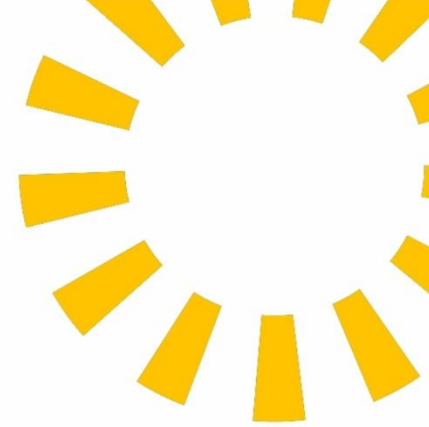




ROOM FOLDER

KOLPING

FAMILY RESORT ★★★★★



OUR DEAR GUEST!

If this is your first time at Kolping Hotel, this folder will be useful for you to discover the hotel. If you have stayed here before, you can also find some novelty as there is not a month we would not accomplish one of our brand new ideas! We have to admit that even the editing of the room folder can not keep up with our improvements sometimes.

So that you do not miss anything happening in our hotel, we add further information on the notice-boards!

If you are accompanied by children, we wish you carefree family moments and that each of you find the best programs and relaxation to your liking. Dear Parents! Let your children go for a while, we will take care of them in Boboland! Explore the beauty of spending quality time together again and recharge your batteries for the challenges of weekdays with the help of the special services of Hanami Beauty and Spa.

In case of any questions or requests, do not hesitate to contact us! More than 150 colleagues are working on you spending special days at our hotel.

Best regards:

Csaba Baldauf
Hotel director

CONTENTS

IMPORTANT PHONE NUMBERS	3
OPENING HOURS*	4
RESORT MAP	5
TV CHANNELS	6
ROOM EQUIPMENT	7
USEFUL INFORMATION FROM A TO Z	8
APARTMENT HOUSE	18
KOLPING HOTEL „THE GREEN HOTEL“ - PROTECTION OF THE ENVIRONMENT	20
KOLPING HOTEL FOR EQUAL OPPORTUNITIES	22
FIRE-PROTECTION / EMERGENCY EXIT	23
WHERE DOES THE HOTEL’S NAME COME FROM?	24
FAMILHOTEL	25

IMPORTANT PHONE NUMBERS

Phone numbers of the hotel:

- Telefon: +36 83 344 143

Important phone numbers, from the hotel free of charge:

Reception desk:	5000
Booking:	5231/5213/5248
Secretariat:	5100
Housekeeping:	5242
Restaurant for half board:	5217/5203
Pool restaurant:	5223
Bobo Café & Bar	5235
Boboland:	5243
Swimming pool reception:	5310
Hanami Beauty & Spa (Therapy Centre, Massage, Cosmetics,):	5226
Hairdresser:	5225
Another room:	dial the room number

Charge for calling a telephone number outside of the hotel:

- Outgoing call*: 0 – then area code and phone number

The availability of the room outside of the hotel: +36 83 344 143, and after a short while, dial the room number.

*Calling a number outside the hotel is subject to payment

OPENING HOURS*

RECEPTION: open every day 0-24

SALES: Monday to Friday 8.00-18.00, Saturday 8.00-16.00

GASTRONOMY:

- continental breakfast: every day 7.00-7.30 a.m.
- buffet breakfast: every day 7.30 - 10.30 a.m.
- a'la carte brunch: every day 12.00 a.m. - 2.30 p.m.
- buffet dinner: every day 5.30 p.m. - 9.00 p.m.
- poolside restaurant: every day 11.00 a.m. - 6.00 p.m. (kitchen open 11.30 a.m. - 4.00 p.m.)
- Bobo Café & Bar: every day 9.00 a.m. - 10.00 p.m.

BOBOLAND:

- Game houses: every day 9.00 -12.00 a.m. and 1.30-8.00 p.m.
- Group child supervision over 3 years: every day 9.00-12.00 a.m. and 1.30-6.30 p.m.
- Group child supervision for 1-3 year olds: every day 9.00-12.00 a.m.(pre-arrangement on the spot)
- Bobo's indoor playcastle: every day 8.00 a.m. – 10.00 p.m.

Our kindergarten teachers/animators have no special education qualifications, thus we cannot provide care for children with mental or physical disabilities. If the child has only a mild disability, we are happy to give it a try, but we reserve the right to stop providing the service at short notice.

AQUALAND:

- Family aqualand: every day 8.00 a.m. - 8.00 p.m.
- Family saunas and salt room: every day 10.00 a.m. - 8.00 p.m.
- Quiet spa: every day 8.00 a.m. - 8.00 p.m.
- Sauna park for adults: every day 10.00 a.m. - 8.00 p.m.
- Playroom by the pools: every day 8.00 a.m. - 8.00 p.m.

HANAMI BEAUTY & SPA:

- Cosmetics, Massage, Medical wellness: Monday to Saturday 9.00 a.m. – 5.00 p.m., closed on Sunday.
- Hairdresser: by appointment on +36 83 344 143/5225 or Tóth Barbara +36 30 584 2011
- Fitness and gymnastics room: 0-24 every day, organized sporting events, as detailed in the weekly event calendar

GIFT-SHOP, CAFÉ: every day 9.00 a.m. - 12.30 p.m. and 13.00 p.m. - 17.00 p.m.

* In case of changes, you will be informed on the notice-boards.

