

GUEST INFORMATION

Dear Guest,

In order to make your stay as comfortable and pleasant as possible, please take a few moments to read the information below. The topics are listed in alphabetical order:

ADAPTER

International adapters are available at the reception.

ANIMATION

As part of various hotel offers, we provide a free kids' playhouse and handicraft sessions led by qualified animators. For details and current programs, please ask at reception or at the playhouse.

ANTI-SLIP MAT

Non-slip mats for bathtubs or shower trays are available upon request at the reception.

BABY COT

Available on request at the reception.

BABY FOOD & BOTTLE HEATING

You may heat baby food and drinks in our restaurant. Please ask our staff for assistance. Outside of restaurant hours, the night reception is happy to help.

BARS

Lobby Bar: 12:00 PM – 9:00 PM

Outside of opening hours, service is available at the reception.

Wellness Bar: Opening hours match the sports center's schedule.

Beach Bar: Located in the hotel park. For summer opening hours, please check the hotel app.

BATHROBE

Bathrobes are available in your room. Size changes can be requested on the day of arrival. After that, we provide new bathrobes every three days.

BEACH

Our beach is open from June 1 to August 31.

For your safety, please follow the **Beach Rules** posted on the outdoor notice board.

BEACH TOWELS

Available from June 1 to August 31 at the Beach Bar upon registration.
After swimming, please return the blue beach towels either to the beach supervisors or to the reception.

BEAUTY SALON

For opening hours and appointments, please contact the reception.
Service prices can also be found in this information pack.

BED

Rooms are equipped with two 90x200 cm beds for a restful stay. Our Superior Apartment also features a double bed measuring 160x200 cm.

BED LINEN

Linen is changed every three days. Upon request, our housekeeping staff will provide fresh linen daily. Please inform the housekeeping staff or reception if needed.

BICYCLE RENTAL

You may rent **adult and children's bicycles** at our reception.

BREAKFAST ROOM SERVICE

Enjoy your **à la carte breakfast** in your room by ordering in advance at the reception.

CHARGING ELECTRONIC DEVICES

Chargers for electronic devices are available at the reception.
Electric car charging is available at the marina.

CHECK-IN

Rooms are available from 3:00 PM on the day of arrival. For information about early check-in and applicable fees, please inquire at the reception.

CHECK-OUT

On the day of departure, please vacate your room by **11:00 AM**.

Late check-out is available for a fee, depending on occupancy.

Please ask the reception for availability:

- until 2:00 PM – HUF 16,000
- until 6:00 PM – HUF 24,000
- after 6:00 PM – full room rate applies

After check-out, you may still use the wellness and sport facilities with a **daily pass**:

- Ages 12 and above: HUF 6,000/day
- Ages 6–11: HUF 3,000/day

COMPLAINT HANDLING

We are committed to providing the highest level of service to our guests.

If you are dissatisfied with any of our services or experience an inconvenience during your stay, please inform our reception staff.

We will do our best to resolve the issue to your full satisfaction.

DRY CLEANING

We offer **dry cleaning and laundry services** on weekdays through an external provider.

Please inform the reception if you would like to use this service.

FIRE ALARM

The hotel is equipped with a **central fire alarm system**.

In case of alarm, please evacuate immediately using the **designated emergency exits**.

Do not use the elevators.

FIRST AID / DOCTOR

In case of an accident, sudden illness, or medical emergency, please contact the reception.

There is a general practitioner service in town, and the nearest hospital is located in Veszprém.

A defibrillator is also available at the reception.

GAME RENTAL

The following games can be borrowed free of charge at the hotel reception: chess, Hungarian playing cards, and French playing cards.

A TouchGame table is available in the lobby free of charge. Please register at the reception; our colleagues will start your game time, which is limited to 60 minutes per session.

HAIRDRESSER

For opening hours and appointments at our hair salon, please ask for information at the reception.

A full list of services and prices is also included in this information pack.

HOUSEKEEPING

Rooms are cleaned **daily**.

Should you wish to **opt out of daily cleaning or linen change**, please use the "Do Not Disturb" sign.

