

Dear Guests,

We are delighted that you have chosen the Balance Resort Spa as the venue for your well-deserved break. We strive to ensure that this particularly important day is spent in the spirit of relaxation and balance.

We welcome you to our spa with a warm and friendly atmosphere, so that we can pamper and entertain you, because hospitality in Lenti offers and means much more than just a simple service. Meeting our guests' needs is what motivates us in our work. We work enthusiastically yet discreetly to ensure your wishes are fulfilled.

On the following pages, you can find out about our services and useful information that will help ensure your day with us is even more enjoyable.

Please do let our staff at the spa entrance know if you have any comments, requests or questions.

On behalf of all the spa staff, I wish you a pleasant and relaxing time!

With warm regards

Péter Katz, Managing
Director, Lenti
Gyógyfürdő Kft.

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Telephone numbers

Balance Resort Spa	+ 36 (92) 351 320
Police	107
Fire Brigade	105
Ambulance	104
General emergency number	112
24-hour emergency medical service 10 Templom tér, Lenti 8960	+36 (92) 351 911

Spa information A–Z –

ACCESSIBILITY

The spa is partially accessible; its design takes into account the needs of people with reduced mobility. The building features a special changing room, a patient lift, a passenger lift and a toilet designed for people with reduced mobility.

BUS / TRAIN

Please ask our cashier for assistance at the entrance.

SAFETY MEASURES

For your safety, please familiarise yourself with the evacuation route signs displayed at various points throughout the spa upon arrival. If you notice smoke or fire, please inform any member of our staff. In the event of a fire alarm, do not use the lift and leave the building immediately via the evacuation route. Further information can be found in the section entitled 'Fire Safety Regulations'.

SMOKING

Smoking is only permitted in designated areas (at designated tables on the terrace of the Fregatt restaurant and in the open areas of the spa next to the waste bins).

SETTLEMENT / PAYMENT

Payment can be made in cash, by credit card or with a SZÉP card at the cash desks located at the entrances.

ELECTRICAL CONNECTION

The voltage in Hungary is 220 V / 50 Hz.

FIRST AID / FIRST AID KIT / THERMOMETER / DEFIBRILLATOR

First-aid kits and bandages are available at every lifeguard post next to each pool. A thermometer and a defibrillator are located at the main covered entrance to the spa. Please ask a member of our staff at the ticket office or a lifeguard for assistance.

In the event of an accident or if you feel unwell, please contact our staff.

VALUABLES / LOCKERS

Lockers are available for hire at the spa (at the main entrance ticket office) for a fee. For further information, please speak to our cashiers.

DENTIST

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

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

CHILD-FRIENDLY SERVICES

Our spa has thought of the children too, so the following are available for them:

- high chairs (Fregatt Restaurant)
- children's cutlery (Fregatt Restaurant)
- cutlery (Fregatt Restaurant)
- nappy-changing facilities (spa changing rooms and relaxation area)
- children's play area

MEDICINE

It is located on the first floor of our spa, where you can receive high-pressure oxygen therapy, physiotherapy treatments (including those subsidised by NEAK and the National Health Insurance Fund) and spa and beauty services.

Opening hours:

Monday – Saturday: 09.00–17.00. Bookings:

Email: spa@balancemedical.hu

Telephone: +36 20 778 5943

PHARMACY

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

Opening hours: Monday – Friday: 8.00 – 16.30; Saturday 8.00 – 12.30

St Michael's Pharmacy, Lenti, Takaréktér Square 10/A. Telephone: 36 (92) 351-035

Opening hours: Monday – Friday: 7.30 – 12.00 and 12.30 – 16.00, Sat: 7.30 – 12.30.

PETS

Pets are NOT allowed in our spa!

INTERNET / WIFI

Free Wi-Fi is available throughout the spa. Our staff will be happy to help if you encounter any technical issues.

PLAY AREA / PLAYGROUND

We have our own play area within the spa complex, located next to the relaxation area.

We have an outdoor playground for children in the beach area (open from 9.00 to 19.00 in May and September).

BEAUTY SALON

Opening hours: Monday–Saturday 9.00–17.00

Appointments can be made by calling +36 (20) 356-9990, or please speak to our cashier.