** Discussion is needed in advance.

RESORT MAP



For those booking directly with us, we offer a 4-hour family Arena entry to **Bobo Fun Park** every day of your stay!

● PLAYGROUNDS

✕ RESTAURANTS

1. RECEPTION
2. GIFT SHOP
3. FOUNTAIN
4. LIFT/GIANT SLIDE
5. CENTRAL BUILDING: CONFERENCE ROOMS, CHAPEL, TEEN CLUB, DIY WORKSHOP, GAME ROOM
6. GUEST LAUNDRY
7. APARTMENT HOUSES
8. BOBOLAND

☺ SMOKING AREA

P PARKING PLACE

9. BOBÓ CAFÉ & BAR
10. PEDAL GO-KARTS
11. MIMI'S GARDEN
12. GIANT STONES
13. FAMILY AQUALAND
14. THERMAL AND SWIMMING POOL 18+
15. HANAMI BEAUTY & SPA: BEAUTY SALON, MASSAGE, MANICURE/PEDICURE, MIHÁLY DRINKING FOUNTAIN, MEDICAL WELLNESS, HAIR SALON
16. FITNESS ROOM

TV CHANNELS

On the channels you can find the following broadcasting stations. Please, be regardful of your neighbours when setting the volume.

Channel number	Channel name
1	Kolping Info
2	M1 HD
3	M2 HD
4	Duna HD
5	Duna W/ M4 Sport+
6	RTL
7	TV2
8	M5 HD
9	M4 Sport HD
10	MAX4
11	Spektrum Home +
12	Minimax
13	Sport1 HD
14	ZDFinfo HD (DE)
15	KIKA HD (DE)
16	3 Sat (DE)
17	Pro7 MAXX (DE)
18	NITRO (DE)
19	SAT.1 Gold (DE)
20	arte HD (DE)
21	RTL Television (DE)
22	RTLZWEI (DE)
23	SUPER RTL (DE)

Channel number	Channel name
24	RTLup (DE)
25	Vox (DE)
26	N-TV (DE)
27	SAT.1 (DE)
28	Pro7 (DE)
29	Kabel 1 (DE)
30	Das Erste HD (DE)
31	SPORT 1 (DE)
32	DMAX (DE)
33	Comedy Central (DE)
34	MTV (DE)
35	Nick/Comdey Central +1 (DE)
36	EuroSport 1 (DE)
37	BBC News (EN)
38	CGTN (EN)
39	8 TV (RU)
40	THT (RU)
41	TVR Plus (RU)
42	RTVI (RU)
61	Kossuth rádió
62	Petőfi rádió
63	Bartók rádió
64	Dankó rádió

If you have not found what you are looking for above, **Bobo Café & Bar** as well await you with an even wider selection.

ROOM EQUIPMENT

Please store your valuables in the safe box in the room. The hotel doesn't take responsibility for valuables left lying around. In case you have difficulties with using the safe box, call the reception (Tel: 5000).

For guests **arriving with children** we try to ease packing and make the stay even more comfortable with the following equipments (depending on the age of children):

- Cot/travel cot, changing table, microwave oven, bathing tub, potty for the “bigger” ones, children toilet seat and a small stool to reach the basin. In family apartments, there are feeding bottle heater, high chair and pram. When leaving, please leave the pram in the room behind. The room is supplied with touch proof connectors and sockets. **Attention!** In the renovated family apartments, you can find the protection against electric shock in the inner, invisible part of the connector.

In the apartment an equipped **mini-kitchen** stays at your disposal. Please, keep the kitchen and the table ware clean, the cleaning materials are provided for you. You can find the list of the equipments on the inner side of the upper cupboard.

A **baby-mom kitchen** is a well-equipped kitchen with warming facilities, microwave oven, sink and refrigerator. In the cupboard we have arranged tableware and glasses for you. In the kitchen there is a table for four, a playpen and a high chair. All guests, who have no mini kitchen in their room, can use this baby-mom kitchen free of charge. These kitchens can be opened with the key card of the room, so they can be used all day round, and the comfortable feeding of babies is guaranteed 24 hours a day.

For hoovering, you can find a fixed hoover in the common rooms of István, Erzsébet, Gizella and Ulrich apartments respectively.

As the minibar in the room is not adequate to keep food you bring back cold, there is a refrigerator in the baby-mum kitchen. Please label your food with your name, room number, and date on which you put the item into the fridge.

USEFUL INFORMATION FROM A TO Z

(Rooms, family suites and apartment house)

Adapter, phone charger, charging station

Our charging station is available at the reception, and a limited number of adapters and phone chargers are also available to rent. Please let the reception know of your needs.

Air conditioning/ Thermostat

In our buildings, you can make the room temperature more comfortable using the air ventilation system. The room temperature can be set on the wall control panel up to a maximum of 25°C during the winter heating season and up to 23°C in summer. The air conditioning operates only when doors and windows are closed. For information about the current mode (summer or winter), please contact the reception.

Baby/Children poncho / bathrobe

For a daily fee, guests can rent children's ponchos or bathrobes of various sizes. Please indicate these needs when making your booking, or to our reception staff on site. You like it so much that you want to take it home? You can buy these at the reception or at the Hanami Beauty & Spa.

Babyphone

Our portable baby monitors with camera help ensure your child's safety even while resting. Please request one at the reception. **Attention!** Do not leave your children without surveillance for a long time. The hotel does not take the responsibility for damages caused by the possible failure of the device.

