

Willis Hotel

Business & Wellness
Zalaegerszeg

Welcome to Willis Hotel, located at the heart of Zala Hills, in the center of Zalaegerszeg!

We are pleased that you have chosen Willis Hotel**** Business & Wellness as the place of your accommodation.

We endeavour for you to experience the hospitality of Zala by delivering a smooth and undisturbed experience from the moment you booked your trip.

We recommend you to browse our guest guide, which provides a comprehensive list of the products and services of our hotel.

If you require further assistance, please do not hesitate to contact our 24 hour reception via telephone extension 100.

On behalf of all hotel staff, we wish you a pleasant stay.

Best regards

Willis Team

WI-FI

WI-FI: WelcomeToWillis

CONTENTS

Contents, telephone numbers	15
House Rules	16
Miscellaneous information	19
TV channel allocation	26

Telephone numbers: Willis Hotel**** Business & Wellness: +36 92 900 150

Extensions that can be called from the room:

Reception 100

Restaurant 400

Lobby bar 406

Police: 0 + 107

Fire department: 0 + 105

Ambulance: 0 + 104

General emergency number: 0 + 112

24-hour emergency medical service: Botfy Lajos street 1, Zalaegerszeg (zip code: 8900)

Telephone number: + 36 92 321 000

HOUSE RULES

Check-in and check-out information:

Rooms are available from 3:00 pm on day of arrival and please check out by 11:00 am on the day of departure. Should you wish to check in before 3:00 pm, please inform our hotel in advance, by e-mail or telephone. It is also possible to extend your stay on the day of departure, subjected to our room availability, up to 6:00pm for an extra fee of HUF 9000. Check-out after 6:00 pm is subjected to a full room rate. Early check-in costs HUF 6000 subject to room availability.

Please return the key card with the card holder at reception during check out.

Room key:

Room keys are issued to the registered guest(s). No room keys will be issued to youth under 18 at any time. I.D. is required if you have lost your key and require a duplicate. Please return room keys to Front Desk at Check-out.

Visitors:

Only the registered guests can stay in the hotel rooms; visitors are only welcomed in the lobby.

Basic services:

In addition to the accommodation, our price includes complimentary breakfast, entry to Semira Day Spa (unlimited access to the spa and the Moroccan wellness world during opening hours), parking, broadband internet access and WI-FI in all the rooms.

Security:

In-room safe is available in all rooms. Please note that our hotel is not responsible for any valuables left in the room. Should you require additional storage for your valuables, feel free to approach our 24 hour reception.

Meals:

Our restaurant serves international cuisine and can be found on the ground floor of the hotel.

Lobby Bar Opening hours: 10:00 am to 23:00pm.

Breakfast is from 7:00 am to 10:00 am.

A cold breakfast package can be prepared upon request should you wish to leave before 7am.

Food allergy:

We can provide lactose-free, milk-free, gluten-free and vegetarian meals in our hotel. Please inform us of your special dietary requirements prior to arrival.

Drinks and snacks can be ordered at the reception of Semira Day Spa. It is strictly forbidden to take glassware into the wellness area.

Other consumption:

Meals and beverages consumed by guests in the hotel and spa in addition to the standard services will be charged to the room bill. Food and beverages purchased outside may only be consumed in the hotel room, provided the equipment stays protected. The minibar is refilled daily, and all consumption will be charged to the room bill. Please inform the receptionist about your consumption prior to your departure.

Personal electrical appliances:

It is forbidden to keep flammable and explosive substances in the hotel room, operate coffee machine, water heater, iron, and other electrical appliances. Laundry and ironing service can be provided upon request.

Fire protection:

All guests are required to comply with the hotel's Fire Safety Regulations.

Smoking:

Smoking is strictly prohibited in the hotel. Please only smoke in the designated smoking point. An extra cleaning fee of HUF 50,000 will be charged for smoking in your room.

Peace and quiet:

Please lower your volume and do not disturb the peace and rest of other guests after 10:00pm.

Hotel valuables:

It is forbidden to take any furnishings and textiles (blankets, towels, etc.) out of the hotel. Bathrobes and towels can be used free of charge during your stay if they are returned to the wellness reception after use. Any damages to furnishings and textiles will be charged to the room bill.

Leaving the rooms:

Guests are kindly requested to ensure that taps are closed and key card is removed from the wall bracket before leaving the room.

