



THERMAL HOTEL BALANCE ****
LENTI

Dear Guest,

We are delighted that you have chosen the newly built Hotel Thermal Balance **** Lenti for your well-deserved holiday. On these days which are especially important to you, we try to provide the relaxation and balance in mind.

We are warmly welcome you with a family atmosphere in our hotel to entertain and treat you because the hospitality provided in Lenti is much more than a simple service. Enthusiastically but discreetly working to meet the needs of our guests.

On the following pages you can get familiar with our services and we would like to provide useful information that will help the days spent with us even more experience.

I kindly ask you that in case of any observations, comments or questions please do not hesitate to call the front desk on 240 or 250 extensions.

I wish you to enjoy relaxation and recreation on behalf of the hotel staff!

Kind regards

Zoltan Karpati
Hotel manager
Thermal Hotel Balance**** Lenti



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Phone numbers

Thermal Hotel Balance	+ 36 (92) 630 590
Reception	240 and 250
L16 Restaurant	350
Lobby Bar	270
Police (from the room)	0 + 107
Fire Department (from the room)	0 + 105
Ambulance (from the room)	0 + 104
General emergency (from the room)	0 + 112
24-hour emergency medical service 8960 Lenti, Templom tér 10.	+36 (92) 351 911



Hotel Information A to Z

ACCESSIBILITY

The hotel has been partially built to be accessible for wheelchairs because of the needs of disabled individuals. The building has a special room, elevator, as well as the ground floor and 4th floor washbasin for the disabled. The hotel also provides guests with hearing impairments hearing aid signal amplifier, and tactile conduction has been developed for the visually impaired guests.

AIR CONDITIONING

The hotel rooms, restaurant, conference rooms and public spaces are air-conditioned. The room temperature can be controlled via touch panel.

ARRIVAL

The hotel rooms are accessible from 3pm.

BANK CARD / CREDIT CARD

We accept: Visa, Visa Electron, VPAY, JCB, Union Pay, MasterCard, Maestro, AMEX credit cards.

BAR

Lobby Bar: 10am-10pm

BATHROBE / BATH / BAG / SLIPPERS

Bathrobe and bath bag are prepared without extra fee for hotel guests, in case of losing it, 7.000,- HUF / bathrobe, 5.000,- HUF / bath bag compensation should be paid. Slippers are available at reception.

BEAUTICIAN

Can be found In Lenti Thermal Bath

Opening hours: Tuesday, Wednesday, Thursday, Friday 9am-12pm and 1pm-3pm
Saturday 1pm-4pm

You need to apply at the hotel reception (240 or 250 mm extension)

BREAKFAST

Available in L16 restaurant, the room rates are including buffet breakfast, please show your room card at the entrance.

BUS / TRAIN

Ask receptionist colleague for help (240 extension).



CHANGE OF TOWEL

Our guests can request the replacement of the blue towel for wellness by using the towel-card, which they get at check-in. In the case of losing the towel-card or not giving back, the hotel will charge 1000 Ft!

The white towels in the rooms are changed in every three days free of charge. The hotel provides further towels for an extra charge on request. We would like to ask our guests not to take the white towels to the wellness area and to the Thermal Spa!

Ask receptionist colleague for help (240 extension).

CHILDREN-FRIENDLY SERVICES

Our hotel has thought of children, so they can hire: cerebellum, high chairs, children's crockery and cutlery as well as sanitation baby bath and more. For entertainment XBOX, table football take care...

CLEANING

If necessary replace the linen and emptied dustbins in the room. If you would like additional cleaning, contact the reception on 240 or 250 extensions or hook the "housekeeping please" sign on the door!

CONFERENCE ROOMS

Detailed information about the conference and event, see the section "Venues".

DENTIST

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

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

DEPARTURE

On Departure day please leave the room until 11:00 am. Luggage storage at the reception is free of charge. Please hand over the Room Card at the reception. We will charge daily rate in case of omission of check out.

DINNER

Dinner is available in L16 restaurant. Please show your room card for confirmation. (If dinner is included in your package.)

"DO NOT DISTURB" SIGN

If you want peace, expose the "Please Do Not Disturb" sign outside the room door's latch.

ELECTRICAL CONNECTION

Hungary: 220 V / 50 Hz.

EMERGENCY EXIT

According to an escape route, placed in the room door.



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EXTRA BEDDING, BLANKETS, PILLOWS

Several types of pillows to choose from (feather, foam, anti-allergy, etc.), as well as extra sheets, blankets, pillow needs to indicate the reception (240 or 250 extension).

FIRST AID KITS, THERMOMETER

First aid boxes, bandages, thermometer located at the reception. Ask receptionist colleague for help (240 or 250 extension).

FITNESS

Fitness room can be found on the ground floor at your disposal.

FOUND / LOST

Ask receptionist colleague for help on 240 or 250 extensions.

