

**BALATON PARK
HOTEL**

GUEST SERVICE DIRECTORY



Dear Guest

Welcome to Balaton Park Hotel!

In this guest information guide, we have gathered all the essential details about our hotel and services to ensure your comfort and help make your stay a truly memorable experience. If you have any questions or requests, please feel free to contact our reception team, who are available 24 hours a day and happy to assist you.

I wish you a relaxing stay, inspiring experiences, and unforgettable moments with us.

Csaba Magyar
General Manager

Address: 8264 Balatonfőkajár, Vásártér út 11.
Phone: +36 88 622 000

E-mail: reservation@balatonparkhotel.com
Web: www.balatonparkhotel.com
WLAN: BalatonParkHotel_Guest
Password: BalatonParkHotel

Reception: 9

You can also get information about our various services via the SMART TV in the room, and our concierge colleague will also be happy to provide you with information, for any questions.

ACCESSIBILITY

Our hotel offers an accessible room and a wheelchair-accessible restroom located on the ground floor.

ADAPTER

The converters required for the use of electrical outlets in Hungary can be requested free of charge at the reception of our hotel.

AIR CONDITIONING AND HEATING

In the hotel rooms, there is an individually adjustable temperature controller, in order to set the right temperature. Instructions for using the unit can be found in the attachment. If you have any questions, please contact our colleagues at the reception.

ARRIVAL, DEPARTURE

Check-in: from 3:00 p.m.

Check-out: till 10:00 a.m.

Early check-in and late check-out are subject to availability.

For more information, please contact our receptionists.

DOCUMENTS REQUIRED FOR CHECK-IN

According to applicable law, all guests staying at the hotel are required to present a photo ID from the age of 14 or older. According to the law, data provision is mandatory for all our guests. In the absence of presenting the document, the service must be refused

More information:

<https://vizainfo.hu/gyik>

BABY EQUIPMENT

We can provide the following baby equipment: baby cot, baby bedding, baby blanket, baby bath.

For more information, please, contact our concierge or our colleagues at the reception.

BATHROBE

The bathrobe is available for request at our hotel. Please contact our reception staff for bathrobe requests.

BLANKET

Extra blankets are available on request. Please contact our reception staff for blanket requests.

BOOKING - ENQUIRY

Our reception staff will be happy to assist you with your reservation. If you prefer to contact us online rather than in person, please visit our website, send us an email or call us.

Web: www.balatonparkhotel.com

Email: reservation@balatonparkhotel.com

Tel: +36 88 622 000

BREAKFAST

In our Lavender Park Restaurant, we serve breakfast to our guests every day of the week between 07:00 and 10:00.

COFFEE MACHINE

In our guest rooms Coffee machine is available, for which we provide 4 free capsules and 2 pieces of coffee cream, and sugar or sweetener per day. Additional coffee capsules can be purchased at reception.

BAR

Our Lavender Lounge Bar is open every day from 7:00 a.m. to 10:00 p.m.

CONFERENCE ROOMS

The conference room of the Balaton Park Hotel offers the perfect space for both business and private events.

Tel.: +36 88 622 000

E-mail: reservation@balatonparkhotel.com

For further questions, please contact our reception staff.

COSMETICS AND TOILETRIES

Premium quality cosmetic products are available in the bathrooms for our guests. On request, a shaving kit, toothbrush and toothpaste are provided free of charge. Please contact our reception staff to request these services.

DAILY NEWS

Can be accessed via the SMART TV located in the room.

PLEASE DO NOT DISTURB ME!

In case you would like to be left undisturbed in your room, please place the "Please do not disturb" sign on the outside door handle!

In the event that your room has a "Please do not disturb" sign on it all day, we will only provide room service at your request.

ELECTRIC CAR CHARGING

You can charge your electric car in the parking lot of our hotel. For more information, please contact our front desk.

ELEVATOR

Our hotel has 2 passenger elevators. Please do not use in the event of an emergency or fire alarm!

EMERGENCY EXIT

On the guest room door you will find an escape route as well as fire safety instructions. More detailed information can be found in the Annex.

GUEST REVIEWS

We are constantly improving the quality of our services, which is greatly helped by your reviews, and we welcome your opinions, comments and satisfaction.

