

Dear Guest,

We are delighted that you have chosen the newly built Hotel Thermal Balance **** Lenti for your well-deserved holiday. On these days which are especially important to you, we try to provide the relaxation and balance in mind.

We are warmly welcome you with a family atmosphere in our hotel to entertain and treat you because the hospitality provided in Lenti is much more than a simple service. Enthusiastically but discreetly working to meet the needs of our guests.

On the following pages you can get familiar with our services and we would like to provide useful information that will help the days spent with us even more experience.

I kindly ask you that in case of any observations, comments or questions please do not hesitate to call the front desk on 240 or 250 extensions.

I wish you to enjoy relaxation and recreation on behalf of the hotel staff!

Kind regards

Zoltan Karpati
Hotel manager
Thermal Hotel Balance**** Lenti

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Phone numbers

Thermal Hotel Balance	+ 36 (92) 630 590
Reception	240 and 250
L16 Restaurant	350
Lobby Bar	270
Police (from the room)	0 + 107
Fire Department (from the room)	0 + 105
Ambulance (from the room)	0 + 104
General emergency (from the room)	0 + 112
24-hour emergency medical service 8960 Lenti, Templom tér 10.	+36 (92) 351 911

Hotel Information A to Z

ACCESSIBILITY

The hotel 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 hotel also provides guests with hearing impairments hearing aid signal amplifier, and tactile conduction has been developed for the visually impaired guests.

AIR CONDITIONING

The hotel rooms, restaurant, conference rooms and public spaces are air-conditioned. The room temperature can be controlled via touch panel.

ARRIVAL

The hotel rooms are accessible from 3pm.

BANK CARD / CREDIT CARD

We accept: Visa, Visa Electron, VPAY, JCB, Union Pay, MasterCard, Maestro, AMEX credit cards.

BAR

Lobby Bar: 10am-10pm

BATHROBE/SLIPPERS

Bathrobe is prepared without extra fee for hotel guests, in case of losing it, 7.000, - HUF / bathrobe compensation should be paid. Slippers can be requested free of charge at the reception, ask our receptionist for help (at extension 240 or 250).

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 (at extension 240 or 250)

BREAKFAST

Available in L16 restaurant, the room rates are including buffet breakfast, please show your room card at the entrance.

BUS / TRAIN

Ask receptionist colleague for help (240 or 250 extension).

CHILDREN-FRIENDLY SERVICES

Our hotel has thought of children, so they can hire: baby cot, high chairs, children's crockery and cutlery as well as sanitation baby bath and more. For entertainment XBOX, table football take care...

CLEANING

If necessary we replace the linen and dustbins in the room. If you would like additional cleaning, contact the reception on 240 or 250 extensions or hook the "Please Make up the room" sign on the door! Please don't leave your personal items on the beds because of the undisturbed daily room cleaning. If you leave your personal items on the beds, we can't make the daily bed cleaning.

CONFERENCE ROOMS

Detailed information about the conference and event, see the section "Venues".

DENTIST

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

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

DEPARTURE

On Departure day please leave the room until 11:00 am. Luggage storage at the reception is free of charge. Please hand over the Room Card at the reception. We will charge daily rate in case of omission of check out.

DINNER

Dinner is available in L16 restaurant. Please show your room card for confirmation. (If dinner is included in your package.)

"DO NOT DISTURB" SIGN

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

ELECTRICAL CONNECTION

Hungary: 220 V / 50 Hz. A plug/adaptor suitable for international use is available at the reception on request! A charging station (for various electrical devices) and/or various adaptors can be requested at the reception, ask our colleagues for help! Ask receptionist colleague for help (240 or 250 extension).

EMERGENCY EXIT

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

EXTRA BEDDING, BLANKETS, PILLOWS

Several types of pillows to choose from (feather, foam, anti-allergy, etc.), as well as extra sheets, blankets, pillow. Ask receptionist colleague for help (240 or 250 extension).

FIRST AID KITS, THERMOMETER

First aid boxes, bandages, thermometer located at the reception. Ask receptionist colleague for help (240 or 250 extension).

FITNESS

Fitness is in the Thermal Hotel Balance (ground floor), at your disposal. Please inquire at the reception (240 or 250 extension).

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

FOUND / LOST

Ask receptionist colleague for help on 240 or 250 extensions.

GUEST COMPLAINT

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

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 case of a fire drill, please leave the room immediately in accordance with the designated escape routes! In case of fire, the elevators cannot be used! Please read carefully the full information posted on the door of the room.

