

*Dear Guest!*

*Welcome to Fónix Wellness Resort\*\*\*\* in Nógrádgyárdony!*

*Thank you for choosing our hotel. We wish you a pleasant stay with us and would like to inform you about our available services.*

***If you have any questions, our reception is available 24 hours a day in person or by calling extension 9 from your room phone.***

## ROOM AMENITIES



- Accessible room** Our hotel offers accessible rooms equipped with shower bathrooms, bathroom grab bars, and seats for guests arriving in self-propelled and electric wheelchairs, as well as for guests with limited mobility.
- Air conditioning** Our suite and three Superior rooms are equipped with air conditioning. The units can be controlled by remote control.
- Bed linen change** Our staff changes the bed linen in the hotel rooms twice a week. Upon request, we can change the bed linen at other intervals. If you require extra blankets or pillows, please contact our reception desk. Upon request, we can also provide hypoallergenic bed linen.
- Bathrobes** Our hotel provides bathrobes free of charge in every room. We will replace them upon request. Please leave them in your room upon checking out.
- Cleaning** Rooms are cleaned every two days and trash is emptied daily. Guests may request daily cleaning and linen change by placing the "Do Not Disturb" sign on the door handle. Towels are changed every two days and bed linen twice a week. More frequent changes can be provided at any time if requested at the reception desk.
- Electricity** You don't need to use your room card to turn on the power in our rooms. The mains voltage is 230 V / 50 Hz.
- Emergency exits, escape routes** In every room, the emergency exit and escape route are displayed on the wall next to the door.
- Extra bed** Superior and Suite rooms are equipped with sofa beds suitable for adult guests.
- Hair dryer** It is part of the bathroom equipment.
- Heating** The temperature in the room is controlled by a thermostat located on the radiator. The temperature of the towel dryer in the bathroom can also be adjusted.
- In room arrangements** All our rooms are provided with water, which is included in the room price. Guests booking suites also have access to a kettle, coffee pods, and tea.

## ROOM AMENITIES



- Hygiene products availability** For the convenience of our guests, shower gel, bar soap, and shower caps are available in the bathroom upon request. Toiletries (toothbrushes, toothpaste, shaving kits, feminine hygiene products) are also available free of charge at the reception desk.
- Internet and IT support** Free broadband wireless internet access is available in the rooms and common areas. Our reception staff will assist you with the password for the WiFi network.
- Ironing** Please contact reception for further information.
- Maintenance** Please inform the reception desk if any equipment in your room is not working properly or needs repair.
- Maxibar** For information about the Maxi Bar, please contact our reception desk.
- Orders** If you would like to place an order for flowers, cakes, or other items, please inform our reception desk.
- Phone** The reception desk can be reached immediately by picking up the telephone receiver. Domestic and international calls cannot be made directly from the room. In this case, please call the reception desk and they will connect you to the requested number. It is not possible to call another room from your room.
- Pillow menu** Memory foam and hypoallergenic organic pillows are available upon request at the reception desk. Please let us know in advance if you would like to request one.
- Safe** There is a safe with instructions for use in the wardrobe. Our hotel accepts no responsibility for valuables left in the room.
- Sewing kit** A sewing kit is available upon request at the reception desk.
- Slippers available on request** Our guests can request slippers upon request, which we provide free of charge for our hotel guests. Please contact the reception for further information.

## ROOM AMENITIES


**• Smoking**

The hotel area is entirely non-smoking. Smoking is only allowed outside of the building. For further information please contact the reception. In the case of smoking in a restricted area, the hotel is entitled to charge a 50,000 HUF fee to your account.

**• Towel change**

They are provided in the bathroom and are changed every two days. If necessary, we can provide more frequent changes at any time, provided that the guest indicates this request at the reception desk. Environmental protection is important to our staff and our hotel; we want to avoid unnecessary pollution of the environment with detergents and the depletion of water resources. Please take this into consideration when requesting fresh towels.

**• Towel dryer**

Every bathroom has a towel dryer.

**• TV- and radio channels**

A list of available Hungarian and foreign language channels can be found on the TV set in your room.