Error reporting:

Guests are kindly requested to inform the hotel reception immediately of any problems and/or electrical malfunctions in their rooms.

Damages:

Damages caused either negligently or intentionally will be compensated by the person responsible. You are liable for any damage (whether caused intentionally, negligently, or recklessly) caused by you or any person accompanying you, regardless of whether they are staying at the hotel or not.

Our hotel reserves the right to request your credit/debit card details upon check-in and, in the event of damages, charge the card for the amount required to cover the incurred costs or compensation. If any damage is discovered after your departure, we reserve the right (and you authorize us by providing your card details) to charge your credit/debit card for the value of the damage caused.

We make every effort to minimize costs for our guests by attempting to handle damage internally before involving external professionals.

DAMAGE DISCOVERED AFTER CHECK-OUT:

Guest Rooms found with waste strewn around, in complete disorder, and/or „trashed” will be subject to maintenance deep cleaning fee, administration fee and/or third party fees.

DAMAGE TO ROOM: Damage to rooms, fixtures, furnishing and equipment including the removal of electronic equipment, towels, art work, etc. will be charge at 120% of full and new replacement value plus any shipping and handling charges. Any damage to hotel property, whether accidental or willful, is the responsibility of the registered guest for each particular room. Any costs associated with repairs and/or replacement will be charged to the credit card of the registered guest. In extreme cases, criminal charges will be pursued.

DAMAGE TO MATTRESSES AND BEDDING:

Damage to mattresses and linen including; towels, mattress pads, sheets, bedspreads, blankets resulting from the use of body oils, make-up, shoe-polish, etc. will result in a charge for the special cleaning, repair or replacement of the damaged article.

DAMAGE OR TAMPERING WITH FIRE DETECTION SYSTEMS/FIRE-FIGHTING EQUIPMENT:

Willis Hotel reserve the right to take action against any guest or visitor found to have tampered or interfered with any detection equipment throughout the hotel, including detector heads in public areas, guest rooms, break glass points and fire extinguishers. Guests or visitors found to have tampered with any fire detection or fire-fighting equipment will be charged with any costs incurred by the hotel due to their actions and will be evicted from the hotel. Depending on the severity of the guest actions, law enforcement may become involved at the hotel's discretion. Should the fact that fire-fighting or detection equipment had been tampered with come to light after the guest has departed, we reserve the right and you hereby authorize us to charge your credit or debit card for any damage incurred to your room or the Hotel property during your stay, including and without limitation for all property damage, missing or damaged items, smoking fee, cleaning fee, guest compensation, etc.

Lost and found objects:

Our Hotel is not responsible for any item left behind by a guest. However, any item, with the exception of perishable items, left behind our guests and found after departure by Housekeeping will be collected, logged in, and kept in a secure location for collection by the owner for up to fourteen (14) days. Reasonable effort will be made to notify the guest that an item has found. Perishable items, underwear, and miscellaneous toiletries are discarded.

RETURN:

We would be happy to return your lost item(s) to you by Hungary Postal Service. Your credit card will be charged packaging and postage, plus a 1000ft handling fee. A separate receipt will be mailed to you. Our hotel is not responsible for any item lost or misdirected during shipment.

Luggage storage:

We are happy to provide luggage storage service on the day of your departure.

CHANGES OR MODIFICATION TO THE HOTEL POLICY/HOUSE RULES:

Willis Hotel reserves the right to modify, amend, cancel, or supplement this Hotel Policy/House Rules or the provisions and content on the hotel's website at any time without prior notice. We encourage you to regularly check our website for updates regarding the hotel policies/house rules. Any changes made to this Hotel Policy/House Rules before your departure will be considered part of your booking agreement with us. A copy of this Hotel Policy/House Rules is available on our website, in the Guest Room notebook, and can also be obtained from the reception staff upon request.

Guest Information A-Z

ACCESSIBILITY

At Willis, we are proud to be a special accessibility needs friendly hotel. Accessibility considerations is an integral consideration for all our products and services at Willis hotel. Our hotel staff is delighted to offer inclusive service such as special accessibility needs friendly room, lift and bathroom to make life easier for all guests.

ADAPTER

We are happy to provide an international power socket converter upon request.

AIR-CONDITIONING

The rooms, restaurant, conference room and the public areas are all air-conditioned. Guests can control room temperature via the touch panel in the room.