GUEST COMPLAINT

Please go directly with your complaint to the reception, because in this case we can only improve the possible non-compliance.

GUEST SATISFACTION SURVEY

Guest opinion is very important to us so please share your feedback with us to tailor our services according to your needs.

HAIRDRESSER

Can be found In Lenti Thermal Bath

Opening hours: Tuesday, Wednesday, Thursday, Friday 9am - 3pm
Saturday 1pm - 3pm

Ask for appointment at the hotel reception (240 or 250 extension).

IN CASE OF FIRE

In case of a fire drill, please leave the room immediately in accordance with the designated escape routes! In case of fire, the elevators cannot be used! Please read carefully the full information posted on the door of the room.

INTERNET / WIFI

Free Wi-Fi network is available throughout the hotel. Our staff are happy to help if technical problems arise.

INTERNET TERMINAL

We supply internet terminal with printing capability. Ask receptionist colleague for help (240 or 250 extension).

IRON / LAUNDRY SERVICES

To use this service, use a laundry bag and ironing / laundry list (found in the cabinet) ask receptionist colleagues for help (240 or 250 extension).



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LINEN CHANGE

During your stay in the hotel, bed linen will be changed every three days. If you would like linen change, please ask receptionist for help (240 extension).

LUGGAGE OFFICE

In case of early arrival or late departure you can leave your luggage at the reception free of charge (limited number).

MAIL TRANSMISSION

Magyar Posta Lenti, Zrínyi Street first

Opening hours: Monday - Friday 8am-5pm Saturday 8am-11am

Ask receptionist for help (240 or 250 extension).

MASSAGE

Located at the 4th floor, in Spa department.

Ask for appointment at the hotel reception.

MEAL TIMES

Breakfast	7am – 10am	L16 Restaurant
Lunch	12pm – 2pm	L16 Restaurant
Afternoon sweet snacking	3:30pm – 4pm	Lobby Bar
Dinner	6pm-9pm	L16 Restaurant

MEDICAL SERVICE

Emergency medical service Lenti, Templom tér 10. Tel. +36 (92) 351 911

Dr. Hetés Ferenc Clinic Lenti, Kossuth u. 10th

Opening hours: Monday - Thursday: 7:30 – 15:30h; Friday: 7:30 - 15.00h

Tel. + 36 92 351010

Please contact the reception (240 or 250 extension).

PARKING

Parking is located across from the hotel is at your disposal. (Closed barrier, camera supervised but not guarded).

PET

The hotel does not accept pets.

PHARMACY

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

Opening hours: Monday - Friday: 8am-4pm; Saturday 8am-12:30pm

Szent Mihály Pharmacy Lenti, Public Savings 10 / A. Phone: 36 (92) 351-035

Opening hours: Monday - Friday: 7:30am-12:30pm and 12pm-4pm, Sat: 7:30am- 12:30pm.



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PHONE

Making a call within the hotel is free of charge.

From room to room, "room number" for example 110

Call internal extension: 240 or 250 - Reception

Making call outside the hotel is premium rated!

country calls: 0 06 + area code + phone number

Making foreign / international calls: 000+ country code + phone number

We would like to inform our guests that telephone conversations are monitored by computerized system and automatically charged to room account. Charges are by minutes; price list can be found next to the phone. Public telephone service is available at reception.

PHOTOCOPYING AND E-MAIL SERVICE

Photocopying, at the reception, for a fee.

Send an email at the reception, free of charge.

PLAYGROUND / PLAYROOM

Our hotel has its own playground and playroom. The playground located in the park, approach through the L16 restaurant's terrace.

The playroom is located opposite the reception. The spa also has outdoor and indoor area offering many options for children.

PROGRAMS

The hotel and neighbourhood programs can be found in the room or at the reception.

Ask receptionist for help (240 or 250 extension).

RECEPTION

Our hotel's reception desk works 24h.

Availability: 240 or 250 extension

RENT A BIKE

At the reception guests can hire a bike (for a limited number and charge).

Ask receptionist colleague for help (240 or 250 extension).

RESTAURANT L16

Detailed information about the restaurant, see the "Catering" section. Opening hours: 7am-9pm.

ROOM ACCOUNT

Consumption in the restaurant and bar can be charged to the room account. In this case, you must specify the room number and with your signature, acknowledge the consumption.



ROOM CARD

The card will be used to open door and the supply of electricity in the room. At check out give it over to receptionist. In case of loss 2000,- HUF / card compensation is payable.

ROOM SERVICE

At your request we provide room service: 7am - 9pm. Please call reception on 240 or the Lobby Bar on 270 extensions.

