



H O T E L
VINIFERA
W I N E & S P A
★ ★ ★ ★ ★ S U P E R I O R
B Y B I R G É S

Dear Guest,

We warmly welcome you to **Hotel Vinifera Wine & SPA ***** Superior!**

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

Should you have any questions, our reception is available 24 hours a day, either in person or by dialing extension 0 from your room telephone.

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À la carte restaurant

Our hotel restaurant is open every day between 12:00 and 22:00, where we offer various, tastefully prepared seasonal dishes.

Our menu is available on the website www.vinifera.hu.

Accepted bank and credit cards

- Maestro
- MasterCard
- Visa
- MBH / OTP / MKB/ K&H SZÉP kártya
- Simple Pay
- BIG FISH

Accessibility

Our hotel has 1 room for disabled guests. All rooms in the hotel are accessible by wheelchair and with the help of elevators.

Adapter

Our hotel offers the possibility of using an adapter/plug suitable for international use.

Please inform the reception of your request.

Air conditioning

Our hotel rooms and public areas are air-conditioned. The individually adjustable air conditioning in your room is for your comfort, and can be operated from the remote control in your room. Please keep the windows closed to ensure the air conditioning operates efficiently. You can read about its operation in Appendix 1.

Attire

We kindly ask our guests to visit the restaurant and lobby area in appropriate attire.

Please refrain from wearing casual clothes and bathrobes.

Baby bed and accessories

If you need a baby bed or other child-related equipment during your stay, please let our colleagues know.

Available – Baby bed, baby bedding, step stool, toilet seat, odor-proof trash can, baby bath.

Bank and credit cards

In our hotel, we offer the option of paying by cash as well as by bank card/credit card. Our hotel is an acceptance point for the Széchenyi Pihenő Card (OTP, MKB, K&H SZÉP Card)

Bar

The hotel's lobby and wellness bar awaits its guests every day with continuous service and a special selection of drinks and cocktails, where everyone can find something to suit their mood.

Bath products

We provide extra toiletries (body lotion, soap, shampoo) for our guests at the reception.

Bathrobe

We provide bathrobes in every room for our guests. If you need a replacement, please call the reception.

Bathroom scale

We provide a limited number of them free of charge to our guests. Please call the reception if you require them.

Beauty treatments

For information about our hotel's beauty treatments and appointments, please contact the wellness reception.

Bed linen change

In hotel rooms, bed linen is changed by our colleagues after three nights spent in the hotel. On special request, bed linen is changed daily for an additional fee. Please contact the reception with your request.

Bedding

Bed linen made of anti-allergenic material is available in our hotel.

Blanket, pillow

Upon request, we can provide extra duvets, blankets and pillows for our guests, which you can request at the reception or from the maids.

Breakfast

The room rate includes a buffet breakfast, which you can enjoy in our restaurant every day between 7:30 and 10:30.

Breakfast cold pack

In case of early departure, a cold package can be requested instead of breakfast. Please notify the reception by 8:00 PM the day before departure.

Car rental

Our hotel receptionists are available to assist with car rental.

Central safe

We have placed central safes at the reception of our hotel for our guests, which can be used free of charge.

Chair in the bathroom

Please indicate your request at the reception.

Charging station

We provide a limited number of chargers for various electrical devices in our hotel. Please inform our colleague of your request.

Cleaning

The rooms are cleaned daily between 08:00 and 16:00. If you would like cleaning at a different time, please inform the reception. Bed linen is changed every 3 days, and upon request, our guests can receive clean bed linen every day. If you request a towel change, please be kind enough to throw it on the floor and the maids will replace it with a clean one during the daily cleaning.

Comb

Please call the reception if necessary.

Complaints handling

Please contact the reception with any complaints or comments during your stay so that we can resolve any problems as quickly as possible.

Conference

Our hotel has spaces suitable for holding conferences of both small and large groups upon request. For event organization, please contact our sales staff in person or at sales@vinifera.hu.

Conference room

Our hotel has two conference rooms and two breakout rooms. Please contact our sales colleagues for details and equipment of the rooms.

Departure

On the day of departure, the room is available to our guests until 11 am.

In order to ensure a smooth check-out, you can settle your bill with the reception staff the evening before departure.

Our hotel offers late departures for an additional fee, depending on availability. Please inform the reception of your intention in time so that we can reserve the room for you.

Do not disturb

If you do not wish to be disturbed, please hang a "Do Not Disturb" sign on the outside door handle and inform the reception that your phone calls will be answered there.

Doctor

If you need medical assistance, please contact the reception.

Dry cleaning/Dry cleaning

If you drop off your clothes at the reception by 9:00 AM on the given day, we guarantee that your clothes will be ready the same day.

The service is not available on weekends. For any requests or questions regarding dry cleaning, please contact the reception.

E-bike charging station

Power outlets suitable for charging electric bicycles can be found in our hotel's outdoor, covered storage area.