BANK

K&H, OTP, Erste and MBH banks can be found in Zalaegerszeg. Currency exchange is service is available at banks and official currency exchange offices located approximately 50 meters from our hotel.

Willis Hotel

Business & Wellness
Zalaegerszeg

BARS

Willis Café

the bar with modern facilities welcomes the guests in the lobby.

The perfect choice if you want to have a pleasant conversation with friends or business partners with some delicious coffee. Guests can choose from short drinks, beer, wine, soft drinks, coffee and many other drinks and beverages. The lobby has a separate balcony which can be used by guests who smoke.

Wellness bar

The bar of Semira Day Spa awaits the guests with a wide selection of alcoholic and non-alcoholic drinks and beverages, coffee and tea.

BATHROOM ACCESSORIES

In each room's bathroom, there is a toothbrush and toothpaste, shower gel and shampoo per person. If you need a razor or shaving foam and an extra chair, contact the reception (ext. 100).

BED

Rooms are equipped with comfortable beds to ensure maximum relaxation of our guests. Our mattresses are deep cleaned regularly to meet cleanliness & hygiene standards.

BED-SIZE

- | | |
|--|------------|
| - Standard single, Deluxe and Deluxe King twin rooms | 120x200 cm |
| - Standard and Deluxe double rooms | 180x200 cm |
| - Disabled room and Suite | 180x200 cm |

BED-MAKING

Bed-making (changing of the bed linen) is/done in the room every three days during your stay. If you would like your bed made, please contact the receptionist via telephone extension 100.

BREAKFAST

Our breakfast is served daily between 7:00 am and 10:00 am.

BREAKFAST BOX

If you wish to depart before 7:00am, we are happy to provide a cold breakfast upon request. Please inform our restaurant or reception a day in advance.

BUSINESS SERVICES

Photocopying and printing are available for a fee on a Wi-Fi printer, which you can find on the table opposite the reception, ask our receptionist for help (ext. 100).

CONFERENCE FACILITIES

Our conference room with modern technical equipment can accommodate up to 100 people, and it is an ideal venue for holding meetings, seminars and trainings.

Conference room: 155 m² conference room with natural daylight. Built-in and mobile screen, podium, mobile microphones, projector, flip charts and Wi-Fi access.

Meeting room: 25 m² meeting room with natural daylight, blackout. mobile screen, mobile microphones, mobile projector, flip chart and Wi-Fi access.

CHECK OUT

Please check-out by 11:00am on the day of departure. Early arrivals or late departures are subject to availability and/ or at an extra charge.

CHILD-FRIENDLY SERVICES:

Our hotel is children friendly. We are happy to provide the following upon request:

Restaurant: cot, high chair, children's tableware and cutlery

Bedroom: baby bath, potty, step stool

CLEANING

Cleaning is done daily at our hotel. If you do not wish for your room to be cleaned, please hang the "Do Not Disturb" sign on the handle of your room.

DISABLED ROOM

We have a disabled friendly room. Please approach reception for more information.

DOCTOR

If you need a doctor, please call the reception. Tel.: 100.

ELECTRICAL CONNECTIONS

In Hungary, it works on 220 V / 50 Hz. If you need an adapter or a charger for any type of electrical device, ask our receptionist for help (at extension 100).

EMERGENCY

In case of emergency please press the "0" button or dial 112 on your telephone.

EMERGENCY EXITS

There is an emergency exit plan in your room, indicating the nearest emergency exit.

All emergency exits have a lighted sign.

EXCURSIONS & SIGHTSEEING, INFORMATIONS

Please contact reception (telephone extension 100) for more information.

EXTRA BED

Please contact reception (telephone extension 100) for more information.

EXTRA PILLOW

Please contact reception (telephone extension 100) for more information.

FIRE INSTRUCTIONS

In case of fire alarm, please leave the room immediately and follow the designated escape routes. Please do not use the lift in the event of fire. Please study the escape route and read the information that can be found in your room carefully.

FIRST AID KIT, THERMOMETER

First aid kit, bandage, and thermometer can be found at the reception.

FLIGHT INFORMATION

Please contact reception (telephone extension 100) for more information.

FLOWERS

Please contact reception (telephone extension 100) for more information.

GUEST COMPLAINT

Please direct your complaints directly at the reception, as this is the only way we can correct any non-compliances.