Babysitter

In case you want a personal watch for your child, it is worth to have a babysitter. You can contact our professional babysitters via the reception.

Baby swimming

Katalin Stoller, the founder of Stoller Baby Swimming Academy and her fellow swim coaches teach baby swimming several times a week (look for the exact time in the weekly programme) all through the year in Kolping Hotel. Children of families living in the area are also welcome to participate in this programme. Our guests can take part in the sessions for free. We would recommend the programme from the age of 2 months to 2 years.

Bed linen

For you excellent relaxation, our hotel provides you with an extra blanket and pillow as well as special bed linen in a limited number: memory foam anatomical pillow, anti-allergenic blanket/pillow or neck support pillow. Please, inform us about your demand at the reception.

Bed linen change

On demand we change your bed lined on a daily basis, otherwise after the third night.

Bed rail

We can give you bed rails so that children can sleep safely (only in a limited number). Please tell what you need at the reception.

Bicycle tours and hikes

You can rent bicycles for adults with child bike seat or trailer. You can store your own bicycle in a secure place. For hiking we provide you baby backpack carriers. For more information please ask the reception.

Birthday / anniversary

The surprise can also be a cake, which will be then served at dinner. We can put a bouquet of flowers in the room. Choose from one of our birthday packages, or if you have an original idea, tell a staff member. We kindly ask you to tell your idea 3 days in advance.

Bobo

This friendly hippo accompanies us from the beginning. As the host of the hotel, he is the children's favourite. You can meet him in Boboland day by day. Meet the real Bobo, follow his route in the weekly programm!

Bobó Café & Bar

Our café is an excellent choice for adults for some relaxation, near to the children playing in Boboland. A good news for sports fans, because when there is an important sports event this is the site for supporting together.

Bobo's Friends Mini Farm

Guests can visit farm animals from spring to autumn. Please do not let your children close to the animals without parental supervision.

Bobo Fun Park

Covered Adrenaline Arena Right Next to the Hotel. At Lake Balaton's coolest indoor adventure park, more than 30 attractions across three levels await every member of the family. With an Arena ticket, our direct-booking guests can use the facilities every day for up to 4 hours with prior registration. The following attractions are included: Bobo Boulder, Trampoline, Ninja Course, Laser Labyrinth, MultiBall, Skill Boulder, Mini Trampoline, ValoClimb, ValoJump, Football Pitch, slides and climbing ramps in the passageways. For those seeking extra adrenaline, additional tickets can be purchased on-site for the indoor and outdoor climbing walls, the ropes course, the cave, and the Focus Boulder room. At the Arena Bar located within the park, you can easily recharge your energy. Services used at Bobo Fun Park cannot be charged to the room account. www.bobofunpark.hu/en

Borrowing sledge

In winter, you can borrow sledge at the reception.

Breastfeeding room

We have a breastfeeding room provided for the mothers on the level of the family spa, in Boboland, and at the reception building.

Chapel

The house chapel can be found on the first floor of our central building. It was anointed October 4, 1996. The paintings on its walls were donated by a German painter from Stuttgart, called Hilde Reiser. The central picture of the triptych depicts the crucified Jesus. Holy Joseph, the patron of the Kolping Society can be seen on his right, Adolph Kolping on his left. The other four paintings illustrate the historical personalities, after whom our apartment houses were named. King Saint Stephen (969-1038) as he is being enthroned with the holy crown he had received from Pope Sylvester II. Next to him is his wife, Blessed Giselle (985-1060). She gathers the people around her to show them the way that guides to Jesus Christ. On the painting on the right side, Saint Ulrich (890-973), the bishop of Augsburg can be seen. The cross seen on his stole represents his love and care towards people. Saint Elisabeth from the house of Árpád (1207-1231) is painted on the fourth picture. She is the daughter of Andrew II, the wife of Louis IV, the landgrave of Thuringen. Elisabeth left the safe castle of Wartburg to devote her life to the poor, the sick and the pariah.

Children's toys

Our hotel provides our guests with children's toys for rent (e.g. board games, children's storybook). Please request them from the kindergarten teachers in Boboland.

„Cleaning please“

Your room is cleaned daily between 8:30 a.m. and 1:30 p.m. In case you need extra cleaning, please call the reception.

Let's cooperate! Being able to plan ahead for the day means a lot to us. Please hang the yellow card on the doorknob before 8:30 a.m. (or, if you like to get up late, in the previous evening) if you do not require cleaning that day. As a token of appreciation, we are going to hand over to you a Bobo Banknote in person, or slip it under your door. Thank you for helping us get organised! For further details, please check the information sheet on the table.

Conference, co-working

Our hotel is also available for organising programmes. There are conference rooms which we can hire you for 5-120 participants. Ask our sales department for details.

Copying/Printing

Our reception staff will help you with these requests. Two computers with internet access are available for our guests at the reception, next to the children's check-in.

Diseases, accidents

In our hotel there is a large community of children. Therefore, we lay stress on hygiene to prevent diseases. In case you notice a sickness, our receptionists do their best to organise you a medical

attendance as soon as possible. In case of smaller accidents bandage, Listerine and fever thermometer are provided for first aid. We are not allowed to store and sell medicaments; therefore we cannot give you any.

We ask for your cooperation in the followings:

- Please observe the security rules and regulations mentioned before (pool, playground, traffic, etc.)
- After playing outdoors always examine yourself and your children searching for ticks and beetles.