Room Service Menu

Club Sandwich with French fries, bacon crisps	2190 HUF
Balance cheese burger with roasted cheddar, green salad and French fries	2490 HUF
Fresh mixed salad with roasted pumpkin seeds	1290 HUF
Fresh mixed salad with roasted pumpkin seeds and grilled fetta	1990 HUF
Fresh mixed salad with roasted pumpkin seeds and roasted chicken breast strips	2490 HUF
Chestnut pure Bailey's or vodka	1190 HUF
Profiterole with brown chocolate sauce	890 HUF
Fruit parfé with Kahlua liqueur	990 HUF

SAFE

Room safe (cabinet) is in every room.

Closing Safe:

- Close the safe door (hold).
- Enter the code 4-6 digits.
- Press LOCK (L) button
- Close the safe.

Opening safe

- Enter the code of choice
- The door opens up

IMPORTANT: Before Checkout, please leave safe opened!

SAFETY MEASURES

For your safety, when occupying the room please take a look at the escape plan on the door. Smoke or fire is detected, contact the front desk (240 or 250 extension). Do not use the elevator in case of fire and leave the building immediately on escape route. For details, see the section "Fire Regulations" section.

SAUNA

The hotel's own spa is located on the 4th floor and includes Finnish, infra, aroma sauna and steam room at your disposal. Opening hours: Monday - Sunday 7am-8pm

The sauna centre (in Thermal spa) is available for an extra charge if not included in the room package. Opening hours: 9am-8:30pm (Pre and off-season: 9am-7:30pm). Ask receptionist colleague for help (240 or 250 extension).



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SETTLEMENT / PAYMENT

Check out at our hotel reception, Payment by cash, credit card.

SEWING SERVICE

At your request we provide sewing service, for a fee. Please call reception on 240 or 250 extension.

Purchase order: until 09am • Ready: until 06pm (on the day ordered)

Purchase order: after 09am • Ready: 06pm (next day)

SMOKING

We inform you that the hotel is a non-smoking hotel. In the hotel rooms and balconies smoking are prohibited, if you cause damages, smoking guest are obliged to compensate. Smoking is permitted in designated areas only (L16 restaurant designated terrace tables and hotel main entrance designated place).

SPA

The hotel's spa division located on the 4th floor, Opening hours: 7am – 8pm.

Children can enter only from 12 years of age, parental / adult supervision is obligatory.

Indoor Thermal spa is open from 9am - 8:30pm (Pre and off-season: 9am-7:30pm).

Outdoor swimming-pool open from 9am – 7:30pm. (May - September only)

Waterpark is open from 9am - 8:30pm (Pre and off-season: 9am-7:30pm).

For hotel guests free of charge. For information on wellness and spa services, refer to the chapter "Wellness" section.

SPORTS EQUIPMENT

Our guests can hire at the reception limited number of Nordic walking stick (hiking stick) and Smovey ring. Ask receptionist colleague for help (240 or 250 extension).

TAXI, SHUTTLE SERVICE

Taxi, shuttle service please call receptionist colleague for assistant on 240 or 250 extensions.

TECHNICAL ERROR

If you encounter any technical problem, please immediately notify the hotel reception (240 or 250 extension).

TELEVISION SET / TV

Each room has a FLAT-TV pre-programmed. Listening a radio program, the screen goes blank.

The TV program list is on the table under the TV. Turn on press the "⏻" button, Channel selection "▲" and "▼" buttons. Program / Program Guide "GUIDE" button. Hotel Information "PORTAL" button available. Language selection within the hotel information on the "□" and the "<" and ">" buttons.



VALUABLES

In the hotel rooms (cupboard) safe deposit box can be found, safe operating instructions provided. The hotel is only liable for the valuables deposited in central vault, use is free of charge. Please contact the reception (240 or 250 extension).

WAKE UP SERVICE

By prior arrangement receptionist colleagues wake you up. Ask receptionist colleague for help (240 or 250 extension).

WATER

The tap water is suitable for consumption.

WELLNESS

The hotel's spa division located on the 4th floor, Opening hours: 7am – 8pm.
Children entry only from 12 years of age, parental / adult supervision is obligatory.
For more information on wellness and spa services, refer to the chapter "Wellness" section.

Hospitality

Balance gastronomy characteristics: an international image, but also regional cuisine, we use fresh and local organic products in modern kitchen technology with gentle way of preparation - Enchanted real culinary delights for our guests.

We compose our L16 restaurant's food offering in the eye of modern age's procedures combining with traditional recipes as well.

We created a unified harmony between the culinary pleasure and the time spent in our restaurant with choosing the selection of modern century's and historic region's wine collection.

The restaurant's features:

The main meal in our hotel is buffet style and includes hot and cold dishes, (except where the number of hotel guests are below 20, in this case, we offer four-course lunch / dinner).

Half-board - meaning the twice-daily meals, breakfast and dinner - in all cases starts with dinner on day of arrival and day of departure ends with breakfast.