Please complete the application form in the folder and hand it in at reception.

HAIR DRYER

You can find the hair dryer in the bathroom in a bag.

HOUSEKEEPING

Our hotel rooms are cleaned between 08:00 and 16:00 daily. It is possible to request to skip the daily cleaning by placing a "Do not disturb" sign on the inside door handle.

Towels are changed daily on request; please throw towels you wish to change on the floor.

Bed linen is changed by our staff every 3 days; we can also provide a daily change of linen on request. We can provide additional duvets and pillows for our guests free of charge. Please contact our reception staff for more information.

Please contact our reception staff for any other requests regarding room cleaning or extra fittings.

INFORMATION ABOUT THE REGION

For our hotel guests, the region's programme of activities is available in print or digital format. Please contact our reception staff with any queries.

INTERNET

Free wireless internet (WiFi) is available in hotel rooms and common areas.

From the access points you can simply connect to the BalatonParkHotel_Guest network and use our service free of charge. The password to access the network is BalatonParkHotel.

IRONING

An iron and ironing board are available on request. Please inform our reception staff of your request.

KETTLE

All rooms in our hotel are equipped with a kettle, which is accompanied by a complimentary supply of tea, sugar and sweetening cream.

MINIBAR

The in-room minibar is replenished daily. The consumptions will be charged on your room, which can be paid by the check out. Prices can be found on the minibar card.

PARCEL DELIVERY, LUGGAGE OFFICE

Our reception team will be happy to help you to move any of your luggage. We can store your luggage in our luggage room, free of charge. Please inform our receptionist colleagues if you have any needs in this regard.

PARKING

Cars and buses can be accommodated in the parking lot of our hotel. The hotel is not responsible for any damage to vehicles parked in the car park.

PAYMENT METHODS

You can pay for services charged to your account at reception by credit or debit card, or in cash.

PILLOW

Extra pillows are available on request. Please contact our reception staff for pillow requests.

PILLOW SELECTION

Upon request, we are at your disposal with a wide selection of pillows. Find more information about our pillow menu in our annex.

PLEASE, DO NOT DISTURB!

In case "Please do not disturb" sign on your outer door handle, we will only provide room service at your request.

PRINT

At the request of our guests, the hotel will provide printing facilities with due discretion. Please contact our reception staff if you require this service.

RECEPTION

Our colleagues at the front desk are at your disposal 24 hours a day.

RESTAURANT

In our Lavender Park restaurant, we offer traditional Hungarian cuisine and creative and gourmet international dishes every day of the week. Committed to regional specialities, we also use ingredients from local producers to enrich our culinary offer, with special attention to guests with food intolerances.

Opening hours	7.00 - 22.00
Breakfast:	7:00-10:00
Lunch:	12.00 -15.00
Dinner:	19.00-22.00

ROOM SERVICE

Room service is available 12 hours a day. You can find the menu cards under the Restaurant menu. If you have an order, please contact our receptionists.

PHONE CHARGER

Phone charger is available on request. Please contact our reception staff on request.

SAFE DEPOSIT BOX

Each room has a room safe, the instruction manual is indicated next to the safe. Please leave the in-room safe open upon departure. The hotel is not responsible for valuables left unattended in the room.

SEWING KIT

The sewing kit is available at our hotel. It can be requested at the reception.

SHOE CLEANING

The shoe-cleaning machine is located at our lobby. The shoe cleaning sponge is part of the basic room set-up.

SHOEHORN

The shoehorn is an accessory of the room, located in the drawer of the wardrobe wall.

SLIPPER

We provide slippers free of charge, which you can find in the bathroom.

SMOKING

Smoking is prohibited in the hotel, and only allowed in designated outdoor areas.

SOCKET

The sockets next to the bed and desk make it easy to charge your electronic devices.

STATIONERY AND ENVELOPE

You can find pen and notebook on your desk, as well as stationery and envelope at the room map.

TELEPHONE

In-hotel telephone numbers:

- Reception: 9
- Inter-room calls - Please dial 1 followed by the room number you wish to call (e.g. 1001 for room 1)

For calls outside the hotel and calls from abroad, please contact our reception staff who will provide you with a mobile phone.