Electric car charger

An electric charging station is located behind the restaurant building, serving 2 cars at a time. After downloading the FreeCharger app, charging starts with just a few taps. You can find out about the current fees and payment methods in the app, but the charging station will also provide you with this information on the spot. More information: www.freecharger.hu/en/page/hogyan-toltsek

Excursions in the area

We have collected the most popular tourist points of the area for you. Ask for our Excursion Brochure at the reception. You may also buy your tickets for ongoing events in the area at the reception.

Extra bed for children

For the sake of the children's comfortable vacation, we set extra beds according to age.

Family aqualand

The indoor complex features a 120 cm deep, chrome adventure pool, jacuzzi, neck shower, counter-current and underwater massage around the huge column in the pool. Then it's time for the colourful world of water. The little ones can slide in the adventure pool, while older children can play in the water playground with a tunnel and a shooting range. Braver kids can test the snake slide.

First aid kit

A limited number of first aid kits are available at the reception.

Fitness and gymnastics room

In our wellness centre you can find a 80 m² large fitness room equipped with cardio and weight machines. For you and your child's safety children younger than age 14 are not allowed to use the machines. All equipments can be used on your own responsibility. Trainers are waiting you at the gymnastics lounge, check the weekly timetable for details. You will need comfortable sport clothes in the gym. The use of the gym equipment is only safe if you wear the proper sports clothes. You can open the fitness room with your room card any time of the day.

Food allergy

Many of our guests are children and adults who are sensitive to flour, milk or eggs. You can always find something suitable for you in our existing range, but if you want to choose something not on offer, our chef will be happy to prepare it for you for a fee.

Forest animals

At night and during quieter periods, nearby forest animals, insects, beetles and other creatures may on occasion enter hotel premises. Please do not leave shoes, clothes or other personal belongings on the terraces of our apartment houses and ground floor rooms.

Guest slipper

If requested, slippers are available in our hotel. Price: HUF 1000/pair. You can contact the reception with your request.

Hikes

For hiking we provide you baby backpack carriers. For more information please ask the reception.

Late check out

If we have vacancies, it is possible. Please contact us regarding this on the day before your departure as latest. The charge of elongation is HUF 29 800/room on the day of departure until 12:00, and HUF 47 000/room until 18:00. Our regulars can have the late check out discount at 50%.

Lost and found items

For any lost and found items, please call reception. If the objects are not taken away by their owners in 3 months, we shall donate them for charity.

Loyalty Programme

We have created a tiered loyalty programme for our guests. You can register for the programme at <https://kolping.hotel.hu/loyalty>. After logging into their account, members earn points based on the value of their direct bookings. Points are credited after departure and can be redeemed on a subsequent booking. Additional discount offers are also available on the platform.

Medicinal water

The water experience is complete with the thermal spring of our hotel. You can enjoy the beneficial effects of the water in our separated thermal pool. 250 litres of thermal water flushes from the 320-meter-deep well in every minute with a temperature of 37.5°C. It contains high amounts of calcium-magnesium-hydrogen carbonate, fluoride, sulphide and sodium in a small amount. It is excellent for medical utilization. It can cure any form of locomotor disorders in an effective way, except for acute inflamed disorders. It is suggested for speeding up recovery after accidents and operations, for treating degenerate and chronic arthritic mutations and osteoporosis. It has been proven that weight bathing (down to the neck immersion into the water suspended and weighed down) is effective for low back pain, while medicinal mud is great for arthritis. It can also be used to relieve menopausal ailment. You can reduce inflammations, and use it as a gentle laxative by drinking it (Mihály fountain). Thermal water is not recommended for people with cardiovascular problems. Recommended bathing time: 20 minutes maximum. Our special spring water with medicinal properties can be ordered as part of your breakfast, if you wish to do a special multi-day treatment.

Nasal Vacuum Aspirator

Every baby kitchen is equipped with nasal vacuum aspirators provided for our guests. If you have further needs please ask our housekeepers working upstairs or the receptionist.

Night light

It is possible to borrow night light so that children can sleep soundly (only available in a limited number). Please tell what you need at the reception.

Non-slip mats

There is a limited stock of non-slip shower mats available. You may claim one at the reception.

Outdoor pools

Typically from May to September (depending on the weather) you can try our outdoor pools, too: pool with whirlpool and cross current, shady children's pool and a shallow and shady baby pool with a maximal depth of 0.3 m, baby slide and a water clown.

Parcel delivery and left-luggage office

On demand, we are at your service in luggage carrying or storage. Please call our reception if you have such a demand. For your convenience there are luggage carts in each building next to the lift, which you can use for a HUF 100 coin or HUF 50 coin.

Parking and traffic in the hotel area

At arrival and departure you can park your car on the parking lots next to the entrance of the hotel. Driving in the hotel area is only allowed with a valid barrier card. For our hotel guests covered asphalt parking lots are provided, please follow the parking signs. Please do not park on the grass, on the sports fields and on the playgrounds, only on the designated parking lots. For the safety of your car do not park on the forbidden areas marked with yellow lines or no parking signs. These are areas for loading and fire brigades or other important traffic and transportation routes. In the hotel area the traffic regulations are valid. Please pay attention to children! Bus parking is possible in the area of the hotel.