PEDICURE

Opening hours: Saturday 9.00 – 17.00

Appointments can be made by calling +36 (20) 347 3691, or please speak to our cashier.

MASSAGE/THERAPEUTIC TREATMENTS

On the first floor of the spa's main building (in our medical department), our guests can enjoy a range of medical treatments and massages. For further information or to book an appointment, please enquire at the spa's ticket office. (Medical department opening hours: 9.00 – 17.00)

TECHNICAL FAULT

Please report any technical issues immediately to the spa ticket office or to any of our staff.

OPENING HOURS

The spa's services are available during the current opening hours, which can be found on the opening hours notice displayed at the entrances or on our website. <https://therme.balanceresort.hu/>
The pool area closes 30 minutes before the current closing time; please ensure you have left the spa building by the time it closes. We reserve the right to change opening hours

Spa opening hours:	9.00 – 19.00.
Beach spa opening hours:	9.00 – 20.00 (May – September) Adventure pool
opening hours:	10.00 – 19.00
Sauna World opening hours:	11.00 – 19.00
Therapeutic Centre opening hours:	09.00 – 17.00 (Monday–Saturday)

Children under the age of 14 may only visit the spa under adult supervision. In accordance with Decree No. 37/1996 (X.18.) NM, our pools filled with therapeutic water are not accessible to children under the age of 14.

SUNBED / DECK CHAIR / RELAXATION AREA SET RENTAL

During the peak season, guests have the option of hiring sun loungers, deckchairs and relaxation islands within the lido area. For further information, please speak to our cashiers at the entrance.

EMERGENCY MEDICAL SERVICE

Out-of-hours medical service: Lenti, Templom tér 10. Tel. +36
(92) 351 911 Dr Ferenc Hetés Medical Centre: Lenti, Kossuth u.
10.

Opening hours: Monday–Thursday: 7.30–15.30; Friday: 7.30–15.00 Tel.
+36 92 351010

OXIGÉN RESTAURANT

Our self-service restaurant, located within our spa, is accessible directly from both the indoor baths and the outdoor bathing area.

Opening hours: Monday–Sunday: 10.00–17.00 (kitchen: 12.00–16.00)

LOCKERS / LUGGAGE STORAGE

Lockers can be opened using the token (watch) you receive when purchasing your admission ticket. You select your locker by locking it for the first time with the watch. Thereafter, until you return the watch at the exit gate, the locker can only be operated with your watch. If you have any problems using the locker, please inform our staff member at the entrance.

PARKING

Free (unattended) car parking is available to our guests at both the winter and summer entrances.

RELAXATION AREAS

To ensure a relaxing experience, we provide sun loungers in the covered relaxation areas within the spa free of charge for our guests.

PROGRAMMES

You can find out about the programmes taking place at the spa from the information boards located on the spa premises (or visit our website at.therme.balanceresort.hu)

SAUNA WORLD

The spa's sauna centre can be accessed by purchasing a separate supplementary ticket. The deposit for a sauna mat is 2,000 HUF, payable at the ticket office. The sauna may only be used once the deposit has been paid. In exchange for the deposit, we will issue a sauna towel deposit card; upon handing this card in at the sauna, we will provide you with a sauna towel. When you leave the sauna for good, we will return the card to you after you have handed in the sauna towel; once the card has been handed in at the ticket office, the deposit will be refunded to the guest. We are only able to refund the deposit on the day of your visit.

Opening hours: 11.00–19.00 (sauna area closes at 18.30)
We reserve the right to change the opening hours.

Regular sauna use not only improves your personal well-being but also has a positive effect on your health.

- It stimulates blood circulation
- It reduces muscle stiffness and tension
- Cleanses the skin
- It refreshes the body.

FOUND / LOST ITEMS

Please ask our cashiers at the entrances for assistance.

TAXI

To book a taxi, please ask one of our cashiers for assistance

IN THE EVENT OF A FIRE

In the event of a fire alarm, please leave the spa immediately, following the designated escape routes! The lift must not be used in the event of a fire!

GUEST SATISFACTION SURVEY

Your feedback is very important to us, so please share your views with us so that we can tailor our services to your needs.

