

DEAR GUESTS,

WELCOME TO TISIA HOTEL & SPA.

YOU CAN FIND ALL THE INFORMATION YOU NEED ABOUT US AND THE SERVICES AVAILABLE AT OUR HOTEL.

IF YOU HAVE ANY QUESTIONS OR REQUESTS, PLEASE DO NOT HESITATE TO CONTACT OUR RECEPTION STAFF.

WE WISH YOU A PLEASANT STAY!

Souvenirs

Please see our souvenirs available for purchase at reception. Part of the proceeds from the gifts will be donated to charitable foundations. Thank you in advance for your purchase!

Payment by credit card

You can pay at our hotel with Visa, MasterCard, and American Express credit cards, as well as OTP, MKB and K&H SZÉP cards.

Please note that any pre-authorisation* made during booking or check-in will be cancelled immediately after the account is settled.

*Pre-authorisation is the approval of a payment by credit card, whereby it is made clear that the cardholder has sufficient funds to make the payment.

When used, the bank will block the amount until the authorisation is released.

Bar <https://tisiahotel.hu/en/gastronomy>

With a wide selection of drinks and cocktails, coffee specialities, our bar provides a pleasant setting for a meeting or a mid-day refreshment.

Security and asset protection

Standby

- Emergency number: 112
- You will find a description of the nearest escape route on the room door.
- In the event of an evacuation, guests will be directed to the appropriate assembly point.
- The nearest fire safety equipment and emergency buttons are indicated on the map on the room door.

Emergency information

- In case of an alarm, please follow the instructions of the staff or the ambulance service.
- If a fire is detected, press one of the fire buttons and leave the area. Do not use the lifts in the event of a fire alarm.

General safety

- For your own safety, please keep the door always locked during your stay.
- Please note that the hotel cannot be held responsible for any valuables left in the room. This also applies to valuables stored in the in-room safe.

Shoe cleaning

The shoeshine machine in the lobby of our hotel is free of charge for our guests.

Luggage delivery

If you need assistance with your luggage, please contact our reception staff. On request, your luggage will be stored in the luggage room.

Luggage Room Policy

A luggage room is available for guests' convenience, offering the possibility to store luggage temporarily before or after arrival or departure.

The luggage room service is available exclusively to hotel guests free of charge.

Guests should provide their name and room number when booking a package.

Once the luggage has been checked in, the hotel staff will issue a receipt against which the guest can return the luggage.

Only luggage with a receipt can be placed in the luggage room.

The hotel refuses any responsibility for the luggage and its contents in the luggage room, the guests use the service at their own risk.

Luggage can only be retrieved with a receipt.

In case of a lost receipt, luggage will only be released upon verification of identity.

Smoking

Please note that our rooms are non-smoking rooms and are equipped with smoke detectors. Smoking in the room may trigger a fire alarm system connected directly to the fire brigade. If smoking in the room, a penalty will be charged and any costs incurred will be reimbursed. In accordance with the applicable legislation, smoking is allowed in the designated smoking area, which is the outdoor covered terrace on the ground floor of the wellness lobby. Thank you for your understanding and cooperation.

Wake up call

You can request a wake-up call from Reception in person or by pressing the "Reception" button on your room phone.

Departure

You can use your room until 10:00 on the day of departure. After this time, depending on availability, we can provide the room for an extra charge. If you wish to check out later, please check with our reception staff.

To speed up check-out, guests can settle their account at Reception the night before departure. At this point, only the room cards need to be handed in at Reception. Thank you for your cooperation.

Lost objects

If you lose something, please inform Reception immediately.

If you find something of value missing after you have left, please call our central telephone number +36 49 / 741-741 for information on what you have found. Records of found objects are kept by the Housekeeping Manager.

Food, food-related items and medicines will be destroyed by the Hotel.

The Hotel will keep all storable items for 6 months. Valuable items (e.g. jewellery, mobile phones) are kept for 1 year.

If we find your lost valuables, we will arrange for their return as soon as possible, against reimbursement of the postage costs. If you have found a lost item, please hand it in at Reception.

Umbrella

If you need an umbrella, please contact our reception staff. Umbrellas are available for a deposit or can be purchased at the reception.