Parking of the strollers and scooters

To avoid accidents and to make the way clear in the restaurant, you must leave the strollers and scooters by the entrance of the restaurant

Payment methods

Please choose from the payment methods below:

- cash (there is a cash point at the entrance of the hotel)
- bank card, credit card (Master, Visa, Maestro, AMEX)
- our own gift voucher
- prize vouchers offered to our cooperative partners

You can settle your bill in our restaurants and bars by the following ways:

- It exclusively goes to the room, except for the café at the reception, the hairdresser and the thai massage service which you can settle at departure at the reception desk.

- If you have settled your room bill, you can pay by card at our swimming pool self-service restaurant and at the Bobó Café & Bar.

Pets

Two of our separate apartment houses may be booked by guests arriving with a dog, after prior arrangement. In our other apartment houses, hotel rooms and suites, we do not accept pets. Cats and other pets are still not allowed.

Ping-pong and billiard room

A room for the lovers of team plays on the 1st floor of the building of the restaurant. You can borrow the needed sports equipments at the reception desk free of charge. (Room Margit)

Pool playroom

Next to the family bath and the pool restaurant you can have a good time in our 80 m² playroom until other members of the family are bathing and sauna bathing. In the playroom you can find a spongy play corner, bean bag chairs and lots of toys. Please don't leave your children unattended.

Quiet spa - only for adults

The lower level of our bathing building is a real oasis for those looking for quiet relaxation. The thermal and swimming pools here are only for adults. Comfortable deck chairs and smooth music take care of full recreation, and after dark the whole area is covered in special lights.

Regular guests

If you visited our Hotel at least three times in the last 3 years, we regard you as a regular. Ever since your fourth stay you can enjoy the benefits and discounts for our regulars. Thank you for regularly returning to us! <https://kolping.hotel.hu/loyalty>.

Room for the disabled

Our hotel has 4 rooms, the size and equipment (bathroom) of which were selected while taking into account the needs of our disabled guests in wheelchair or those needed to be accompanied.

Room service

If you wish to dine in the room, please inform the reception desk by 7:00 p.m. the day before at the latest for breakfast plans, and by 2:00 p.m., or between 5:00 -8:00 p.m. of the day for dinner. Meals are served in the room between 8:00 a.m. and 9:00 p.m. by prior arrangement, based on the room service order form in the room. The additional room service charge is HUF 4,000 per service. Room service is not available in our separate apartment houses.

Safe

In your wardrobe you'll find a safe. Our hotel does not take any responsibility for the unattended belongings. If you need assistance in using the safe, our colleagues at the reception are at your service.

Safe play – for both children and parents

Please do not leave your child unattended on the playgrounds and sports fields, and see after the safety of other playmates too. All toys and playing facilities of the hotel fulfil the safety regulations of the European Union. Our colleagues are maintaining them regularly, but for ensuring safe and worryless play, please pay attention to the followings:

- Please make sure that the playground equipment is not damaged. If you see any damage or faultiness, please inform us at the reception.
- Please dress your children accordingly. Avoid garments with laces or those that are too loose, since they may cling into the equipments.
- Teach your children play safely.
- The use of the equipment is not advised in wet weather circumstances due to slippery surfaces, or below freezing temperature, because even the softest surface can become stiff.
- Slides are to be only used seated. Every item can be heating up in case of being exposed to direct sunshine. Before you let your children play, make sure that none of the items are hot.

Sauna

The whole family can relax together in the Finnish saunas of unique atmosphere, the steam and aroma cabins just as well as in the salt chambers next to the family fun bath. Our sauna masters welcome the parents every week with special sauna splashes. The beneficial effects of sauna can be enjoyed by the smallest ones as well, but take the following into consideration:

- In general it is not advised for children under 6, but if regular sauna sessions are part of the family life, it will be natural for them.
- Only try a sauna with healthy children.
- Sauna towels have to be used at all times.

The quiet wellness section is for adults only, so it is perfect for those who want to enjoy saunas without any clothing. Infra sauna, Finnish sauna and steam bath welcomes our guest here, and the fun showers will take care of the refreshment after the benevolent relaxation. We kindly inform you, that for safety reasons a camera surveillance system is in operation in the bath area.

Attention! At the family fun bath desk you can have a sauna towel by your sauna towel card that you receive at the reception at arrival. It will be exchanged for a dry one any time during your stay. Please maintain strict hygiene. While you are bathing, please do not occupy the resting couches with your towels, so that the other guests can rest on them.

Shower chair

In order to have a safe and comfortable shower, there are shower chairs in our hotel at a limited number. Please, inform us about your demand at the reception.

Smoking

Our rooms and covered areas are non-smoking. Please, take this into consideration for the sake of the comfort of our other guests. In case smoking occurs in the rooms, our hotel is entitled to charge and extra cleaning cost. Smoking is only permitted in the designated smoking areas.

Sports equipment hiring

At a limited number, you can hire sports equipments at the reception of Hanami Beauty & Spa. Please return the sports equipments until 5:00 p.m. on the day of hiring. Caution: Key card or personal ID. In case you do not return the hired sports equipments, you can get your key card or personal ID back at the desk of the family fun bath until 8:00 p.m. Please return the sports equipments there.

Sports equipment for children

Our hotel provides children with sports equipment for rent (e.g. ball, badminton set, back carrier). If you have any such need, please contact the Reception Desk.

Strollers

On request we can offer a stroller that reclines completely flat which is also suitable for infants, or we can also provide a twin stroller. Sports strollers are included in the standard equipment of our family suites.