INTERNET / WIFI

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

INTERNET TERMINAL

We supply internet terminal with printing capability. Ask receptionist colleague for help (240 or 250 extension).

IRON / LAUNDRY SERVICES

To use this service, use a laundry bag and ironing / laundry list (found in the cabinet) ask receptionist colleagues for help (240 or 250 extension).

LINEN CHANGE

During your stay in the hotel, bed linen will be changed every three days. If you would like linen change, please ask receptionist for help (240 or 250 extension).

LUGGAGE OFFICE

In case of early arrival or late departure you can leave your luggage at the reception free of charge (limited number). Luggage delivery is available, ask our receptionist for help (extension 240).

MAIL TRANSMISSION

Magyar Posta Lenti, Zrínyi Street first

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

Ask receptionist for help (240 or 250 extension).

MASSAGE / WELLNESS SERVICES

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

Opening hours: Monday - Sunday 9.00 – 17.00h

Ask receptionist for help (240 or 250 extension).

You can read detailed information about massages, treatments and wellness services in the chapter entitled "Balance Medical Center".

MANICURE/PEDICURE

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

Opening hours: Monday - Sunday 9.00 – 17.00h

Ask receptionist for help (240 or 250 extension).

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 (240 or 250 extension).

PARKING

Parking is located across from the hotel is at your disposal. (Closed barrier, camera supervised but not guarded).

PET

The hotel 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.

PHONE

Making a call within the hotel is free of charge.

From room to room, "room number" for example 110

Call internal extension: 240 or 250 - Reception

Making call outside the hotel is premium rated!

country calls: 0 06 + area code + phone number

Making foreign / international calls: 000+ country code + phone number

We would like to inform our guests that telephone conversations are monitored by computerized system and automatically charged to room account. Charges are by minutes; price list can be found next to the phone.

PHOTOCOPYING AND E-MAIL SERVICE

Photocopying, at the reception, for a fee. Send an email to the reception, free of charge.

PLAYGROUND / PLAYROOM

Our hotel has its own playground and playroom. The playground located in the park, approach through the L16 restaurant's terrace. The playroom is located opposite the reception. The spa also has outdoor and indoor area offering many options for children.

PROGRAMS

The hotel and neighbourhood programs can be found in the room or at the reception. Ask receptionist for help (240 or 250 extension).

RECEPTION

Our hotel's reception desk works 24h.
Availability: 240 or 250 extension

RENT A BIKE

At the reception guests can hire a bike (for a limited number and charge). Ask receptionist colleague for help (240 or 250 extension).

RESTAURANT L16

Detailed information about the restaurant, see the "Hospitality" section.

Restaurat L16	7:30am-9pm.
Lobby Bar	10am-10pm.
Restaurat Oxygen	10am-5pm.

Meal times

Breakfast	7:30 am – 10am	L16 Restaurant
Lunch	12pm – 2pm	L16 Restaurant
Afternoon sweet snacking	3:30pm – 4pm	Lobby Bar
Dinner	6pm-9pm	L16 Restaurant

ROOM ACCOUNT

Consumption in the restaurant and bar can be charged to the room account. In this case, you must specify the room number and with your signature, acknowledge the consumption.

ROOM CARD

The card will be used to open door and the supply of electricity in the room. At check out give it over to receptionist. In case of loss 2000,- HUF / card compensation is payable.

ROOM 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!

ROOM SERVICE

At your request we provide room service: 7am - 9pm. Please call reception on 240 or the Lobby Bar on 270 extensions.

➤ 6:30am – 8am. Please call **reception on 240**.

Room Service Menu and Drinks

Naturaqua mineral water (still / sparkling)	0,33 l	850 HUF
Coca Cola	0,25 l	850 HUF
Cappy Orange / Apple	0,25 l	870 HUF
Fanta Orange	0,25 l	850 HUF
Kinley Ginger / tonic	0,25 l	850 HUF
Heineken	0,5 l	1.690 HUF
Gösser Zitron 0%	0,33 l	1.030 HUF
Peanuts (salt)	80g	790 HUF
Chips (cheese / salt)	60g	690 HUF
El sabor nacho'n dip	175g	990 HUF

➤ 8.00am – 9.00pm Please call reception on 240 or **Lobby Bar on 270**.