Restaurant <https://tisiahotel.hu/en/gastronomy>

Our elegant restaurant offers a wide selection of buffets for breakfast and dinner. A wide range of drinks is available for your meals. Please note that our kitchen closes at 21.00. Please contact our staff as soon as possible to discuss your special dietary requirements so that we can prepare to serve you. In case of food sensitivities or allergies, please check with our staff for the allergen content of each dish. We provide allergen-free options for all meals. If you would like a different dish from the current selection or one not on the menu, we will prepare it for an additional charge.

Responsible business, environmentally responsible management

<https://tisiahotel.hu/tarsadalmi-felelossegvallalas>

Our hotel places great emphasis on protecting the environment. One of the most important elements of this is the conservation of our water resources. But we need your help to implement our water conservation programme. You can request a towel change by dropping your towel on the floor or ask at reception.

Hotel Carbon footprint in 2024 64 027 kg/year CO2 emissions

Energy consumption "A" certification

- ❖ 194,55 kWh/m²
- ❖ 4,17 kWh/guest night
- ❖ 11 790,6 kWh/guest night/year

Thank you for your cooperation!

Spa & Wellness <https://tisiahotel.hu/en/spa-healing-services>

There is a direct connection from our hotel to the Tiszaújváros Spa and Open-Air Baths. 6 (partly with medicinal water) swimming pools with many adventure elements, almost 7 hectares of green area for sunbathing lovers, sports fields and playground await our guests.

The services of the Open-Air Bath and the indoor Spa are also accessible for disabled people, with wheelchair access and special changing rooms.

The Spa offers 6 thermal pools and a wide range of physiotherapy and balneotherapy treatments to help our guests recover and enjoy their stay. The thermal mineral water, which comes from a depth of 1,200 metres and has a relatively high salt concentration - sodium chloride and hydrocarbonate - of 65°C, is effective mainly in the treatment of articular, chronic gynaecological and urological diseases, but also has a stress-relieving effect that makes anyone feel relaxed.

Available wellness services: saunas (Finnish, infra- and light-therapy bio-sauna and plunge pool), solarium, ice porridge, massage, pedicure, relaxation room with loungers.

Some of the treatments are recommended after a medical examination. Many treatments are subsidised by social security, please contact the medical reception for more information on these options, call +36 49 548 416 (Mon-Fri 7:00-16:00) or email fiziko@tujvaros.hu. You can also book appointments for medical consultations and treatments here. These treatments are free of charge for Hungarian citizens with a medical referral.

Fitness room <https://tisiahotel.hu/en/fitness-room>

The fitness room is located on the ground floor of our hotel, next to the reception. Hotel guests can use the gym free of charge. Please wear appropriate sportswear and shoes when using the fitness room and follow the rules of the house posted in front of the room to avoid any risk of accidents and for the benefit of our other guests. Thank you for your cooperation!

Bathrobe and towel

Bathrobe and towels are available free of charge at the Spa Reception for guests upon presentation of vouchers received at check-in, even in children's sizes.

Towels can be changed 1 time per day and robes can be changed after 3 days at the Spa Reception.

Please hand in your bathrobe and towels at the Spa Reception before departure, the vouchers will be checked by our staff at check-out. Lost items will be charged to the Guest's account. Thank you for your understanding! Thank you for your understanding.

Child-friendly services <https://tisiahotel.hu/en/family-friendly-services>

Families with small children can use our Labyrinth Playroom, located behind the Reception, free of charge, from 08:00 to 20:00 daily. Please ensure that your children use the playroom under parental supervision. Card games are also available at Reception.

There are many child-friendly services available at the Tiszaújváros Spa and Open-Air Baths: outdoor playground, sports fields, playground, indoor baby pool, Castle Pool, nappy changing.

The following equipment is available free of charge: baby cot with bed linen, toilet step and seat restrainer, baby bath. Baby changing facilities for the little ones are available in the downstairs toilet.

Children's bicycles can be rented at the reception.

Children under the age of 10 are not allowed in the thermal pools. Thank you for your understanding.

Pharmacy

The nearest pharmacy.

