



# HÁRS THERMÁL HOTEL

## Guest Information

# DEAR GUESTS!

## Welcome to the Hárs Thermal Hotel!

We are delighted that you have chosen our hotel for your stay in Gyomaendrőd. We wish you a pleasant and enjoyable time with us!

We have prepared this information book to ensure that you find everything you need during your stay. Here are some important details:

Hotel Name: Hárs Thermal Hotel

Address: 5500 Gyomaendrőd, Hősök útja 54.

Website: [www.harshotel.hu](http://www.harshotel.hu)

Email: [frigylada@harshotel.hu](mailto:frigylada@harshotel.hu)

Phone Numbers: +36 70 605 7409

+36 70 409 8784

### Important Phone Numbers:

Ambulance: 104

Fire Department: 105

Police: 107

General Emergency Number: 112

**Reception: +36 70 409 87 84**

# HOTEL RULES AND REGULATIONS

Reception is available to assist you from 6:00 AM to 10:00 PM throughout the year.

Check-in time is from 2:00 PM on the day of arrival, and check-out time is by 10:00 AM on the day of departure.

Each room is provided with one key. If you lose the key during your stay, please inform the reception immediately. Upon departure, please return the key to the reception. In case of key loss, there is a replacement fee of 5,000 HUF.

Only registered guests at the time of check-in are allowed in the hotel rooms. If you have visitors, please inform the reception.

We offer free parking in front of the hotel for our guests.

Taking hotel equipment and items from their designated areas is prohibited.

Hotel equipment should be used for its intended purpose.

The hotel cleans the rooms once a day between 10:00 AM and 3:00 PM. If the cleaning staff finds a "Do not disturb" sign on the external door handle during this time, they will not enter the room, and guests cannot request a reduction in price or compensation.

Any intentional or negligent damage caused to the hotel property will be the responsibility of the person causing the damage or their legal representative. Rooms are inspected after check-out, and any damage or vandalism discovered after check-out will be the responsibility of the guest.

Please respect the peace and quiet of other guests, especially between 10:00 PM and 6:00 AM.

Hotel staff have the right to warn disruptive or noisy guests. The first warning is free of charge, but for the second and third warnings, a fee of 5,000 HUF each will be added to the guest's room bill. After the third warning, the hotel has the right to unilaterally terminate the hotel contract with immediate effect and expel the guest from the hotel without a refund or compensation.

Smoking is prohibited in the entire hotel building, including guest rooms. Smoking is allowed only in designated smoking areas outside the hotel building. Smoking in hotel rooms and prohibited areas may result in a fine of 20,000 HUF. This prohibition applies to electronic cigarettes and other tobacco products as well.

Guests under the age of 18 are not served alcoholic beverages on the hotel premises.

Pets are welcome in our hotel for a fee, but they are not allowed in the wellness area and dining area.

Compliance with fire and safety regulations is mandatory for all guests.

Storing flammable or explosive materials in hotel rooms, using personal coffee makers, electric kettles, irons, or other electrical appliances is prohibited.

Please use appropriate clothing when visiting common areas.

Food and drinks purchased at the bar or served in the breakfast room are not allowed to be taken to the hotel rooms.

Bringing alcoholic beverages into the hotel is not allowed.

If you find any lost items, please return them to the reception.

We kindly advise guests that the hotel is not responsible for any valuables left in the room. We recommend locking your room when leaving.

The hotel has the right to immediately terminate the accommodation agreement if the guest does not use the room (or other areas of the hotel, other equipment) for its intended purpose or does not follow the hotel's safety regulations and rules.

Lastly, we ask our dear guests to report any feedback regarding the hotel's operation, guest rooms, or the behavior of other guests to the reception as soon as possible so that, if possible, a solution can be found as quickly as possible.

## Rooms Information

Our street-front rooms are larger and come with a double bed (160x200 cm) or two separate beds (90x200 cm), as well as a pull-out sofa bed (80x200 cm, extended to 140x200 cm) if needed. The sofa can function as an extra bed when necessary. Our courtyard-facing rooms are smaller and do not have a sofa. The rooms also include a wardrobe, table, chair, nightstand, notepad with a pen, waste paper basket, shoe horn, shoe cleaning sponge, sewing kit, and bottled water. .

