facilities for event services up to 45 people:

- team-building trainings
- company partner meetings
- company family days,
- family events and events.

Unlimited broadband internet access to meet today's needs helps to communicate throughout the Pension.

Thermal Pension Lenti offers its services as well as several outdoor facilities on the outside for its future partners:

- Night hiking or barracks visit with a bravery test
- Forest train, whether steam locomotive
- Roaming in neighboring landscapes, even across national borders (Slovenia, Croatia, Austria) or simply on two wheels, in the countryside

Balance Medical Center

The **Balance Medical Center** was opened on 15th September 2022 in Lenti, Zala county. The newly opened medical and spa center offers the best services of healing, recreation, and beauty care in a modern and exclusive environment. In addition to the classic medical (financing by health insurance) and spa treatments is the main attraction of the center the hyperbaric oxygen therapy.

This high- pressure chamber, which is dreamed up by a German company **HAUX** can only be found in the Balance Medical Center in Hungary. **Hyperbaric Oxygen therapy** is a comfortable and relaxing treatment, where all you have to do is breathe 100% pure oxygen in a special high-pressure chamber. During the treatment, the patients can even relax or read a book.

This treatment has been used for a wide range of chronic conditions and diseases and it has **anti-aging** effect too. It is recommended for the treatment of post-covid symptoms, acute sport injuries and is also recommended for the therapy of chronic diseases such as **diabetic wounds, bacterial infections, tinnitus, Lyme disease or some cancers**. It also improves the functioning of the immune system, increases the energy level and the endurance.

Innovative services are the **cryo-sauna** and the **float-spa**.

From the special recreational treatments, even complex immune strengthening or recovery packages for active athletes can be assembled in a personalized way.

With the help of cold therapy, under the influence of extremely low temperatures, the body's protective mechanisms are immediately activated. After the cold experiences, it is worth including a relaxing program.

In the **float-spa** capsule, you can experience the experience of weightless levitation in real salt water. The relaxation in a relaxing 30 or 60 minutes, the body is freed from the load of gravity, so the treatment can be a stage for complete relaxation and mental benefits.

It is also not worth missing the classic spa treatments, where a wide repertoire of massages, tub baths, peelings await those who want to care themselves with a drop of luxury.

The treatments are made with the products of the exclusive **Germaine de Cappuccini**. In the brand's spa program, there is the focus on the complete refreshment of the body, mind and soul. Massage oils, peelings and tub baths with a high active ingredient content and pleasant texture provide our guests with instant relaxation and a luxurious spa experience.

One day is not enough to try the range of services, so the comfort of the guests is also served by the Thermal Hotel Balance****, which is directly connected to the Medical Center and the Thermal Spa. The certified medicinal water of the Spa, the innovative recreational and medicinal treatments and the triple combination of the hotel guarantee that the wellness oasis of the future is in Lenti

Balance Medical Center also offers treatments, which can be supported by **health insurances**.

Hospitality

Our gastronomic offer is characterized by the international image, but also regional cuisine, for which we use the fresh and local organic products of our region, using a modern kitchen technology process, humanely prepared - conjuring real culinary delight for our guests.

Combining modern procedures and traditional recipes, we have compiled the food offer of our restaurant.

With the wine offer of our New World and historic wine regions, we create a uniform harmony between culinary delight and the time spent in our restaurant.

Restaurant services:

Bed and breakfast: breakfast includes a buffet of hot and cold meals.

Half board, i.e. two meals a day, i.e. breakfast and dinner, always starts with dinner on the day of arrival and finishes with breakfast on the day of departure.

The **full-board** meal, i.e. three meals a day, i.e. breakfast, lunch, dinner, always starts with dinner on the day of arrival and finishes with breakfast on the day of departure.

If the number of guests is below 20 for one meal at Thermal Hotel Balance****, then in this case we offer a four-course menu selection dinner.

Places to eat:

- **Breakfast:** Thermal Hotel Balance**** L16 Restaurant
- **Lunch:** Thermal spa Oxygen Restaurant
- **Dinner:** Thermal Hotel Balance**** L16 Restaurant

Meals:

- Breakfast: 7.30am – 10am
- Lunch: 12pm – 2pm (in case of full board)
- Dinner: 6pm – 9pm (half and full board)

Lobby Bar (in Thermal Hotel****) offers the perfect choice for a relaxed, pleasant conversation. In addition to homemade sweet pastry masterpieces not only the excellent Hungarian brandies but the world's best cocktails, Ronnefeldt tea and Hausbrandt coffee as well as blended and single malt whiskey-specialties are on offer.

Opening hours: daily 12am-10pm

Fire protection rules

Balance Resort Lenti - Thermal Pension Lenti is suitable for safe use. Please follow the following fire safety precautions to maintain safety.

Rules for rooms and associated rooms:

- Do not bring in pyrotechnics, combustible liquids, gas cylinders (equipment that can be operated with them) or use such devices.
- Do not use coffee makers, irons, other heat generators (e.g. individual heaters).
- Use only electrical equipment in good condition; turn off the TV when leaving the room, disconnect it from the mains when the use of the curling iron, electric shaver, hairdryer is no longer needed.
- If a malfunction is detected in any equipment, turn it off immediately and report the problem to the reception.
- Do not place a flare or a shadow thrower on the luminaire or use an open-flame lighting device.

In case of fire or smoke, proceed as follows:

- Break the manual fire alarm system signal transmitter's glass sheet in the corridor or phone immediately inform the reception (8.00 – 20.00).
- If the fire alarm sounds, follow escape route found on the room door. Please leave the room immediately.
- The fire is extinguished by you indicate without delay!
- Leave the building through natural transport routes (corridors, stairs).
- In case of fire, NEVER use the lift!
- If you notice a fire for the first time, please inform the reception (8.00 – 20.00) immediately.
- Please note the panic-free access because it is much faster evacuation of the building.
- When leaving the building meets an obstacle, make the room smoke free opening of the window and door gaps seal.
- Watering door prevent the fire entering the room.
- Protect yourself against the smoke with a damp cloth front of your mouth.

Thank you for keeping our house rules, ensuring you and other pension guests undisturbed rest.