GUEST COMPLAINTS

Please report any complaints directly at the reception desk, as this is the only way we can rectify any shortcomings.

EMERGENCY EXIT

Please follow the evacuation route signposted within the spa grounds.

WATER

The tap water is safe to drink.

We would like to inform our guests that all facilities and services within the spa and on the spa premises are to be used at your own risk!

Spa services

Thermal spa:

The key therapeutic factor at our spa is the medicinal water. Guests wishing to undergo treatment in our therapeutic waters or to bathe for preventative purposes have at their disposal four pools and one semi-covered pool within the 3,500 m² indoor spa, as well as a 630 m² relaxation area, which provides the ideal setting for relaxation.

Pools	Water depth	Water surface area	Temperature	Attractions
Swimming pool	2.00 m	450 m ²	26–28 °C	5 lanes
Therapeutic pool	1.10 m	50 m ²	36–38 °C	
Hydromassage pool	1.15 m	144 m ²	36–38 °C	hydromassage neck shower
Teaching pool	1.05 m	88 m ²	32–34 °C	
Children's paddling pool	0.10–0.30 m	12 m ²	33 °C	Fountain

Adventure pool:

At the adventure pool, people of all ages and the whole family can find the bathing experience that suits them best, whether they're looking for a few moments of tranquillity or a carefree, fun-filled swim. For the young at heart, there is an adventure pool with slides, play features, a giant slide and a children's slide, as well as a paddling pool for young children.

Pools	Water depth	Water surface area	Temperature	Attractions
Slide Adventure pool	1.00 m	216 m ²	31–33 °C	75 m long slide 3-person family slide
Children's paddling pool and adventure pool	0.50 m	31 m ²	32 °C	Playful penguin children's slide
Adult massage adventure pool	1.10 m	186 m ²	34–36 °C	neck showers standing massage stations seated massage stations massage beds whirlpools
Jacuzzi	1.10 m	24 m ²	34–36 °C	sparkling blue

Lido:

The lido covers a vast area of 8 hectares, where the pools are surrounded by shady trees and well-maintained, grassy parks.

From May to September, five swimming pools await beachgoers.

Pools	Water depth	Water surface area	Temperature	Attractions
Swimming pool	1.60–1.85 m	337 m ²	27–28 ° C	5 lanes
Teaching pool	0.88–1.16 m	209 m ²	32–34 ° C	
Thermal pool	1.10 m	314 m ²	36–38 ° C	
Children's paddling pool	0.10–0.50 m	95 m ²	32–34 ° C	frog slide
Attraction	0.00–1.35 m	1,340 m ²	28–30 ° C	74 m long slide, lazy river, neck showers, massage beds

Sauna World

Using the sauna plays an important role in maintaining our health. In our sauna world, Finnish, infrared and aroma saunas, as well as a relaxation area equipped with loungers and heated stone beds, make our guests' peaceful rest and relaxation even more enjoyable.

Regular sauna sessions help our bodies rid themselves of accumulated toxins, thereby rejuvenating and refreshing our skin. From September to April, we treat our guests to a variety of steam infusions to further enhance the sauna experience.

Saunas	Temperature	Capacity
Aroma sauna	80 (°C)	10 people
Finnish sauna I	90 ° C	10 people
Finnish sauna II	70 ° C	10 people
Infrared sauna	35 ° C	3 people

Composition of the medicinal water

The Lenti Spa has had therapeutic water since 1988, and in 2016 the Lenti Spa was designated as one of Hungary's therapeutic resorts. The spa's therapeutic water is 40,000-year-old sodium bicarbonate water, which is suitable for treating musculoskeletal problems, spinal issues (neck, back, lower back), lumbago, and inflammatory and degenerative joint conditions (shoulder, elbow, hand, hip, knee, ankle).