TELEVISION

Our hotel rooms are equipped with SMART TVs with a wide range of international, domestic and streaming services. For more information on channel assignment and instructions on how to use them, please see the channel assignment menu.

UMBRELLA

Umbrellas are available at our reception.

WAKE UP CALL

You can request a personal wake-up call from our receptionists.

WASHING

Please place the clothes you wish to have cleaned in the laundry bags in the room and fill in the application form.

The laundry bag is a part of the room and is placed in a drawer on the wardrobe wall in each room.

WEBSITE

The website of our hotel, Balaton Park Hotel: www.balatonparkhotel.com

WELCOME DRINK

As part of the room preparation, we treat our guests to a bottle of mineral water on arrival.

WIFI

Our hotel offers free wireless internet access for our guests. The QR code for WIFI access is available on the hotel TV screen.

Free wireless internet access (WiFi) is also available in the hotel rooms and public areas.

Our free service is available by simply connecting to the BalatonParkHotel_Guest network.

The password to access the network is BalatonParkHotel.

For any questions, please contact our reception staff.



SAFETY INFORMATION

In case of fire

The Balaton Park Hotel is equipped with a fire alarm system. All our staffs are trained to deal with emergency situations quickly and efficiently.

In case of emergency

We urgently request that you familiarize yourself with the location of the emergency exits, fire alarm system and fire extinguisher.

Please try to observe the points enroute to your room

- Locate the nearest emergency exit to your room! Count and remember the number of doors between your room and that exit!
- Open the emergency exit door and take a look at the stairwell behind it!
- Locate the nearest fire alarm and fire extinguisher!

What to do if you notice fire

- If there is fire or smoke in your room, leave immediately! If you are in the corridor activate the nearest fire alarm! Alarm buttons are installed near every elevator.
- If possible, close all doors near the fire so that it cannot spread! The smoke proof doors in the corridors can be closed using the button next to them.
- Please do not take any personal risk, only attempt to put out small fires with the aid of an extinguisher if safe to do so.
- In case of a large fire, leave the building immediately!

If you notice a fire, please remember the following points

- Call the reception if you can!
- Close all windows and doors!

What to do if the alarm is given while you are in your room

- Leave your room immediately!
- Lifts should not be used in the event of fire.
- The emergency staircase is available as an emergency exit route.
- Fire doors close automatically but remain operational for rescue purpose.



SAFETY INFORMATION

If you leave your room to go to the nearest emergency exit , please proceed as follows:

- Carefully open the door and establish whether there is smoke in the corridor! -If only a little smoke is visible, make your way as rapidly as possible to the next emergency exit!
- If it is dark, feel your way along the wall and count the doors to the emergency exit!
- Proceed bent over, as the air on the ground is better than on higher levels!
- Never try to go through thick smoke!
- Don't use the elevators!

What to do if you cannot leave your room

- Call the reception and inform of your situation!
- Remain in your room if exit is blocked, this is the safest place to be!
- Place wet towels and sheets against the foot of the door to prevent smoke from entering your room!
- Take the curtains down if the fire reaches the window from outside at least no material will be set alight!
- Keep wastepaper baskets ready for use as buckets so that you can keep towels and sheets at the door wet!
- Make yourself noticeable!
- Remain close to the floor!
- Cover your mouth and nose with a damp cloth to ease breathing!
- Do not break any windows unless necessary!
- If the door is closed and there is no fire in the room, open a window to avoid smoke poisoning!
- Consider your actions carefully and remain calm!



TV

1.	M1
2.	M2 HD
3.	DUNA HD
4.	M4 Sport HD
5.	M5 HD
6.	Duna W / M4Sport+
7.	RTL
8.	TV2
9.	Spektrum Home +
10.	MAX4
11.	CNN Int.
12.	Euronews English HD
13.	BBC News
14.	Sky News Intl
15.	ZDF HD
16.	3sat HD
17.	Comedy Central
18.	Eurosport 1 Deutschland