All our rooms have a private bathroom and are equipped with a TV and dressing table mirror.

70% of our rooms (17 rooms) are air-conditioned, which can be used for an additional fee.

Our bathrooms are equipped with a bathtub or shower, shower curtain or splash guard, mirrored toiletry cabinet above the sink, and a hairdryer. Please note that using the hairdryer while in the shower or with wet hands is strictly prohibited. Additional bathroom amenities include towels, bathrobes, bathtub steps, toothbrush holder, hand soap, shower gel, shampoo, shower cap, and a cosmetic set.

### **Room Types Available:**

Single Room

Double Room

Double Room with Sofa Bed

Family Room for up to 4 guests

Family Room for up to 7 guests

## **Hotel Services from A to Z**

### **Adapters**

Various types of adapters and chargers for electronic devices are available at the reception.

### **Beds**

Beds come in single (90x200 cm) and double (160x200 cm) sizes, with a mattress thickness of 22 cm.

### **Bed Linen Change**

Bed linen is changed at least twice a week. If you require more frequent changes, please notify the reception.

### **Baby Equipment**

High chairs and baby bathtubs are available, and we provide facilities for warming baby food.

### **Bar**

The bar is open from 6:00 AM to 10:00 PM, offering coffee, alcoholic and non-alcoholic drinks.

### **ATM Services**

The nearest ATMs are located at the OTP Bank and MHB Bank branches. For directions, please ask the reception.

### **Check-In and Check-Out**

Check-in is from 2:00 PM, and check-out is by 10:00 AM. Late check-in or late check-out may be possible for an additional fee (1,000 HUF per hour), subject to availability.

### **Buffet Breakfast**

Breakfast is included in the room rates and is served from 8:00 AM to 10:00 AM in the breakfast room next to the bar on the ground floor.

### **Shoe Cleaning**

A shoe cleaning machine is available on the ground floor. Shoe cleaning sponges and shoehorns are provided in the rooms.

### **Luggage Assistance**

We provide luggage assistance upon request.

**Luggage Storage**

We can store your luggage in a secure room. Please inform the reception.

**Smoking**

Smoking is not allowed in any hotel common areas or rooms since January 1, 2012. Designated smoking areas are available in the courtyard.

**Wake-Up Calls**

Wake-up calls are available free of charge at the reception upon request.

**Safe Deposit Box**

A central safe deposit box is located at the reception, and its use is free of charge.

**Umbrella**

Umbrellas are available upon request at the reception.

**Feedback and Complaints**

If you have any feedback or complaints, please don't hesitate to contact the reception. In case of necessity, the hotel manager/executive will be informed.

**Copying and Scanning**

Printing of incoming messages and black-and-white photocopying services are available for a fee.

**Bathrobes**

The hotel has a limited number of simple bathrobes (bee-patterned, purple) available for a fee upon request.

**Child Supervision**

We kindly request that parents or guardians take responsibility for supervising their children within the hotel premises.

**Child Discount**

Accommodation is free for children up to 6 years of age when staying in the same room with their parents (two adults). Breakfast is also complimentary for children up to 6 years old. In the case of 1 adult + 1 small child, a single room with an extra bed will be charged.

**Baby Cot**

A baby cot can be provided in your room upon request at no extra charge. Please notify us in advance if possible, as availability is limited and provided on a first-come, first-served basis.

**Pharmacy**

The nearest pharmacy is located 100 meters from the hotel (Arany Sas Pharmacy).

**Pets**

We gladly welcome guests' pets (dogs, cats) for an additional fee. Please read our pet policy:

- The non-refundable pet fee is charged per night and will be added to the room rate.
- Pet owners are responsible for supervising their pets on hotel premises.
- Room cleaning will only be conducted after the pet has been removed from the room.
- Pet owners are financially responsible for any damage caused by their pets to hotel property or other guests.