GUEST SATISFACTION QUESTIONNAIRE

Your opinion matters to us! Kindly fill up the guest satisfaction questionnaire so we can tailor our services to your needs.

HAIR DRYER

A hair dryer is available in your bathroom.

HOSPITAL

The nearest hospital is Zala Megyei Szent Rafael Hospital, Zalaegerszeg, Tel: +36 92 507 500

INTERNET

Broadband wireless internet (WiFi) is available in the whole hotel. Guests can access it free of charge.

IRONING

The price list for the ironing service can be found in the wardrobe. Please fill the list and place items to be ironed in the bag provided before contacting reception. Guests are kindly requested to deliver items by 9:00am to receive it back on the same day. We are also happy to provide an iron and ironing board upon request

INFESTATION:

The cleanliness of our rooms is extremely important to our guests. If you bring any infestation into your room or onto our hotel premises, we may charge you for any and all costs and expenses, including immediate or urgent response requirements and loss of room revenue, that we deem necessary to address the infestation.

KEY CARD

The hotel room can be accessed via key card provided at the reception upon check in. Please insert the card in the plastic box located on the inner wall next to the entrance to turn on the electricity in the hotel room. Guests are kindly requested to remove the card when leaving the room. The key card is valid until 11:00 am on the day of departure. Please contact reception immediately if you lose the key card as it also functions as an information carrier.

LAUNDRY

The laundry price list and laundry bag can be found in the wardrobe. Please fill the list and place items to be washed in the bag provided before contacting reception. Please note that the hotel is not liable for any shrinkage or discoloration of clothing.

LINEN CHANGE

Bed linens are changed twice a week (every 3 days). Please contact reception if you wish to change your bed linen daily.

Willis Hotel

Business & Wellness
Zalaegerszeg

LOST & FOUND

Please contact reception immediately in event that belongings have been lost or misplaced. Please note that the hotel is not liable for any valuables left in your room.

LUGGAGE

For luggage storage please call the reception. (telephone extension 100).

MINIBAR

You can request a minibar package at the hotel reception or when making your reservation. The additional charge for this service is 5,200 HUF. Tel.: 100.

MASSAGE

Our hotel collaborates with an external company, so if you would like to book a massage, please inquire about the available options at the reception.

PARKING

All vehicle(s) must be listed on the registration at check-in. Parking for registered guest(s) is free. All vehicles are parked at the risk of the owner. responsibility for any vehicle, occupants, or contents while operated or parked on the hotel Our Hotel shall not assume liability or property. If a vehicle is left in the hotel parking lot after the guest has departed without the written consent of the hotel, the hotel reserves the right to have the vehicle towed at the owner's expense. No vehicle repairs on hotel premises

PAYMENT MODE

Guests are kindly requested to make payment upon check in. We accept: cash (HUF, EUR), and the following credit cards: Master Card, Visa, Visa Electron, Maestro.

PETS

Our hotel does not accept pets.

PHARMACY

The nearest pharmacy is located 100 m from the hotel. please contact the reception for more information.

POST OFFICE

Please send your mail and postcards to our colleagues at reception.

RADIO

You can listen to radio on your TV.

RESTAURANT

Our restaurant awaits you with beers, coffee, champagne, short drinks, homemade lemonade and a wide selection of other drinks and beverages.

In our restaurant, dishes are always made from fresh and seasonal ingredients, creating an outstanding gastronomical experience for our guests.

Opening hours:

Monday - Sunday: 6:00AM-10:00AM

Breakfast:

Monday - Sunday: 7:00AM-10:00AM

ROOM SERVICE

We provide room service upon request. You can contact the reception (extension 100) at any time, 24 hours a day. Please note that a service charge of 6,000 HUF per order applies, regardless of the total amount of the order.

ROOM BILL

Consumptions in the restaurant, spa and bar will be charged to the room bill. Guest are kindly requested to provide room number, verified by key card, and acknowledge the consumption with signature.

RUNNING WATER

Drinking water flows from the tap.

SAFE

All of the rooms are equipped with an in-room safe (in the wardrobe). How to close the safe: close the door of the safe (press and hold). Enter the code: 3 to 6 digits. Press # to close the safe. How to open the safe: enter the code you have chosen - without the #. **IMPORTANT:** Please leave the safe open at your departure.