Table reservation

Want to choose a table for your meals? Indicate your choice to our staff in the restaurant before the first dinner until 5:00 p.m. Your reservation is upheld for the entire duration of your stay. Once you have indicated your choice, you just need to show up by 9:00 a.m. for breakfast and 6:30 p.m. for dinner. It is not allowed to take food out of the restaurant.

Toiletries, baby-care products and accessories

Our hotel provides you the following toiletries without extra costs: douche gel, soap, shampoo, toothbrush-mug, shower cap. Besides these, you can practically buy anything in our gift shop, in Hévíz (1 km), or in Keszthely (6 km).

Transfer service

We are pleased to help you with organising transfer service. Please call the reception for further information!

Toys for the children

The Hotel offers various toys for the children, which can be rented by our Guests (such as board games, storybooks). If you require any such item, please contact the Nursery staff at Boboland.

Towel change

If you wish to get a fresh towel, please place your used towel on the bathroom floor. If they are not on the floor, our colleagues will understand it in a way that you are not willing to have a new one

Umbrella

You can rent an umbrella in a limited number. Please, inform us about your demand at the reception.

Wake-up alarm call service service

Please inform our receptionist about the exact time when you would like a wake-up call.

Washable bedside rugs

On demand you can have washable bedside rugs at a limited number. Please, inform us about your demand at the reception.

Washing/Ironing/ Dry cleaning

The clothes handed until 9.00 are washed and ironed in 9 hours. Dry cleaning is only available on weekdays. You can buy the coins needed to use the washing machine and the dryer. Please be careful at using the iron, after you have finished, always unplug the iron and place it safely. Please note that it is advised to pay a close attention of your belongings. Our hotel does not take any responsibility for the damages and losses (e.g.: clothes left outdoors). A sewing kit is also available in the room.

Water toys

Our hotel offers water toys in the family aqualand. Please request them from our colleagues.

WIFI

In the 10-acre area of our hotel you can connect to our free internet network (Wi-Fi, hotspot): all rooms and family suites, the apartment house, the reception, the event halls, the Bobo Café & Bar, the family fun bath, and the swimming pool restaurant. Thanks to our upgraded WiFi network, extra-fast upload and download is available in most parts of the hotel.

Wine Bar

We offer a Wine Bar service in the rooms, for an extra charge. The standard provided is three bottles of premium quality wine from the region, mineral water and champagne. Upon prior request, their maids will refill the supplies.

APARTMENT HOUSE

If you are staying in one of our apartment houses, please read the following for orientation and to avoid misunderstandings. In order to avoid misunderstandings we would like to help your worryless holiday with the following information. For you and your neighbour's cloudless recreation please take the followings into account.

Air conditioning / Temperature control

In our buildings, guests can use air vents to make the room temperature more pleasant. Using the wall-mounted control panel, the room temperature can be set to 22–24°C in the winter heating season and 6–8°C lower than the outside temperature in the summer. Air conditioning only works with closed windows and doors. During transitional periods, please ask at the reception if the air vent is currently in cooling or heating mode.

Bed-clothes / Towels / Gowns

The bed-clothes, towels and bathing-gowns will be arranged for you and changed according to the confirmation. Of course when needed you can ask for more towels at the reception at additional cost. The cost of the extra towel and bed linen change is HUF 2 500 per person, for gowns HUF 2 500 per person. For bookings of more than 7 nights, extra daily cleaning and change of towels, bed linen and bathrobes—in line with room occupancy—is automatically charged once during the stay.

Car / parking

Please park in the paved parking area at the entrance of the apartment houses. Please leave the road next to the apartment houses clear for the garbage truck and the fire brigade in case of an emergency.

Cleaning

When booking you could order extra cleaning besides the end-cleaning at additional cost. About the exact time of these cleanings you can be informed at the reception. The cost of the extra cleaning cost is HUF 15 000 per occasion

Cleaning utensils

Under the stairs you can find a bucket and a mop, a broom, a shovel and a vacuum cleaner. We offer 2 dishwasher tablets as a standard, upon check-in. If you need any more, you can buy some at the reception, at a price of HUF 500 per piece.

Electricity

You can turn off all the power of the house by removing the card from the card case next to the entrance (except for: fridge, boiler and dishwasher)

Equipments / Furniture

Please also protect the terrace furniture from rain and other humidity. Please note that it is not allowed to move the furniture in the rooms.

Food / Shopping

The gift-shop of the hotel offers you a wide selection: mineral water, soft drinks, wines, baby nutrition/drinks, sweets, etc. Near the hotel in the direction of Hévíz there is a Plus supermarket, and you can find other hypermarkets in the neighbouring settlements: Hévíz 1 km, Keszthely 6 km.

Inventory / Caution

We ask for a caution of HUF 60 000 per apartment houses, which is returned to you if we found everything in order. You will find a list of the equipments and devices in the house. Please check it at arrival and departure. If you miss something, please let us know at the reception. To correct the possible damages of the guests' mistake, the hotel deduces the reparation costs from the caution.

Kitchen

We provide you the devices found in the inventory for the kitchen. You are kindly requested to do the washing-up after eating.

Pets

Two of our separate apartment houses may be booked by guests arriving with a dog, after prior arrangement. In our other apartment houses, hotel rooms and suites, we do not accept pets. Cats and other pets are still not allowed.

Safe

You will find the safe in the bedroom wardrobe downstairs. Our hotel does not take any responsibility for the unattended belongings. If you need assistance in using the safe, our colleagues at the reception are at your service.

Shoes

Please use slippers on the first floor in order to protect the wooden floor.