**Credit Card Acceptance**

Our hotel accepts MasterCard, Visa, and Maestro cards as payment methods.

**Internet**

Complimentary wireless internet is available throughout the hotel in both guest rooms and common areas.

**Notepad**

A notepad and writing utensils can be found on the room desk.

**Additional Services**

Disposable razors, shaving cream, toothbrushes, and toothpaste can be requested at the reception for a fee.



## **Recreation**

We offer the following recreational opportunities to our guests in our hotel: thermal whirlpool and hydro-massage pool (usage rules can be found under the wellness section), Finnish sauna, table tennis, foosball, billiards, and the possibility of barbecue (from May 1st to September 2nd, weather permitting).

## **Conference Services**

Our hotel has a conference room that can accommodate up to 100 people. If you would like to request a quote for your event, please contact the hotel management.

## **Mail and Messages**

Guests can collect their incoming letters and messages from the reception.

## **Air Conditioning**

Air conditioning is available in 70% of our rooms. The climate fee (2,000 HUF/day) is charged only if the air conditioning is used.

## **Laundry**

Laundry bags are provided for your convenience. For an additional fee, we offer next-day laundry service if you drop off your laundry at the reception before 9:00 AM.

## **Handling Complaints**

In case of any complaints, please contact the reception, and appropriate action will be taken.

## **Parking:**

Parking in front of the hotel is free of charge.

## **Extra Pillows and Blankets**

Additional pillows and blankets are available upon request.

## **Extra Bed**

In larger rooms, the sofa can be converted into an extra bed.

## **Room Reservations**

We recommend making your next room reservation during your current stay. If you don't know your exact arrival time, you can contact the hotel manager after your departure at (+36) 70 409 8784 or via email at [frigylada@harshotel.hu](mailto:frigylada@harshotel.hu). Visit our website at [www.harshotel.hu](http://www.harshotel.hu) for the latest offers.

## **Cleaning**

Room cleaning takes place between 10:00 AM and 3:00 PM. If this time is inconvenient for you, please use the "Do Not Disturb" sign. For any housekeeping requests (extra bedding, fresh towels, blankets, or pillows), please contact the reception. Upon request, we can change your bed linens daily. An extra cleaning fee of 20,000 HUF will be charged for rooms left in an excessively untidy condition.

## **Toiletries**

Toothbrush and shaving kits are available for a fee at the reception.

## **Taxi Service**

The local taxi service can be reached at +36 30 200 55 77.

## **Airport Transfer**

Airport transfers are available for a fee using the hotel's vehicle. For details, please inquire at the reception.

## **Fire Safety**

For your safety, please familiarize yourself with escape routes and fire safety guidelines. This information is available in every guest room.

## **Fire Regulations**

It is not allowed to engage in activities in rooms that may cause fire or explosions. The use of heating or cooking devices other than the provided electric appliances in the rooms is prohibited. Please notify our staff if you encounter any malfunctioning electrical appliances. In case of a fire, please inform the reception and evacuate the building using the designated escape routes.

## **TV/Radio**

Every room is equipped with a 32-inch TV with access to 12 channels. You can also listen to the radio through the television in your room.

**Iron/Ironing Board**

Ironing facilities are available in the hotel's ironing room.

**Sewing Kit**

A sewing kit can be found in your hotel room. If you need any clothing repairs or alterations, please contact the reception.

**Guest Room Escort**

Our reception staff will escort you to your room upon arrival.

**Emergency**

In case of a medical or other emergency, please contact the reception immediately during opening hours or call the provided phone number at (+36) 70 409 87 84 after hours.

**Wellness Services**

Sauna: An 8-person Finnish sauna is available for a fee and should be booked at least 1 hour in advance.

Hot Tub and Hydro Massage Pool: Available for a fee and requires a minimum of 4 people for booking.

Please enjoy your stay at Hars Thermal Hotel, and if you have any further questions or require assistance, don't hesitate to contact our reception desk. We hope you have a wonderful stay!