19.	MTV
20.	Nick / Comedy Central +1
21.	Bloomberg Europe TV
22.	DW English HD
23.	TV5MONDE EUROPE HD
24.	France 24 HD (en Francais)
25.	TVRUS Plus
26.	Rai 1 HD
27.	Rai 2 HD
28.	Polonia 1
29.	TVR International HB
30.	France 24 HD (in English)
31.	NHK WORLD - JPN
32.	Al Jazeera English HD
33.	KiKA HD
34.	RTL Austria
35.	RTLZWEI Austria
36.	SPORT 1

RADIO

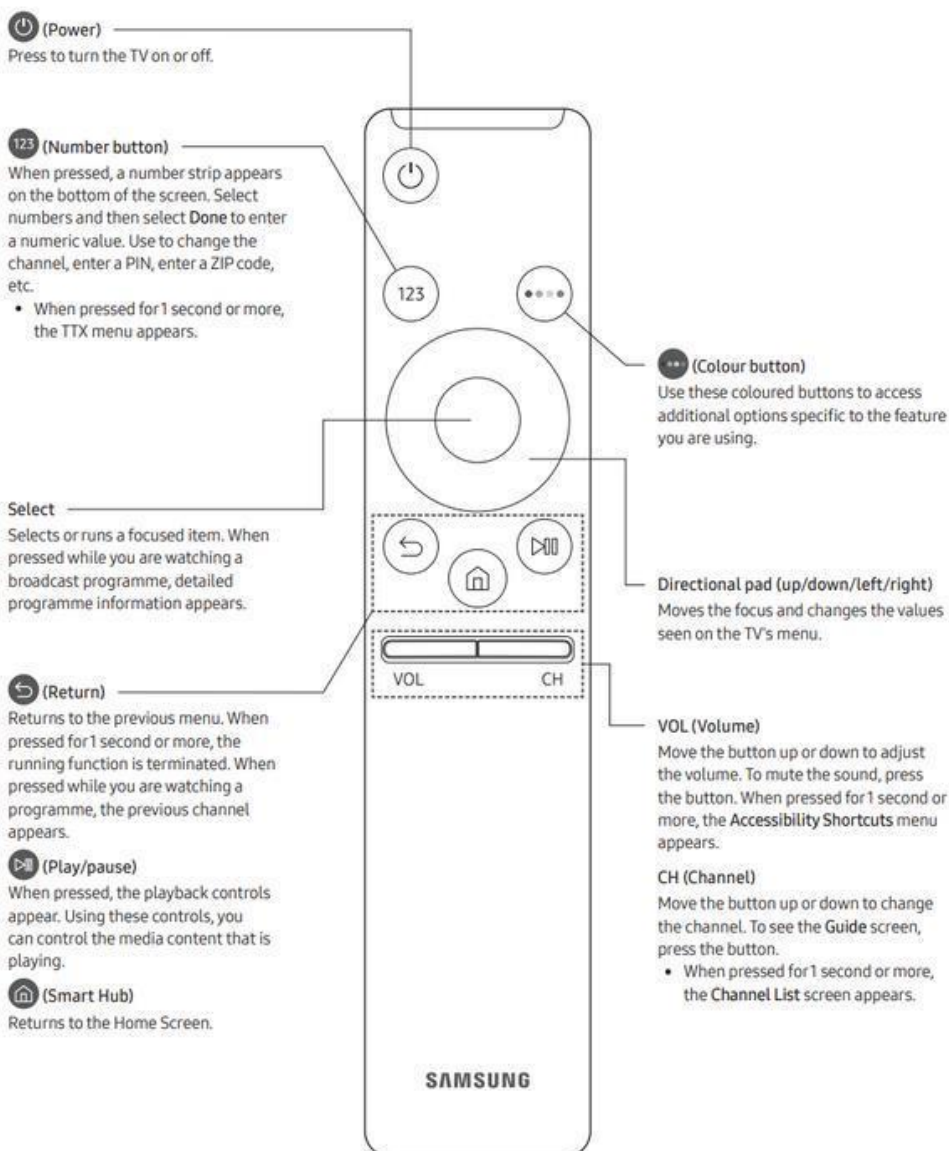
81.	Kosuth Rádió
82.	Petőfi Rádió
83.	Bartók Rádió
84.	Dankó Rádió
85.	Rai Radio 1
86.	RTL RADIO