SECURITY MEASURES

For your safety, please study the escape route shown at the door when you check in. Please inform the reception if you notice smoke or fire! In the event of a fire alarm, do not use the elevator, and leave the building immediately along the escape route.

SEWING KIT

We are happy to provide sewing kit upon request.

SHOE POLISHING MACHINE

There is a shoe polishing machine available at the entrance. We are happy to provide shoe shine sponge upon request.

SLIPPERS

Slippers are available at the rooms.

TAXI AND TRANSFER

For further information please contact our reception. (telephone extension 100).

SMOKING

In the public areas and in the rooms of our hotel the smoking is forbidden by law. Please note that an extra cleaning fee of 50.000 HUF will be charged to the room bill if you smoke in the hotel room. If the fire alarm is switched on by smoking, the fire service's exit fee will be charged to the room bill. Please use designated smoking areas located in the front of the main entrance, on the parking area and at the terrace should you wish to smoke.

TELEPHONE

Making calls within the hotel is free of charge. You can make a call from room to room based on the "room number", e.g.: 110.

Calling an internal extension e.g. 100 - Reception.

Please note that an extra fee will be charged for calls to outside the hotel.

To make a domestic call, dial 0 06+ area code + telephone number.

To make an international call (calling abroad), dial 000+ country code + telephone number.

Please note that telephone calls will be charged to the room bill. The minute charges are included in the price list at the phone. There is a public telephone at the reception.

TV

There is a pre-programmed flat-screen TV set in each room. Please find the program list at the end of this leaflet.

TOWEL CHANGE

Please help our hotel operate in an environmentally friendly way by only ask for the changing of your towels if necessary. If the towel is on the hanger or on the shelf, it means "I'm using it again." The white towels in the room are changed every 3 days by default; and we can provide additional replacement upon request. Please do not take the white towels out of the rooms to the spa.

UMBRELLA

We are happy to provide umbrella upon request.

WAKE-UP SERVICE

We are happy to provide wake-up call upon request.

WELLNESS

For information about our current opening hours, please inquire at the reception. Children may enter only under parental or adult supervision.

You can access our Semira Day Spa wellness area either via the elevator on the first floor of the hotel (from inside) or through the rear entrance of the hotel (from outside).

In our 1135 m² Moroccan-style, two-story wellness world, you will find:

- experience pool,
- neck massage jets,
- jacuzzi,
- Finnish sauna,
- bio sauna,
- aroma cabin,
- steam bath.

The operation of our saunas varies depending on the number of guests. We turn them on upon request. Please inform the Wellness Reception of your preferences at ext. 450

WRITING TOOLS

Notepad, pencil, letter paper and envelopes can be found in the room. Please contact reception should you require additional writing tools.

TV CHANNEL ALLOCATION

1.	M1	(Hungarian)	23.	N-TV	(German)
2.	M2	(Hungarian)	24.	Eurosport 1 Deutschland	(German)
3.	Duna HD	(Hungarian)	25.	Euronews German SD	(German)
4.	M4 Sport	(Hungarian)	26.	SAT 1	(German)
5.	M5	(Hungarian)	27.	ProSieben	(German)
6.	Duna World	(Hungarian)	28.	Kabel 1	(German)
7.	RTL Klub	(German)	29.	Welt	(German)
8.	TV2	(German)	30.	Comedy Central	(Hungarian)
9.	Spektrum Home	(German)	31.	Nick/MTV+	(German)
10.	Pesti TV	(German)	32.	MTV	(English)
11.	Izaura TV	(German)	33.	BBC World News	(English)
12.	Das Erste	(German)	34.	RT Doc	(Russian)
13.	Arte	(German)	35.	CGTN	(Russian)
14.	ZDF	(German)	36.	1TVRUS Europe	(Russian)
15.	ZDF Neo	(German)	37.	Polonia1	(Polish)
16.	ZDF Info	(German)	38.	CCTV 4E	(Chinese)
17.	Kika	(German)	39.	CT24	(Czech)
18.	3sat	(German)	61.	Kossuth Rádió	(Hungarian)
19.	RTL Television	(German)	62.	Petőfi Rádió	(Hungarian)
20.	Super RTL	(German)	63.	Bartók Rádió	(Hungarian)
21.	VOX	(German)	64.	Dankó Rádió	(Hungarian)
22.	RTL2	(German)			