Cations		mg/l	mg equivalent in ions	Thán scale equivalent %
Potassium	K ⁺	7.3	0.19	1.25
Sodium	Na ⁺	330	14.35	94.60
Ammonium	NH ⁺	5.4	0.30	1.97
Calcium	Ca ²⁺	4.3	0.22	1.45
Magnesium	Mg ²⁺	1.1	0.09	0.59
Iron	Fe ²⁺	0.15	0.01	0.07
Lithium	Li ⁺	0.06	0.01	0.07
Anions		mg/l	mg equivalent in ions	Than-type equivalent in %
Chloride	Cl ⁻	2	0.06	0.35
Bromide	Br ⁻	0.09	0.00	0.00
Fluoride	F ⁻	0.80	0.04	0.24
Sulphate	SO ₄ ²⁻	25	0.25	1.47
Hydrogen carbonate	HCO ₃ ⁻	281	4.61	98.58
Sulphide	S ²⁻	0.53	0.03	0.18
Phosphate	PO ₄ ³⁻	0.16	0.01	0.06

Total anions and cations: 1414 mg/l

Medical Treatment

The medical section of our spa is situated in the 3,500 square metre indoor spa area, alongside the therapeutic pools. The therapeutic water at the Lenti Spa is 40,000-year-old sodium bicarbonate water, which is beneficial for musculoskeletal problems, spinal issues and lumbago. In conjunction with the thermal water, therapeutic treatments administered as part of a course of treatment are also available, for which a prior medical examination is required.

Medical treatments

Initial medical examination (15 minutes)

Follow-up medical examination (15 minutes)

Therapeutic massage (20 minutes): Thanks to the professional techniques of this invigorating massage, painful, stiff and tense muscles can be relaxed. The massage helps to increase the skin's elasticity and boost blood circulation, thereby aiding the elimination of accumulated waste products. Recommended for anyone who does heavy physical or sedentary work.

Mud wrap (20 minutes): The prepared therapeutic mud, mixed with the thermal water from the spring below, is applied to the part of the body specified by the doctor in a layer 5–8 cm thick at the prescribed temperature. It is then left on the treated area for the prescribed duration, covered professionally to retain heat. One hour's rest is recommended after the mud pack!

Individual/group therapeutic exercises in water (25 minutes): During exercise in the thermal water, the body's weight is reduced thanks to the buoyancy of the water, meaning the exercises can be performed even in the presence of joint pain; as a result, we can improve joint mobility. The exercises, guided by a physiotherapist, have pain-relieving effects, stimulate the metabolism and improve blood and lymphatic circulation

Underwater jet massage (Tangenter – 20 minutes): An underwater jet massage in which the combined use of massage and thermal water helps to reduce muscle tightness and stiffness in the muscles and joints affected by wear and tear. It also has the important effect of stimulating the metabolism and enhancing blood and lymphatic circulation. This is a personalised treatment carried out in a special bath.

Magnetic therapy (BEMER 3000 – 20 minutes): During the treatment, the body is exposed to magnetic pulses, which cause changes in the cell membranes of the cells through which these pulses pass. Channels may also open in the cell membranes that were previously not functioning properly, allowing beneficial substances to enter the cells, thereby positively influencing their function.

Therapeutic treatments

Immune-boosting magnetotherapy (BEMER 3000) course

- 10-session course
- 20 minutes per session

5-day intensive course

- 5 combined admission tickets including the adventure pool
- 10 therapeutic treatments (2 types per day)
- 2 medical examinations

5-day intensive treatment programme

- Combined ticket for 5 adventure pools
- 15 therapeutic treatments (3 types per day)
- 2 medical examinations

10-day intensive treatment programme

- 10 combined tickets for the adventure baths
- 20 therapeutic treatments (2 types per day)
- 2 medical examinations

15-day comprehensive treatment programme

- 15 combined admission tickets to the adventure baths
- 30 therapeutic treatments (2 types per day)
- 2 medical examinations

NEAK treatments (Medical treatments subsidised by the National Health Insurance Fund)

Treatments with NEAK codes are partially subsidised by social security; our guests are only required to pay a supplementary fee when booking these treatments, based on the current price list (<https://medical.balanceresort.hu/neak-gyogykezelesek>).