Electric car charging

There are charging stations for electric cars in our hotel's parking lot, and you can get information about their use and fees at the reception.

Electricity

To turn on the power, please insert your room card into the card slot next to the entrance door. The electrical network voltage in our hotel is 230V/50Hz.

Escape route

In case of fire, follow the escape route in the room or the instructions of our staff.

Event organization

Our hotel strives to assist you in every detail in organizing corporate events, conferences, trainings and further education, so that the organization goes as smoothly as possible. You can find the necessary information on our website, but we are also happy to assist you by phone and e-mail with any questions or requests you may have.

Express (online) check-in

Our hotel offers Express (Online) Check-In. For more information, please contact the reception.

Extra bed

Some rooms can accommodate an extra bed due to their size. These rooms are available in limited numbers. If required, please contact the reception.

Fitness

The multifunctional fitness room, equipped with modern equipment, located in the basement of our hotel, offers an opportunity for those who do not want to miss a workout even during their vacation. The room, suitable for full-scale training, can be used free of charge 24 hours a day.

Flower

It is possible to order several types of flowers at the reception.

Food and beverage service

Food and beverage service is available 24 hours a day in the hotel, with room service available upon request. Offers can be found on the hotel website (www.vinifera.hu) and on the information leaflets in the room.

Outside the bar opening hours (8:00 – 00:00), please contact the reception in person or by calling the room phone number 0.

Giftcard

If you have prepaid your hotel stay with a gift voucher, please hand it in at the reception on the day of arrival. If you would like to purchase a gift voucher, please inquire about the terms and conditions and prices at the hotel reception or on its website.

Hair dryer

A hairdryer is provided in the en suite bathroom.

Hotel tour

If required, we are happy to welcome interested parties to a tour of our hotel. Please call reception for details.

Ice cube

You can order ice cubes from room service.

In-room safe

A laptop-sized safe is available in the room to store your valuables and money. You should find the room safes open and please leave them open before you leave.

In case of any problems, please contact the reception.

Internet

Free Wi-Fi is available in the hotel's public areas and rooms. The password used to log in is Welcome2023.

Iron

Upon request, we can provide an iron and an iron stand for our guests. If you need one, please contact the reception.

Ironing

You can use the ironing service in our hotel, the price of which can be found on the laundry price list located next to the laundry bag in the closet.

We will complete your ironing within one hour.

IT assistance

We provide computer assistance to our guests upon request. Assistance is available at the hotel reception.

Kettle

You can get hot water from the coffee maker in the room. If you need a kettle, please contact the reception.

Laptop

If you need a laptop or computer assistance, please contact the reception.

Lost items

If you have lost any valuables, please contact the reception.

Luggage storage

If you need to store your luggage, please ask the reception staff for assistance.

Luggages

Please inform our colleagues of your package delivery needs.

Maintenance

If any equipment in your room is not working or needs repair, please notify the reception.

Map

A map of Balatonfüred is available to our guests at the reception of our hotel. We provide our guests with numerous brochures about the attractions in the area.

Massage

You can find out about the available massages and treatments in the brochures at the reception and in the information booklet in your room. Contact our colleagues to make an appointment.

Minibar

Please note that the products in the minibar are charged according to consumption. The minibar is checked and refilled every day by our maids during the daily cleaning. You can find out about the prices and the products that can be included in the price list ("Minibar Price List") in the folder. Please mark your request for extra minibar on the same price list and leave it on the table.

Upon departure, please pay your minibar bill at the reception.

Parking

Our hotel guests have the opportunity to park in the building's underground garage. The underground garage is monitored by cameras, but not guarded.

In order to ensure smooth parking, it is recommended to provide the license plate number of the car in advance or at the reception upon arrival.

Personal welcome gift

We welcome our guests with a glass of prosecco or lemonade upon arrival. We leave a personalized greeting card in the room and a homemade macaron per person.

Pets

The hotel has several pet-friendly rooms. If you would like to bring your pet with you, please inform our colleagues when booking. Pets are not allowed in the entire restaurant and wellness area. Please inquire about the pet surcharge on the hotel website or with our reception colleagues.

Pharmacy

If you need pharmacy products, please call the reception.

Phone

You can make calls directly from the room phone. Incoming calls are transferred to the desired room by the reception staff. Instructions for use in several languages are available in the room.

Photocopying, printing

If you would like to use photocopying or printing services, please contact the reception with your request.

Pillow menu

A free service is available at the reception, where the guest can request a package containing 5 different types of pillows, which will be prepared in the room by housekeeping.

During the stay, it is possible to try out different pillows, and upon departure, the guest can also purchase the pillow. If necessary, please call the reception between 08:00-21:00.

Program organization

Our staff is happy to help you organize individual and group programs. For more information, please contact the reception.

Public telephone

A public telephone is available for our guests at the reception of our hotel.

Radio

Radio service is available through the hotel room television.