REMOTE CONTROL USER MANUAL

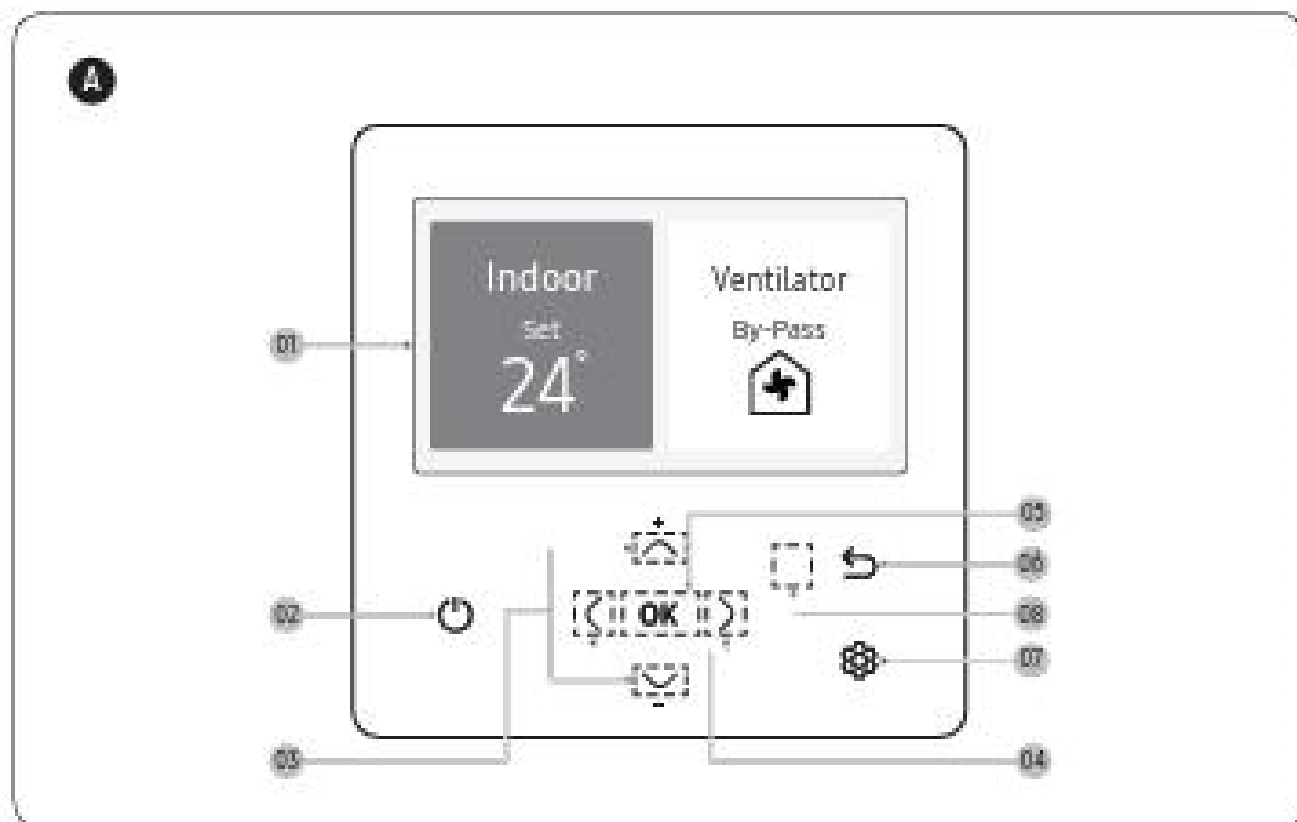
The Samsung Smart Remote

About the Buttons on the Samsung Smart Remote

- The images, buttons, and functions of the Samsung Smart Remote may differ depending on the model.
- The Universal Remote function operates normally only when you use the Samsung Smart Remote that comes with the TV.



AIR CONDITION USER MANUAL



A Remote Controller Overview

EN

- 01 Operation status display
 - Displays the operation/function settings and statuses.
- 02 Operation On/Off button (LED display)
 - Turns the air conditioner/ventilator power On/Off.
- 03 Up/Down button
 - Moves between items vertically or changes the set temperature.
- 04 Left/Right button
 - Moves between items horizontally or changes the item value.
- 05 OK button
 - Saves your new settings.
- 06 Save & Return button
 - Saves your new settings and returns to the previous step.
- 07 Option button
 - Selects the detailed setting function.