For any other housekeeping requests, please contact the reception.

IN-ROOM DRINK SERVICE

Our hotel offers 24-hour room service with a full selection of beverages, also available at the Lobby Bar.

To order drinks, please contact the reception.

INTERNET

Free wireless internet is available throughout the hotel.

Network: **Hotel Marina-Port**** (no password required)

IT SUPPORT

Computer and IT assistance is available at the reception upon request.

LAUNDRY / IRONING

Laundry and dry-cleaning services are available for an additional fee.

Please place your laundry in the bag provided in the wardrobe and fill out the accompanying form. Housekeeping will collect it during the daily cleaning.

If you do not request cleaning service, please bring the laundry bag to the reception by 12:00 p.m. Clean items will be returned to your room within 2 days.

Washing machines and dryers are available at the Yacht Club in the marina. These operate with 100 HUF coins.

We provide **free ironing service** (completed within 1 hour).

An iron and ironing board can be requested from the hotel reception.

LOBBY BAR DRINK SERVICE

We offer **24-hour drink service** in your room and the Lobby Bar.

Please place drink orders at the **reception**.

LOST & FOUND

Items left behind in rooms are stored at the reception for **3 months**.

LUGGAGE DELIVERY / STORAGE SERVICE

You can request our porter service at the reception. Luggage storage is available upon request—please call the reception for assistance.

MANICURE & PEDICURE

For opening hours and appointments for manicure and pedicure services, please ask at the reception.

MASSAGE

Massage appointments can be made in person or by phone at the Sports Centre reception. A description of services is included in this information pack.

MINIBAR

The minibar is checked daily by our staff and replenished as needed. The cost of consumed items will be charged to your room account.

Upon request, we can empty the minibar fridge. Please inform our housekeeping staff or the reception.

PARKING

We are pleased to provide one free parking space for a passenger car per room reservation in one of the hotel's three parking areas for the duration of your stay. Parking spaces are allocated on a first-come, first-served basis. If there are no available spaces in the parking area at the hotel entrance, guests may park their vehicles in the marina parking lot (70 m from the main entrance) or in our gravel parking lot (150 m from the main entrance). Parking for non-passenger vehicles is only available in the gravel parking lot.

In the parking area in front of the main entrance, only designated parking spaces are available for our guests. If a vehicle is parked outside designated spaces or occupies more than one space, a parking fee of HUF 5,000 will be charged automatically.

Beyond the duration of the stay, parking can be provided in our gravel parking lot subject to availability for a fee of HUF 400 per hour.

PAYMENT

You can settle your bill using the following payment methods:

Cash, credit/debit cards (Mastercard, Maestro, Visa), or SZÉP Card (OTP, K&H, MKB).

PILLOWS

Rooms are equipped with anti-allergenic pillows.

Extra pillows and blankets are available upon request.

Feather and memory foam pillows can also be requested at our hotel.

PRINTING / COPYING

If you need to print or copy documents, please contact the reception.
The hotel offers discreet printing services for a fee.

Prices:

- Black & white: HUF 50 / page
- Color: HUF 200 / page

RECEPTION

Our hotel reception operates 24/7.

Our receptionists communicate with guests in the languages indicated on their name tags.

RESTAURANT

Hotel Restaurant:

Our hotel restaurant and its cozy terrace welcome guests daily from 07:00 to 21:00.

Opening hours for meals:

- **Breakfast:** 07:00 – 10:30
- **Lunch:** 12:00 – 15:00
- **Dinner:** 18:00 – 21:00

Nádas Grill Restaurant:

Our Nádas Grill Restaurant is located in the hotel park. Opening hours can be found in the hotel app.

ROOM SERVICE

Our room service is available daily from **07:00 to 21:00**.

Orders can be placed until **20:00** at extension **263**.

Service charge: **3,000 HUF / occasion**.

Menu and drink selection can be found in our mobile app.

For your comfort, **24-hour drink service** is available via room service.

After Lobby Bar closing hours, please notify the reception for drink orders.