<p>Borostyán Gyógyszertár (Amber Pharmacy) 3580 Tiszaújváros, Széchenyi István u.11. Tel: +36 49 341 050</p>	<p>Opening hours:</p> <table><tr><td>Monday</td><td>8:00 – 17:00</td></tr><tr><td>Tuesday</td><td>8:00 – 17:00</td></tr><tr><td>Wednesday</td><td>8:00 - 17:00</td></tr><tr><td>Thursday</td><td>8:00 - 17:00</td></tr><tr><td>Friday</td><td>8:00 - 17:00</td></tr><tr><td>Saturday</td><td>CLOSED</td></tr><tr><td>Sundays</td><td>CLOSED</td></tr></table>	Monday	8:00 – 17:00	Tuesday	8:00 – 17:00	Wednesday	8:00 - 17:00	Thursday	8:00 - 17:00	Friday	8:00 - 17:00	Saturday	CLOSED	Sundays	CLOSED
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Sundays	CLOSED														

Pharmacy open longer

<p>Tisza Gyógyszertár (Tisza Pharmacy) 3580 Tiszaújváros, Örösi út 1/A. (in TESCO Hipermarket) Tel: +36 49 540 318</p>	<p>Opening hours:</p> <table><tr><td>Monday</td><td>8:00 – 20:00</td></tr><tr><td>Tuesday</td><td>8:00 – 20:00</td></tr><tr><td>Wednesday</td><td>8:00 - 20:00</td></tr><tr><td>Thursday</td><td>8:00 - 20:00</td></tr><tr><td>Friday</td><td>8:00 - 20:00</td></tr><tr><td>Saturday</td><td>8:00 - 20:00</td></tr><tr><td>Sunday</td><td>9:00 – 17:00</td></tr></table>	Monday	8:00 – 20:00	Tuesday	8:00 – 20:00	Wednesday	8:00 - 20:00	Thursday	8:00 - 20:00	Friday	8:00 - 20:00	Saturday	8:00 - 20:00	Sunday	9:00 – 17:00
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Sunday	9:00 – 17:00														

Tourist tax

According to the relevant legislation of Tiszaújváros, our guests are liable to pay a tourist tax.

Exempt from tax: under the age of 18 person, and an employee of a company with a place of business in Tiszaújváros who is staying in the city for work purposes.

Please declare your exemption on the registration form at the time of registration to ensure the accuracy of the accounting.

Internet

Free broadband WiFi internet access is available throughout the hotel, including in guest rooms.

If your laptop does not have a Bluetooth or WiFi connection, you can use a cable to connect to the internet, which you can request from Reception.

Writing utensil and notebook

For your convenience, we have prepared a writing utensil and notebook for you in your room.

Jacuzzi <https://tisiahotel.hu/en/private-jacuzzi>

Our hotel offers a private Jacuzzi for 1 hour and 45 minutes per stay for an extra charge. The 3 outdoor separate Jacuzzis, each with a maximum capacity of 5 people, are located in the outdoor green area.

The jacuzzi is available daily between 10:00 and 22:00 by prior reservation at the wellness reception.

Before using the jacuzzi, it is obligatory to take a thorough shower and remove cosmetics (make-up, perfume, creams) from the skin, thus reducing the entry of foreign substances and other impurities into the pool.

The use of the hot tubs is at your own risk and the operator of the accommodation cannot be held responsible for any health problems, injuries or other damages.

Playroom <https://tisiahotel.hu/en/family-friendly-services>

Families with young children can use our playroom free of charge. The playroom is located behind the reception, opposite the Wellness Reception. Please ensure that your children use the playroom under parental supervision.

The Tiszaújváros Spa and Beach Baths also have a playroom and a number of other child-friendly facilities.

When using the playroom, please respect the House Rules posted near the entrance.

Bicycle rental <https://tisiahotel.hu/en/actual-programs>

Our hotel offers the possibility to rent adult (men and women) and children's bicycles for an extra charge. You can ask for a map for cycling at the reception.

"Please do not disturb"

If you do not wish to be disturbed, please indicate this on the touch panel next to your room door. If you prefer complete privacy, you can ask at Reception not to have your calls connected to your room.

Air conditioners

The entire hotel is air-conditioned. The guest rooms are equipped with individually controlled air conditioning for your comfort. To ensure that it works effectively, please do not ventilate when using it, or turn off the air conditioning if you wish to ventilate.

Room temperature is centrally controlled for optimal energy absorption. This can be varied slightly by means of room (wall) thermostats for optimum individual thermal comfort. The blowing intensity is adjustable in 3 steps.