**• Wake-up call service**

You can request a wake-up call at the reception.

**• Water kettle**

Available in the suite.

## OTHER IMPORTANT AND USEFUL INFORMATION


**• Baby- and family friendly services**

Our hotel is committed to providing comfort for guests traveling with children. We offer the following amenities for family vacations: cribs with bedding (available free of charge for children under 4 years of age); child safety devices, plug covers; baby baths (with stands upon request); bath step; high chair; toilet seat reducer; potty; non-slip mat for the bathtub and shower; children's bathrobe or poncho. Certain items are available in limited quantities. Please contact the reception desk.

**• Bank and credit cards**

Our hotel accepts the following types of cards: American Express, Mastercard, Maestro, Visa, and Széchenyi Pihenő Kártya (OTP, K&H, MBH).

**• Banquets and events**

Our hotel can also hosts conferences and events. Please contact the reception desk for further information.

**• Bicycle rental**

If you would like to rent a bicycle, please contact the reception desk for more information.

**• Car rental**

Our hotel receptionists are happy to assist you with car rental.

**• Check-out**

The room is available until 10:00 a.m. on the day of departure. Late check-out option is possible for an additional fee, depending on the occupancy of our hotels. For details, please inquire at the reception desk.

**• Charging and rental of electric vehicles**

For guests arriving by electric car or bicycle, we recommend the electric car and bicycle chargers in our hotel parking lot, which can charge two cars and are free to use.

**• „Charging island“**

Please ask at reception for an adapter to charge your electronic devices, such as phones, laptops, and MP3 players.

**• Cold breakfast package**

In case of early departure, a cold breakfast package can be requested instead of a regular breakfast. Please inform our reception desk of your request by 7:00 p.m. on the day before your departure.

**• Complaints**

If you have any complaints or comments, please contact the reception desk during your stay so that we can resolve any issues as quickly as possible.

**• Conference rooms and equipments**

The castle hotel has rooms of various sizes, all with natural lighting, air conditioning, and modern technical equipment, including a projector, projection screen, flipchart, LCD TV, and broadband WiFi. Please contact the reception desk for further information.

## OTHER IMPORTANT AND USEFUL INFORMATION



- **Dry cleaning** If you submit your clothes before 12:00 noon, we will deliver your clean clothes to your room on the same day. Please order dry cleaning only for clothes that do not require special treatment, as the hotel is not responsible for any damage resulting from such treatment.
- **Entertainment and excursions** For information about events taking place in the city, bookings, and tickets, please contact our reception desk.
- **Family friendly hotel** Our hotel is family-friendly and welcomes guests with children.
- **Free services available at the reception** Adapter, umbrella, extra blanket, spare pillow, wake-up service, iron with ironing board, computer assistance.
- **General terms and conditions** You can find our General Terms and Conditions on our hotel website ([www.fonixresort.service4you.hu](http://www.fonixresort.service4you.hu)). If you have any questions regarding this, please feel free to contact the reception desk, where our colleagues will be happy to provide you with further information.
- **Gift vouchers** At the request of our guests, we provide gift vouchers in the amount requested. Gift vouchers are valid for all our services (rooms, restaurant, spa). Please contact the reception for further information.
- **Indoor games** The following indoor games are available free of charge at the hotel: billiards, chess, darts, table football, table tennis, board games, cards.
- **Information materials** Program flyers and schedules are available at the reception desk. The current restaurant menu is available in the restaurant.
- **Language skills** A multilingual staff is available at reception to assist our guests.
- **Late check-out** Would you like to stay longer in your room on the day of your departure? This is possible for an additional fee, subject to availability. Please inquire at the reception desk for details.
- **Laundry** Laundry service is available for an additional fee. Please contact the reception desk for the laundry price list, terms and conditions, and laundry bags. Please only order laundry that does not require special treatment, as the hotel is not responsible for any damage resulting from such treatment.