ROOM SERVICE BREAKFAST MENU

Guests can enjoy breakfast in the comfort of their room by choosing from our à la carte breakfast menu.

Please place your breakfast room service request at the reception.

SAFE

Each room is equipped with a digital code-lock safe.
Please leave the safe **open upon departure**.

SAUNA

Located in the wellness area.

Opening hours:

- Monday: 10:00 – 20:00
- Tuesday to Sunday: 08:00 – 20:00

Facilities include:

- Finnish sauna
- Infrared salt therapy sauna
- Light therapy sauna
- Steam cabin

SAUNA HOUSE (BY THE LAKE)

Located in the hotel's park, by the Balaton shore.

Please ask the **wellness reception** to turn it on **30 minutes in advance**.

After your sauna, enjoy a refreshing dip in **Lake Balaton**.

SCANNING

Scanning services are provided **free of charge** by the front office team.

Secure and private printing is also available upon request.

SEWING SERVICE

A sewing kit is provided in your room.

If you require professional repair, we offer **sewing services for a fee**.

Please request assistance at the reception. Minor repairs are completed **within 24 hours**.

SHOP

Our shop is located next to the reception and is open 24 hours a day.

Our staff is happy to assist you at any time.

SHOE CLEANING

An automatic shoe cleaning and polishing machine is available for our guests in the hotel lobby, right next to the entrance. A shoe care kit and shoehorn are also provided in each room. Upon request, our staff can clean your shoes—please inform the reception if you require this service.

SLIPPERS

Slippers are available for purchase at the hotel for HUF 1,000 per pair.

SMOKING

Smoking is permitted only 5 meters from the hotel entrances, in designated areas near the provided waste containers.

SPORT EQUIPMENT RENTAL

Use of sports equipment is free of charge.

For equipment and more information, please contact the reception.

Available to rent:

bicycle, children's bicycle, bike trailer, bicycle safety gear, SUP, football, tennis racket, tennis balls, basketball, badminton racket, shuttlecock, table tennis racket, table tennis balls.

SPORTS CENTER

Opening hours of our Sports Center:

- Monday: 10:00 – 20:00
- Tuesday to Sunday: 08:00 – 20:00

Towels for using the Sports Center can be rented free of charge at the Sports Center reception.

If rented equipment is not returned by check-out, the cost will be charged to your account.

The facility may only be used in appropriate physical condition and at your own risk.

Children under 14 may only enter under parental supervision.

Food and drinks are allowed only at the **wellness drink bar** and **outdoor rest areas** within the Sports Center.

The gym and fitness rooms may only be used by guests aged 14 and older, and only with proper workout attire (closed sports shoes, dry clothing).

TAXI SERVICE

Our reception staff will gladly order a taxi for you upon request.

TELEPHONE

Use your in-room phone to contact hotel services.

See the phone directory for extension numbers.

A public phone is also available at reception

TOILETRIES

Each bathroom is equipped with a **2-in-1 shower gel and shampoo**.

Additional toiletries such as toothbrush, toothpaste, razor, etc. are available for purchase **24/7** in the shop next to the reception.

TOWELS

Towels are changed **every third day**, or **daily upon request**.
To request fresh towels, please inform the housekeeping staff or reception.
Towels left on the **floor** will be replaced; those hanging on hooks will **not be changed automatically**.

TRANSFER SERVICE

Private transfers are available for a fee and can be booked through the reception.

UMBRELLA

Available free of charge at the reception.

USE OF SERVICES & BILLING

Any hotel service can be charged to your **room account upon request**.
All charges can be settled together at check-out.
For guests staying more than one week, invoices will be prepared **every seven days**, and payment will be processed based on the agreed payment method.
Service fees are included in all of our pricing.
In accordance with local regulations, our staff are entitled to receive gratuities.
Tips can be paid either **in cash** or **by card at checkout**.

WAKE-UP SERVICE

You can request a wake-up call by phone or in person at the reception.

If you have any further questions or requests, please feel free to contact our **reception staff**.

We wish you a pleasant and relaxing stay!

The Management and Staff of Hotel Marina-Port