Massage <https://tisiahotel.hu/en/tisia-spa>

Our professional massage treatments are designed for comfort and relaxation. With our premium quality ingredients and the knowledge of our highly trained staff, we are guaranteed to relax everyone.

The massages are performed by qualified Indian and Hungarian masseurs. The masseurs are not optional. All services are at your own risk.

A printed catalogue of our current massage offer can be viewed at the wellness reception or on our website. Appointments at the wellness reception.

Minibar

A minibar is available every day during bar opening hours (9:00-21:00 every day) for an extra charge. To order please press the "Restaurant" button on your room phone.

Alternatively, you can also choose to have your food prepared in your room for an extra charge, even if you book before your arrival.

Washing

Laundry services are available at the hotel for a fee. Please put the laundry in the laundry bag in the wardrobe and fill in the laundry list. The cost of the laundry will be charged to your account on the basis of the laundry list.

Monday to Friday: if you drop off before 9am, we will complete your order within 12 hours, and we also have an express laundry service to return your clothes within 3 hours. If you drop off after 6pm, we can return your clothes by noon the next day. (On Saturdays and Sundays, only express laundry is available between 8 a.m. and 4 p.m.) The express laundry surcharge is 200%.

Our guests with limited mobility

<https://tisiahotel.hu/en/accessible-rooms>

Our hotel has two rooms with wheelchair access, both of which have accessible bathrooms that comply with the relevant legislation and are equipped with an emergency alarm. The entire hotel is accessible. Please contact Reception with any further requests.

Technical problems

If you notice any technical faults or anomalies in the hotel premises or in your room, please report them to our reception staff. In the event of an urgent problem, please call the reception.

Print from

A self-service printer is available at the Wellness Reception, but You can also request a printout from Reception in person or by emailing to info@tisiahotel.hu

Complaint

If you encounter any problems during your stay, please do not hesitate to contact our Guest Relations team. You can reach her via Reception. All our staff will do their best to make your stay as pleasant as possible. You can also make your comments on our website. You will receive a link to do this in an e-mail after you leave. Thank you for your helpful comments.

Parking

Our hotel has a barrier-protected outdoor car park. You can enter and exit it using your room key card. Electric car charging is available in the parking lot. Please ask at the reception for details.

Parking is free of charge for our guests but is available to external guests for a fee.

Pillow

Choose from 4 types of anti-allergenic pillows:

- 1/ Anatomical sponge cushion;
- 2/ 38cm x 48cm memory cushion;
- 3/ 68cm x 88cm ball-filled pillow;
- 4/ 48cm x 68cm ball-filled pillow

If you think you would like a different pillow for your room, please let the upstairs room attendant or Reception know.

Programmes <https://tisiahotel.hu/en/actual-programs>

You can get more information about the programme and excursion possibilities and attractions in Tiszaújváros and its surroundings on our website or at the reception.

Radio

You can also listen to the radio via television, with Petőfi Radio programmed on channel 40.

Reception

On request, we provide free of charge at the Reception: sewing kit, plastic comb, tooth care set, shaving set, body lotion, hair conditioner, textile slippers, universal data cable, power adapter (UK/EU). In addition, different types of phone chargers are available

Event organisation <https://tisiahotel.hu/en/meeting-and-event-organisation>

We are at your disposal for any family or corporate event. Please contact our Reception, where our colleagues will be happy to inform you and show you around our Event Centre.

Clothing

Guests are kindly requested to wear appropriate dress when visiting our Restaurant and common areas. Thank you for your kind cooperation!

Sports equipment rental

On request, we provide free of charge at the Reception: balls, ballpoint

Safe / Room safe

You have your own in-room safe to store your valuables and money. The room safe is located in the built-in wardrobe. Please contact Reception if you have any problems. The hotel cannot be held responsible for any valuables stored in the in-room safe, which you use at your own risk. If you wish to store valuables, please contact the Reception where you can store them in the hotel safe.

Use of in-room safes:

Closing the safe:

1. Close the safe door
2. Press the "RESET" button
3. Enter a 4-digit code.
4. Press the "lock / close" button.

Opening the safe:

1. Enter the code you have previously entered.
2. Open the safe door

Important: Before you leave, remember to remove your personal belongings and leave the safe door open for the next guest.

Room service

Room service is available every day during restaurant opening hours (9:00-21:00 every day) for an extra charge. You can also request breakfast in your room. To order please press the "Restaurant" button on your room phone. Please choose from our breakfast menu, which you can view in our restaurant. After your meal, if you would like your tray taken away, please call Reception or leave it outside your room door.