## OTHER IMPORTANT AND USEFUL INFORMATION



- **Luggage service, luggage storage** Our colleagues are happy to help with luggage transport, and secure luggage storage is also available. Please inquire at the reception desk.
- **Massage** Feel free to contact our reception desk for advice and to arrange an appointment.
- **Medication and medical emergency** In case of health complaints or unexpected illness, please consult a specialist. Our reception will be happy to provide you with the contact details of the nearest pharmacy and hospital on duty. Certain medicines, bandages, and thermometers are available at the reception desk. Please let us know if you need any of these items.
- **Mobile phone and laptop charger** Available on request at the reception.
- **Nordic Walking** Nordic walking poles are available on request at reception.
- **Optional programs, external services** For optional programs, please contact our reception staff.
- **Parking** The hotel's own parking lot is available free of charge.
- **Pets** Pets are welcome at our hotel for a daily fee, subject to prior notification. The Dog-Friendly Etiquette can be found at our reception desk.
- **Photocopying and printing** A computer and printer are available for guests in the library room. Please inquire at the reception desk for more information about these services.
- **Programs & Events** Our staff are happy to assist you in organizing programs for individuals or groups. For more information, please contact the reception desk.

## OTHER IMPORTANT AND USEFUL INFORMATION


• **Questionnaire**

Your opinion and comments about our hotel during your stay are important to us and help us improve the quality of our services. Please fill out the guest questionnaire you received electronically (by email) after check-out.

• **Reading corner**

Choose books to your liking from the reading corner on the first floor of the main building, and feel free to take your reading material with you to the garden, the wellness area, or your room.

• **Reception**

Our reception staff are available 24 hours a day, seven days a week. You can reach the reception desk at extension 9.

• **Restaurant**

The hotel restaurant welcomes guests with international and local Palócz cuisine, regional dishes, and a colorful selection of wines. Opening hours may vary seasonally; please inquire at the reception desk for current opening hours. If you have special dietary requirements, our chef will be happy to prepare meals to suit your needs.

• **Room arrangements**

Upon prior request or based on a request submitted at our reception desk, it is possible to request various room services for an additional fee (e.g., champagne, fruit basket). Please feel free to contact our receptionist for more information.

• **Shoe cleaning**

A shoe cleaning machine at the hotel reception ensures that shoes are kept clean.

• **Sport items rental**

Bicycles are available for hire at our hotel. Please contact reception for further information.

## OTHER IMPORTANT AND USEFUL INFORMATION


• **Taxi, transfer service**

Taxi and transfer services can be arranged at the reception desk.

• **Website**

For more detailed information about our hotel, services, special offers, and packages, please visit our website at [www.fonixresort.service4you.hu](http://www.fonixresort.service4you.hu).

• **Wellness services**

The castle hotel's wide range of wellness services, including an 8-person hot tub, a 25-meter outdoor and indoor pool, Finnish and bio saunas, a plunge pool, water bikes, hydromassage tubs (tangenter), and a variety of massages ensure that all our guests return to their everyday lives feeling "recharged."

## EMERGENCY EXITS, ESCAPE ROUTES



- **Please let us introduce you to a few fire safety requirements:**

- The hotel premises can be used only in accordance with their purpose.
- Combustible, flammable substances are forbidden to be brought in.
- It is forbidden to use in-room heaters and electric cooking appliances.
- The hotel is non-smoking.
- It is prohibited to throw cigarette ash, matches or combustible waste into the trash bin.
- In case of fire alarm take your personal valuables and ID card with you and leave the building following the map of escape routes placed on the inner side of the room door.
- Before leaving please close the windows of the room.
- In case of fire, please always follow the instructions of the hotel security service and staff. If you notice a fire or circumstances indicating a fire, please notify the hotel reception immediately.

**Our hotel is safe and equipped to fight fire, but we would like to call your attention to the following points. In case of room fire:**

- Call reception on extension 9, and the staff will be happy to help you.
- Leave the hotel as quickly as possible, taking your valuables with you.
- The escape route is located on the wall next to the inside of the room door.
- In case of fire, the elevator cannot be used.

We hope that you are spending your time as pleasant as possible in our hotel. We trust the we can welcome you back as our guest again.

**Thank you for being our Guest,  
You are always welcome to come back!**