Smoking

Due to fire risk smoking is forbidden in the building. Fire alarm systems are in operation that are connected with the fire brigade.

Traffic

Please use the designated routes only. Only walking is allowed between the apartment houses. Due to the terrain and watering between spring and autumn it is unsafe to leave the paths.

Waste / Litter

You can place litter selectively in the bins near the apartment houses. In the kitchen cupboard drawer you will find one litter bag per day.

Window-shutter

Please fasten the open window-shutter with the hook. In case you leave the house for a long time, please close the window-shutters.

KOLPING HOTEL „THE GREEN HOTEL“ - PROTECTION OF THE ENVIRONMENT

Please note that Kolping Hotel Spa & Family Resort lays stress on the protection of the environment, the preservation of quality and the cessation of the wasteful power-consumption.

Our job and ideas can only be successful with your help and cooperation. Therefore, please pay attention to the followings during your whole stay:

Dangerous goods

During our holiday we may take medicaments or use batteries for certain devices, etc. Please place these dangerous goods into a bag instead of throwing them to the rubbishy. This way our chambermaids will collect them separately.

Electricity

In most parts of the hotel proper light is provided by energy saving light bulbs. When leaving the room please turn off the light and switch off the TV.

Food waste – ‘Empty plate, full belly’ programme

The staff of Kolping Hotel takes actions against food waste by responsible consumer behaviour. The aim of the programme implemented jointly with the guests is to increase the amount of food aid offered for charity instead of increasing food waste. More details in the ‘Empty plate, full belly’ booklet.

Heating

In cold weather it feels good to relax a bit in the warm room. At ventilation and departure please turn the regulator of the radiator to Nr. 1 or 2.

Housekeeping

We use high power Rotowash cleaning machines, on both the floor surfaces and carpets. The machine applies a single step for collecting dust, mopping the floor, scouring the floor, removing spots, and collecting waste water, thereby increasing efficiency, and the cleaning standards. The most important benefit offered by such machines is being completely chemical free, as it uses only water. They provide the benefit of 80% less water consumption, and chemical free operation, as opposed to some other widely used cleaning machines and technology.

Rubbish

In our hotel we do our best to keep the rooms and the beautiful garden always clean. Please help to preserve the cleanness, do not throw rubbish. What more, our hotel has initiated selective rubbish collection. This means that we collect paper, glass and plastic separately. You can find the containers for selective collection behind the building of the restaurant and on the ground floor of each house.

Solar panels

Thanks to our solar panels, we cover 1/3 of the hotel's energy consumption from renewable energy sources.

Traffic

For more information on the bus and railway timetable please call the reception. You can also find the most important information on various means of transportation and a short route description to the hotel on our website. When the weather is nice, you can leave your car in the hotel, and make an excursion in the region by bike. You can rent one also in the hotel.

Water

In the common rooms taps turn off automatically. In your bathroom it is up to you how much water you use. Please economise on water, and turn the taps off. In case something needs to be maintained we can save much water and energy by calling the reception as soon as possible.

Fill your day with experiences—and your in-room bottle with freshly filtered water! Refill stations are located on the lowest level of the residential buildings. Only beverages purchased in our restaurants may be consumed there. Please leave the bottle in your room upon departure.

Thank you for your cooperation also in the name of the next generations.

KOLPING HOTEL FOR EQUAL OPPORTUNITIES

At Kolping Hotel we work all day-every day to make everyone's stay memorable. This is the reason why we highlight equal opportunities in our policy. We aim to serve the comfort of handicapped guests in wheelchair or with lighter disabilities, or with any other handicaps.

In **four special rooms** of the hotel our handicapped guests are awaited by loosely arranged furniture and bathrooms equipped with special fittings. For easy access, corridors connect the bungalows with the restaurant, Boboland, and Hanami Beauty & Spa. Lifts and **automated doors** further facilitate moving around inside the main building. There is no need to fuss if you've something to ask at the reception, something to buy from our gift shop, or something nice to eat at our A'la carte restaurant. You'll find tarmac paths all over the park and right next to steps, there are **serpentine ramps**. Should you find a flight of stairs, however, which you can't evade in any way, don't fret, we have solutions for everything. **TopChair** - which is, as for now, a one of a kind gadget in Hungary - is a high-tech equipment for disabled people. You'll be safe to travel up inclines, stairs and thresholds, it is easy and ergonomic to use. At the push of a button the wheelchair switches to stair-climber mode, and before you know it, you'll travel up and down stairs smoothly and safely. No more rails and detours, use your TopChair in the whole area of the hotel. There is a **mobile, battery-powered pool elevator** in the spa, so getting into the water is really easy. The lifeguard will help you use it as the machine takes a second person to operate. The only thing you need to do is ask.

But we also thought of other handicaps. For instance we know full well that people with hearing aid have a serious problem with understanding spoken verbal messages. In order to make communication easier for them, we planted a **mobile induction loop system** at the reception, which transmits reinforced sounds to the hearing aid in radio-frequency. To achieve the best tuning, ask the receptionist.

FIRE-PROTECTION / EMERGENCY EXIT

The electric plugs can only be used according to the proper regulations concerning shock-proof, safety and fire protection. Every activity which may cause fire or explosion or endangers health of other people is strictly forbidden in the whole area of the hotel.

In the rooms it is forbidden to use electric cooking devices, heaters, broiler, toaster, electric radiator, electric scooter charger etc. Only those technically perfect devices are allowed to be used, which fulfil the Hungarian Regulation. The wall-socket of the electric razor can only be used according to the regulations.