Room Service Menu

Salmon sandwich	3390 HUF
Balance burger with chips	3890 HUF
Club sandwich	3990 HUF
Ham and Cheese Panini	3210 HUF
Fresh mixed salad with roasted pumpkin seeds and smoked cheese	3390 HUF
Fresh mixed salad with roasted pumpkin seeds and roasted chicken breast strips	2890 HUF
Greek Salad with Feta	3490 HUF
Chestnut puree	1990 HUF
Ice cream cup	2090 HUF
Oreo Dessert Pots	2090 HUF

The prices do not include the room service fee, which is 20% of the value of the order.

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 front desk (240 or 250 extension). Do not use the elevator in case of fire and leave the building immediately on escape route. For details, see the section "Fire Regulations" section.

SAUNA

The hotel's own spa is located on the 4th floor and includes Finnish, infra, aroma sauna and steam room at your disposal. Opening hours: Monday - Sunday 8.30am-7.30pm

The sauna centre (in Thermal spa) is available for an extra charge if not included in the room package. Opening hours: 11am-7pm.

We reserve the right to change the opening hours. Ask at the reception about the seasonal opening hours! Ask receptionist colleague for help (240 or 250 extension).

SETTLEMENT / PAYMENT

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

SEWING SERVICE

At your request we provide sewing service, for a fee. Please call reception on 240 or 250 extension.

Purchase order: until 09am • Ready: until 06pm (on the day ordered)

Purchase order: after 09am • Ready: 06pm (next day)

SMOKING

We inform you that the hotel is a non-smoking hotel. In the hotel rooms and balconies smoking are prohibited, if you cause damages, smoking guest are obliged to compensate. Smoking is permitted in designated areas only (L16 and Oxygen restaurant designated terrace tables and hotel main entrance designated place).

SPA

The hotel's spa division located on the 4th floor, Opening hours: 8.30am – 7.30pm. Children can enter only from 12 years of age, parental / adult supervision is obligatory.

Indoor Thermal spa is open from 9am - 7pm

Outdoor spa is open from 9am – 7pm. (May - September only)

Waterpark is open from 10am - 7pm

Sauna is open 11am-7pm

We reserve the right to change the opening hours. Ask at the reception about the seasonal opening hours!

For hotel guests free of charge. For information on wellness and spa services, refer to the chapter "Wellness" section.

SPORTS EQUIPMENT

Our guests can hire at the reception limited number of Nordic walking stick (hiking stick) and Smovey ring. Ask receptionist colleague for help (240 or 250 extension).

TAXI, SHUTTLE SERVICE

Taxi, shuttle service please call receptionist colleague for assistant on 240 or 250 extensions.

TECHNICAL ERROR

If you encounter any technical problem, please immediately notify the hotel reception (240 or 250 extension).

TELEVISION SET / TV

Each room has a FLAT-TV pre-programmed. When 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 "A" and "V" buttons. Program / Program Guide "GUIDE" button. Hotel Information "PORTAL" button available. Language selection within the hotel information on the "■" and the "<" and ">" buttons.

THERAPEUTIC AND WELLNESS TREATMENTS

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

Opening hours: Monday - Sunday 9.00 – 17.00h

Ask receptionist for help (240 or 250 extension).

You can read detailed information about therapeutic and wellness treatments in the chapter entitled "Balance Medical Center".

UMBRELLA

Umbrella rental is available free of charge at the reception, ask our colleagues for help!

VALUABLES

In the hotel rooms (cupboard) safe deposit box can be found, safe operating instructions provided. The hotel is only liable for the valuables deposited in central vault, use is free of charge. Please contact the reception (240 or 250 extension).

WAKE UP SERVICE

By prior arrangement receptionist colleagues wake you up. Ask receptionist colleague for help (240 or 250 extension).

WATER

The tap water is suitable for consumption.

WELLNESS

Our guests can enjoy spa treatments and wellness 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 – Saturday: 9.00 - 17.00).

Opening hours: Monday - Sunday 9.00 – 17.00h

Ask receptionist for help (240 or 250 extension).

You can read detailed information about spa and wellness treatments in the chapter entitled "Balance Medical Center".

WELLNESS and FITNESS in the hotel

Our hotel has its own spa located on 4th floor

- pool with massaging water jets
- panoramic terrace with loungers
- massage rooms

Saunas and cabins

- Finnish and infra
- steam and aroma cabin

Regular sauna not only improve personal well-being but also have a positive impact on our health as well.

- invigorates the body's blood supply
- Reduces muscle stiffness, muscle tension
- Cleans the skin
- refreshes the body.

Our guests' physical and mental well-being is important to us.