NEAK-coded treatments at the Lenti Spa

- 01 Thermal pool bath
- 03 Mud wrap (only when treatment 01 is booked)
- 06 Medical therapeutic massage (only when treatment 01 is used)
- 07 Underwater jet massage (only when treatment 01 is used)
- 08 Underwater group physiotherapy (only available when treatment 01 is booked)

HOW CAN WE USE THE DISCOUNTED NEAK

1. Ask your GP for a referral to a rheumatology clinic.
2. At the rheumatology clinic, the medical examination – with a referral from your GP – is free of charge!
3. The rheumatologist will draw up a personalised treatment plan, and these treatments can even be accessed immediately without a waiting list! With NEAK funding, the following treatments can be accessed twice a year:
 - 3 x 15 treatment sessions
 - 1 x 15 basic spa entry tickets

WHO IS THIS FOR?

Musculoskeletal disorders (excluding acute cases)

Joint disorders

- Degenerative joint diseases
- Osteoarthritic changes
- Joint inflammation
- Musculoskeletal aspects of autoimmune diseases
- Rheumatic diseases

Gum diseases, soft-tissue rheumatism

- Tennis elbow
- Stiffness following joint inflammation
- Joint pain
- Connective tissue disorders

Muscle disorders

- Muscle pain
- Muscle inflammation
- Muscle wasting

Skeletal disorders

- Osteoporosis
- Calcifications

Spinal disorders

- Spinal deformities
- Degenerative spinal disorders
- Herniated disc
- Ankylosing spondylitis

Post-operative and post-traumatic conditions

- Follow-up treatment for sports injuries
- Musculoskeletal disorders resulting from accidents
- Follow-up care after joint and bone surgery
- Follow-up care for fractures
- Gynaecological and urological conditions

Gynaecological inflammations in the chronic stage

- Menopause

Disorders of the nervous system (excluding acute cases)

- Follow-up treatment for paralysis
- Follow-up treatment for Heine-Medin disease (polio)
- Neurogenic musculoskeletal disorders
- Nerve root compression
- Sciatica
- Lower back pain
- Rehabilitation following neurosurgical procedures
- Neuritis
- Nerve pain
- Psychosomatic conditions
- Autonomic nervous system disorders

Respiratory diseases

- Tracheal disorders
- Upper respiratory tract infections

Digestive and metabolic disorders

- Gout
- Diabetes

Cardiovascular diseases

- Peripheral arterial stenosis
- Circulatory disorders (under medical supervision)

Skin conditions

- Psoriasis
- Chronic skin conditions

WHAT IS IT NOT RECOMMENDED FOR?

- Fever
- Pregnancy
- Infectious diseases
- Open, weeping wounds
- Erysipelas, leg ulcers
- Acute and subacute inflammatory processes
- Circulatory failure
- For 6 months following thrombosis or a heart attack
- Sudden fainting spells
- Extremely high blood pressure
- Malignant tumour
- Following radiotherapy and chemotherapy
- Chronic alcoholism, severe cirrhosis of the liver
- Acute inflammation of the thyroid
- Menstrual bleeding disorders

Fire safety regulations

The buildings at the Lenti Thermal Baths and St George Energy Park are fit for safe use. To ensure safety, please observe the following fire safety precautions!

Rules applicable to the premises of the Lenti Thermal Baths and St George Energy Park:

- Pyrotechnic materials, flammable liquids, gas cylinders (including operable equipment) into the premises, nor use any such items.
- Only use electrical appliances that are in perfect working order;
- After using your own electrical appliances (hair straighteners, electric razors, hairdryers), unplug them from the mains.
- If you notice any equipment malfunctioning, switch it off immediately and report the problem at the till.

In the event of a fire or smoke, proceed as follows:

- After breaking the glass cover of the manual call point in the corridor, press the fire alarm button.
- If the fire alarm siren sounds, follow the escape route indicated by the pictograms displayed throughout the spa. Please leave the building immediately.
- Please report any fire you have extinguished without delay!
- Leave the building via the natural escape routes (corridors, stairs).
- In the event of a fire, the use of the lift is PROHIBITED!
- If you are the first to spot a fire, please notify any of our colleagues immediately.
- Please ensure you move calmly and without panic, as this will allow the building to be evacuated much more quickly.
- If you are unable to leave the building, ensure the room is smoke-free by opening the windows and sealing the gaps around the doors.
- Protect yourself from the smoke by holding a damp cloth over your mouth.

Thank you for following our safety precautions, thereby ensuring that you and other spa guests can enjoy an undisturbed stay.