Full board – meaning three meals per day breakfast, lunch, dinner - in all cases starts with dinner on day of arrival and day of departure ends with breakfast.

Meals:

- Breakfast: 7am – 10am
- Lunch: 12pm – 2pm (in case of full board)
- Dinner: 6pm – 9pm (half and full board)

Minimal art atmosphere decorated in **Lobby Bar** offers the perfect choice for a relaxed, pleasant conversation. In addition to homemade sweet pastry masterpieces not only the excellent Hungarian brandies but the world's best cocktails, Ronnefeldt tea and Hausbrandt coffee as well as blended and single malt whiskey-specialties are on offer.

Opening hours: daily 10am-10pm



Venues

The Thermal Balance **** Hotel Lenti regard to **conference and event** has good location with outstanding facilities:

- conferences,
- team building,
- corporate partner meetings,
- corporate family days,
- weddings, family events.

The 146 square meters **Veritas** and 83 square meters **Novitas** conference rooms can be divided into 2-2 sections, natural lighting and conference technology to meet today's requirements and they are equipped with broadband Internet with unlimited access which helps communication throughout the Hotel.

Meeting rooms	Veritas I-II.	Veritas I.	Veritas II.	Novitas I-II-III.	Novitas I.	Novitas III.	Novitas I-II.	Novitas II-III.
Capacity according to equipment (pax)								
Theatre	140	80	60	100	40	25	70	70
School	60	40	40	40	20	-	30	30
„U” shape	45	30	30	30	15	-	24	22
Corral	50	35	35	35	20	-	30	28
Workshop	72	36	36	64	32	16	48	44
meeting	44	24	24	26	16	14	20	20
Round Tables	100	50	50	70	-	-	60	50

The Thermal Balance **** Hotel Lenti offers services, as well as several off-site outdoor opportunities for prospective partners:

- Night hike or visit the barracks with courage test
- forest railway, steam train
- Paintball in the ZAJDA barracks
- „Márokföld” adventure park
- Roaming the lands or crossing borders (Slovenia, Croatia, Austria)
- or simply on two wheels in the countryside



Wellness, fitness and spa services

Our hotel has its own spa located on 4th floor

- pool with massaging water jets
- panoramic terrace with loungers
- massage rooms

Saunas and cabins

- • Finnish and infra
- • steam and aroma cabin

Regular sauna not only improve personal well-being but also have a positive impact on our health as well.

- invigorates the body's blood supply
- Reduces muscle stiffness, muscle tension
- Cleans the skin
- refreshes the body.

Our guests' physical and mental well-being is important to us.

In the fitness room, Technogym cardio machines found:

- 2 treadmill
- 1 cross trainer
- 1 bike

Opening hours: daily 7am-8pm

We inform our guests that all hotel services and hotel devices may be used at their own risk!
Admission for children only from the age of 12, with parental / adult supervision.

Indoor spa is open from 9am - 8:30pm (Pre and off-season: 9am-7:30pm).

Sauna Centre is open from 9am - 8:30pm (Pre and off-season: 9am-7:30pm).

Outdoor swimming-pool open from 9am – 7:30pm (May - September months)

Waterpark is open from 9am – 8:30pm (Pre and off-season: 9am-7:30pm).

The spa services are free for hotel guests. Access to thermal is at the hotel through the first floor (from the reception-chip wristwatch). The spa centre's sauna available for an extra charge if the service package is not included. Ask receptionist colleague for help (240 or 250 extension).



Fire protection rules

The Thermal Hotel Balance Lenti's building safe for use. Please ensure that you maintain security with the following fire safety precautions!

The rules for rooms and related premises:

- Pyrotechnic materials, flammable liquids, gas tank, do not enter or use such tools.
- Coffee Maker, Cooker, Iron, other heat generating equipment (eg: a unique heating system) do not use.
- Only use electrical appliances in perfect condition; turn off TV, radio when leave the room, when the curling iron, electric shaver, hair dryer use is no longer required, disconnect it from the mains.
- If an equipment malfunction is detected, switch it off immediately and report any problems to the reception.

In case of fire or smoke, proceed as follows:

- Break the manual fire alarm system signal transmitter's glass sheet in the corridor or phone immediately inform the front desk (extension 240).
- If the fire alarm sounds, follow escape route found on the room door. Please leave the room immediately.
- The fire is extinguished by you indicate without delay!
- Leave the building through natural transport routes (corridors, stairs).
- In case of fire, NEVER use the lift!
- If you notice a fire for the first time, please inform the front desk (extension 240) immediately.
- Please note the panic-free access, because it is much faster evacuation of the building.
- When leaving the building meets an obstacle, make the room smoke free opening of the window and door gaps seal.
- Watering door, prevent the fire entering the room.
- Protect yourself against the smoke with a damp cloth front of your mouth.

Thank you for kept our defending measure, ensuring you and other hotel guests undisturbed rest.