Special in-room gifts or setup

Guests can request the following in-room meals for extra charges, even before arrival.

-Homemade cakes and soft drinks for 2 persons

- Fruit for the room
- Champagne served in the room
- Wine making service
- Romantic design
- Minibar refill

If you would like to have something else made up in your room, please contact our reception staff.

Cleaning

Our rooms are cleaned every 2 days. However, guests can request daily cleaning by using the touch panel at the room door.

If cleaning is not requested in this way, our staff will only carry out the daily rubbish collection to protect the environment and to ensure the peace of mind of our guests.

If you think that your room requires extra cleaning, please inform the upstairs room attendant or Reception.

Bed linen is changed every 3 days, a daily change of linen is available on request. Additional duvets and pillows can be provided free of charge on request. Towels are changed daily if found on the bathroom floor. On request, they will be changed every day, regardless of the floor. For any other requests concerning cleaning and tidying up of the room, please contact Reception

Taxi / Trasfer

If you need a taxi or transfer, please call Reception.

Phone

At our reception, you can borrow chargers for the most common types of phones.

Room-to-room calls enter the number of the room you want to call.

You can call directly from your room for a fee as follows. Please ask at Reception for the current rates.

Before making an external call, press 0 and dial the desired number: 0 + 06 + area code + caller ID (e.g.: 0 + 06 + 1 + 555 5555)

Before calling abroad, press 9 and dial the desired number: 0 + 06 + area code + dialling code (e.g.: 0 + 06 + 1 + 555 5555)

Your room cannot be called directly from outside the hotel. Your calls will be connected to you via the central +36 49 741-741 number from Reception.

Important phone numbers:

Reception Reception key

Call reception immediately in case of an emergency.

Hotel phone number+36 49 741-741

Emergency number: 112

Television

In-room TVs have channels in Hungarian, English and Slovak. Please ask at the Reception for the current channel list.

Churches

Churches in Tiszaújváros:

Roman Catholic Church - Address: 64 Lévy József utca Tel: 06 49 540 - 102

Greek Catholic Church - Address: Bartók Béla u. 23. Tel: 06 49 340 - 681

Reformed Church - Lévy József utca 60 Tel: 06 49 344 - 704

Please ask at the reception for the starting time of the services.

Fire safety

The possibility of a fire starting is very small, but we need your help to prevent it and to report it.

What to do in case of fire:

1. If you detect a fire, please report it by loudly shouting "Fire, Fire!" and then immediately inform Reception by pressing the manual call point or by telephone.
2. Follow the instructions of the staff and stay calm!
3. Find out the position of the staircase and emergency exits, the location of the fire extinguisher. Escape route is on the inside of the front door.
4. Do not use the lift to escape in case of fire!
5. The escape route is indicated by additional pictograms inside the building.
6. Meeting point: parking in front of the hotel.

To avoid fires, the following rules must be observed:

7. Do not smoke in the room!
8. Do not throw cigarette ashes into the wastepaper basket and do not use it to extinguish cigarette burns!
9. Do not bring highly flammable and explosive materials into your room! (Examples: electric kettle, coffee maker, immersion heater, LPG gas cylinder, gas cartridge)
10. Please do not leave your electrical appliances switched on when you are not in your room.

11. The kettle in the rooms is a fire hazard! Please pay more attention to its use.

Ironing

The hotel's Housekeeping department is at your disposal if you need to have your clothes ironed.

A laundry and ironing price list is available in the room and will be charged to your account. Please contact the upstairs chambermaids or Reception staff with any requests.

Monday to Friday: for drop-offs before 9 a.m., the order will be completed within 12 hours, in addition an express ironing service is available, which will return the clothes within 1 hour.

Sewing services

The hotel's housekeeping department is at your disposal for small sewing jobs such as button sewing.

Please contact the upstairs chambermaids or Reception staff with any requests.

Vouchers / Hotel vouchers

<https://book.tisiahotel.hu/en/vouchers>

For birthdays, holidays or any occasion, a gift voucher to our hotel can be a great surprise for your loved ones or friends. Choose from our offers or have your gift voucher made to your own specifications!

For more information and offers, call our Reception or send an email to info@tisiahotel.hu.