Opening hours: daily 8.30am-7.30pm

In the fitness room, Technogym cardio machines found:

- 2 treadmill
- 1 cross trainer
- 1 bike

Opening hours: daily 7.00am-8.00pm

We inform our guests that all hotel services and hotel devices may be used at their own risk! Admission for children only from the age of 12, with parental / adult supervision.

Spa services

Indoor spa is open from 9am - 7pm

Outdoor swimming-pool open from 9am – 7pm (May - September months)

Waterpark is open from 10am – 7pm

Sauna Centre is open from 11am - 7pm

The spa services are free for hotel guests. Access to thermal is at the hotel through the first floor (from the reception-chip wristwatch). The spa centre's sauna available for an extra charge if the service package is not included. Ask receptionist colleague for help (240 or 250 extension).

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

Balance gastronomy characteristics: an international image, but also regional cuisine, we use fresh and local organic products in modern kitchen technology with gentle way of preparation - Enchanted real culinary delights for our guests.

We compose our L16 restaurant's food offering in the eye of modern age's procedures combining with traditional recipes as well.

We created a unified harmony between the culinary pleasure and the time spent in our restaurant with choosing the selection of modern century's and historic region's wine collection.

The L16 Restaurant's features:

The main meal in our hotel is buffet style and includes hot and cold dishes, (except where the number of hotel guests are below 20, in this case, we offer four-course lunch / dinner).

Half-board - meaning the twice-daily meals, breakfast and dinner - in all cases starts with dinner on day of arrival and day of departure ends with breakfast.

Full board – meaning three meals per day breakfast, lunch, dinner - in all cases starts with dinner on day of arrival and day of departure ends with breakfast.

Meals:

- Breakfast: 7:30 am – 10am
- Lunch: 12pm – 2pm (in case of full board)
- Dinner: 6pm – 9pm (half and full board)

Minimal art atmosphere decorated in **Lobby Bar** 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 10am-10pm

Our **Oxigén restaurant**, located in the spa, offers food and drinks that you can enjoy while taking a bath - whether you are a guest of the hotel or just a guest of the spa. The self-service restaurant offers meals (soups and main dishes with side dishes), soft drinks and draft beer.

Opening hours: daily 10am-7pm (Kitchen: 12am-4pm)

Venues

The Thermal Balance **** Hotel Lenti regard to **conference and event** has good location with outstanding facilities:

- conferences,
- team building,
- corporate partner meetings,
- corporate family days,
- weddings, family events.

The 146 square meters **Veritas** and 83 square meters **Novitas** conference rooms can be divided into 2-2 sections, natural lighting and conference technology to meet today's requirements and they are equipped with broadband Internet with unlimited access which helps communication throughout the Hotel.

Meeting rooms	Veritas I-II.	Veritas I.	Veritas II.	Novitas I-II-III.	Novitas I.	Novitas III.	Novitas I-II.	Novitas II-III.
Capacity according to equipment (pax)								
Theatre	140	80	60	100	40	25	70	70
School	60	40	40	40	20	-	30	30
„U” shape	45	30	30	30	15	-	24	22
Corral	50	35	35	35	20	-	30	28
Workshop	72	36	36	64	32	16	48	44
meeting	44	24	24	26	16	14	20	20
Round Tables	100	50	50	70	-	-	60	50

The Thermal Balance **** Hotel Lenti offers services, as well as several off-site outdoor opportunities for prospective partners:

- Night hike or visit the barracks with courage test
- forest railway, steam train
- Paintball in the ZAJDA barracks
- „Márokföld” adventure park
- Roaming the lands or crossing borders (Slovenia, Croatia, Austria)
- or simply on two wheels in the countryside

Fire protection rules

The Thermal Hotel Balance Lenti's building safe for use. Please ensure that you maintain security with the following fire safety precautions!

The rules for rooms and related premises:

- Pyrotechnic materials, flammable liquids, gas tank, do not enter or use such tools.
- Coffee Maker, Cooker, Iron, other heat generating equipment (eg: a unique heating system) do not use.
- Only use electrical appliances in perfect condition; turn off TV, radio when leave the room, when the curling iron, electric shaver, hair dryer use is no longer required, disconnect it from the mains.
- If an equipment malfunction is detected, switch it off immediately and report any problems to the reception.

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 front desk (240 or 250 extension).
- 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 front desk (240 or 250 extension) 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 kept our defending measure, ensuring you and other hotel guests undisturbed rest.