The use of free flame in the room is forbidden. Smoking is only allowed in the designated areas. **In case the fire alarm is warning because of smoking or free flame, the false alarm of the fire-brigade is the responsibility of the smoking person or the one using free flame.**

It is forbidden to empty the ashtray into the scrap basket, or throwing live cigarette and other inflammables into it. Illuminators must be placed and used in a way that they cannot cause fire. It is not allowed to place inflammable decoration on the illuminators. Covering the lamps and bulbs are forbidden.

It is not allowed to close or restrict emergency exits, not even temporarily. Please park only on the designated parking lots.

In case of fire call the reception (5000). In case the fire alarm is warning in the corridor you must leave the building until further action. It is forbidden to use the elevators in fire.

The building must be evacuated through the corridors. Preventing smoke poisoning please lay a watery cloth in front of your face. Close to the ground visibility is usually better, for your easier orientation try to escape scrambling.

Violating the Fire Regulations may result in paying a compensation or penalty.

WHERE DOES THE HOTEL'S NAME COME FROM?

Adolph Kolping (1813-1865)

The International Kolping Society was founded by Adolph Kolping, priest of the diocese of Köln in 1849. Before his theological studies and becoming a priest he worked as a shoemaker. As an assistant priest he recognised his personal mission in devoting his life to the easement of the stunning social problems. Founding the Catholic journeymen's associations he wanted to lead the youth out of their isolation, and wanted to help the successful solution of their life with organising their civilisation and self-relief.

He wanted to reach the transformation of the society with changing people one by one. His aim was to train engaged Christians, who are able to hold their own responsibly in their family life, profession and society. He was certain that social problems can only be eased and solved by returning to Christian principles. He wanted to bring Christianity bravely and naturally into everyday life. It has become a generation-wide organisation, which has received not only the young but also the older, girls and women into the company. The bases of the Kolping Movement are still the Kolping Families. They are mostly formed at parishes. Currently, the international Kolping Association has approx. 500 000 members in 61 countries of the world.

The Kolping Heritage

The beliefs of Adolph Kolping are still current and relevant today:

- Family comes first. A stable family background is the best way to be taught.
- Different generations can contribute to the accomplishment of the community life in accordance with their age.
- It is important to show our support for people in danger and in need.
- We always have to adjust to the special challenges of the given era.

The following guidelines can also be followed by a family-friendly hotel every day:

- In framing our services we focused on **the comfort and safety of the families**. We organize varied content programs for entertainment.
- In our hotel, **every generation** from babies to grandparents take a rest together so that they can have a good time together and close to each other alike.
- Whenever we felt we could help we had taken our share of several **charity actions** throughout the years.
- We are on the alert all the time. Based on the feedback of our guests and our own ideas, we are **continuously developing** our services.

Kolping Hotels: For more info, visit www.kolping-hotels.com

FAMILOTEL

Our hotel chain was founded in 1994 and has 56 hotels all around Europe. Within Familotel, those hotels enter into alliance which put the emphasis on the comfortable rest of families and pay special attention to safety. The Kolping Hotel was the first in East-Central Europe in 2001 to join and thus accepted the strict conditions and the initiative of child friendly standards. In 2002, we were awarded the "OK for Children" certificate of TÜV Service Check. As being the only Hungarian hotel in the chain, we are proud of being regularly supervised by international standards concerning services we provide for families. The requirements of this membership are continuously exceeded by developments inspired by our own and our guests' ideas. Right now we are preoccupied with new ideas of what else we could do for You. You can find further information about the Familotel chain here: www.familotel.com

familotel®

POLICY

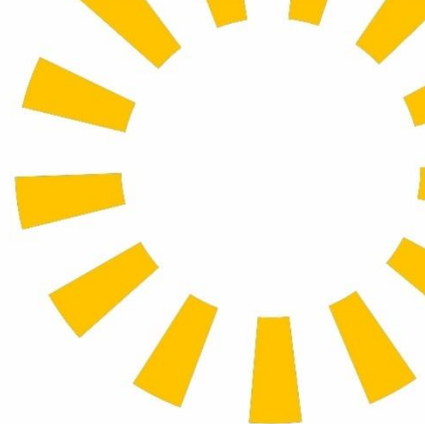
At Kolping, you may do (almost) whatever you want! It probably is the reason you've liked in us since 1996! Freedom for the kid, peace for the adult. With all the comfort of a 4 star hotel we'd like to create an environment where your children can be at ease. No need to sit upright at the dining table, and there aren't any "no shouting" signs in the park. We targeted family entertainment, and we mean business. We constantly keep developing the hotel and we're constantly developing ourselves. We learn a lot from our guests and from everyday situations. Our coworkers speak fluent Kiddy talk! We are able to solve nearly everything really quickly. We can manage 400-500 guests on a 10 acre area a single day, and we take pride in serving everyone's needs equally. But to keep things just perfect, we would like to ask for your kind contribution, too. Please mind each other and also your environment!

We all wish you a pleasant stay:

Kolping Hotel staff



KOLPING
FAMILY RESORT ★★★★★



KOLPING FAMILY RESORT★★★★s

8394 Alsópáhok, Fő u. 120.

+36 83 344-143

sales@kolping.hotel.hu

kolping.hotel.hu
facebook.com/kolpinghotel
youtube.com/kolpinghotel