Reception

Our hotel's central reception is available to guests 24 hours a day. Our Guest Relation Manager assists hotel guests in organizing various programs and ordering transfers. Our colleagues are happy to help with booking wellness treatments and providing other general information.

Room key

The hotel room doors are opened with a chip card. The room doors can be locked from the inside.

Room reservation

You can get all the information and book your next stay at the reception or on our website (www.vinifera.hu).

Room service

The service is available 24/7. Please call the following extension: 0.

Saunas

Our guests can enjoy the relaxing effects of various saunas in our hotel's wellness area. There is also a Finnish and infrared sauna, as well as a steam cabin. For details, please ask at the reception.

Security

For your safety, please always close the room door when you go to sleep or when you leave the room.

The hotel is not responsible for valuables left in the room.

Sewing service

We have included a sewing kit as standard equipment in every room.

Shaving products

Please call the reception if necessary.

Shoe cleaning machine

A shoe shine machine is available in the lobby of our hotel. If you need a more thorough cleaning, please let us know at the reception.

Shoe cleaning service

If your shoes need a more thorough cleaning or shine, please let our receptionists know. The service will be completed within 1 hour.

Sightseeing

For information and advice on sightseeing, current cultural and active programs, please contact the reception.

Slippers

We provide slippers in every room for our guests.

Smart TV

All rooms in our hotel are equipped with Smart TVs, which can also be used to play applications from various streaming services and other multimedia files. We can provide an HDMI cable if required.

Smoking

The entire area of our hotel is non-smoking. Smoking is only allowed in the designated area. Please note that if you smoke in our rooms, we will charge a compensation fee of 100 000 HUF/room.

Sports equipment rental

We offer bicycle and e-bike rental services for our guests at our hotel. Please inform the reception if you require one.

Taxi order

Please indicate your request at the reception.

Terms and Conditions

You can find information about our General Terms and Conditions on our hotel website (www.vinifera.hu). If you have any questions, please feel free to contact the reception, where our colleagues can provide more information.

Toothbrush and toothpaste

Please call the reception if necessary.

Tour guide

If you need a tour guide service, please call the reception.

Transfer

If you need an airport transfer, please contact the reception with confidence, where our colleagues are ready to assist you.

Turndown

Our hotel's chambermaids prepare guests' rooms for a night's rest every evening after 6:00 PM, including making beds, drawing curtains, and ensuring general cleanliness.

TV

All of our hotel rooms have a large smart TV at guests' disposal.

TV program guide and program selection

The program guide for TV channels is available on the television.

FIRE PROTECTION REGULATIONS

Let us introduce you to some fire safety regulations:

- The hotel premises may only be used for their intended purpose.
- It is forbidden to bring flammable and fire-hazardous materials.
- It is forbidden to use electric cooking and heating devices in the room.
- The hotel is non-smoking.
- It is forbidden to throw cigarette ashes or matches into combustible waste or into the trash.
- In the event of a fire or alarm, leave the building according to the escape plan posted on the room door.
- Please close the room windows before leaving.
- In the event of a fire, please always follow the instructions of the hotel security service or staff. If you notice a fire or circumstances indicating a fire, please notify the hotel reception immediately.

Our hotel is safe and fire-proof, but we would like to draw your attention to the following:

In case of a room fire:

- Call the reception on extension 0, the staff will assist you.
- Leave the hotel with your valuables as quickly as possible.
- The escape route is located on the wall of the room.
- In case of fire, the elevator cannot be used.

Umbrella

We provide our guests with an umbrella free of charge upon request during their stay. The umbrella is available at the hotel reception.

Up-to-date news source

Our guests will find up-to-date news on the television in the room, and upon request, the reception staff will provide our guests with the current week's programs and news, either in printed or digital form.

Valet parking

If required, our colleagues will assist hotel guests with parking their vehicles. Our guests have the opportunity to use the underground garage immediately upon arrival.

Wake up call

You can request a wake-up call from the reception free of charge.

Washing

Place the clothes to be cleaned in the designated bag and note the quantity of clothes on the laundry list. If you hand in your laundry to the maid before 9:00 AM, it will be ready within 12 hours. Dry cleaning is done outside the hotel, so if you hand it in before 9:00 AM, it will take at least 3 days. Express laundry costs 3 500 HUF.

Wellness area

Our guests can relax in a separate wellness area with an indoor adventure pool, a seasonal outdoor pool and various types of saunas.

The wellness area is open every day between 8:00 and 20:00, and is free for guests. Please inquire at the reception about the programs and booking treatments!

Wellness tickets, prices: external guests by prior arrangement, 20,000 HUF/person ticket, entitles to a full-day stay

Wellness bag

We have placed a wellness bag in your room, containing 1 pair of slippers per person.

Please leave the bag and its contents in the room upon departure. If you require a bag, it can be purchased for 8900 HUF, please notify the reception upon departure.

Worship

Ask at the reception for the start times of religious services and the addresses of churches and houses of worship.