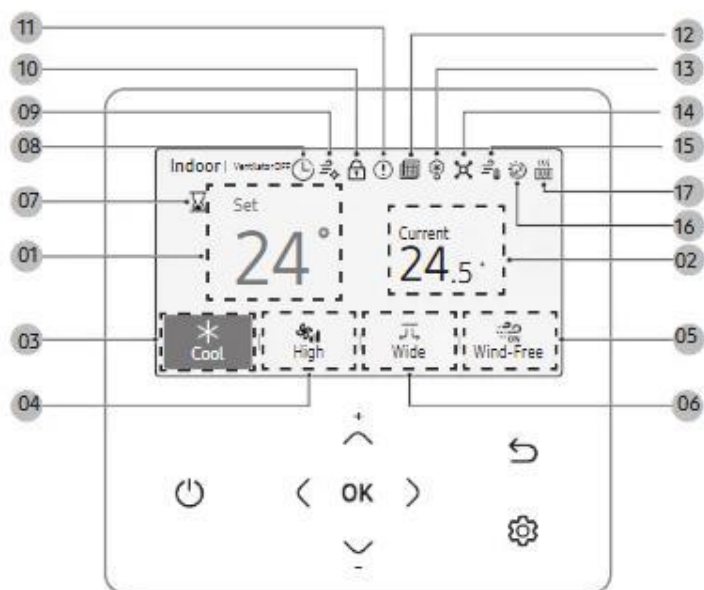
- 08 Wireless remote controller receiver
 - When receiving wireless remote controller signals option setting required!

NOTE

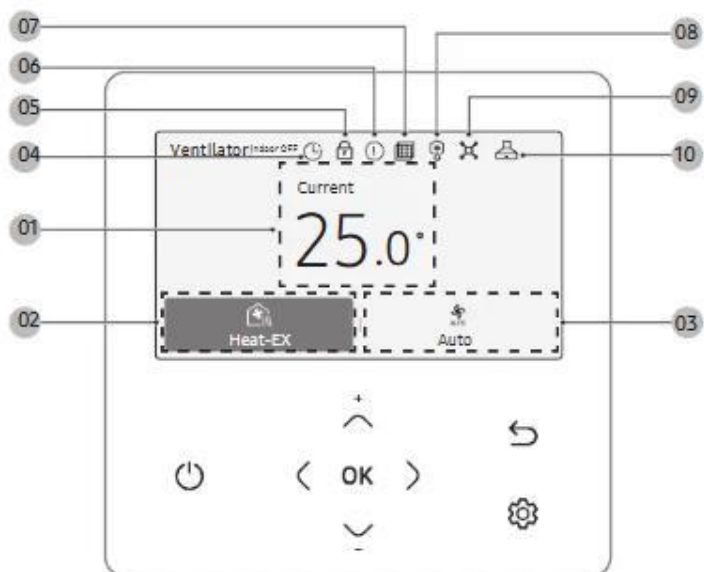
- The operation mode display on the remote controller changes depending on the selected language.
- Some functions may not be available, depending on the indoor unit specifications.
- You can see the operation status on the LED display.
 - ON: Operating.
 - Blinking: An error occurred.
 - OFF: Turns off.
- In order to receive the wireless remote controller signals, the option below has to be set.
 - Option > User mode > Wired remote controller > Wireless

AIR CONDITION USER MANUAL

Air conditioner



Ventilator



AIR CONDITION USER MANUAL

Air conditioner

- | | |
|--|---|
| <ul style="list-style-type: none"> 01 Set temperature display 02 Current temperature display 03 Operation mode display <ul style="list-style-type: none"> - Displays any of Auto, Cool, Dry, Fan, and Heat. 04 Fan speed display <ul style="list-style-type: none"> - Displays any of Auto, Turbo, High, Medium, and Low. 05 Wind-Free display 06 Air flow direction display <ul style="list-style-type: none"> - Displays any of Fix, Spot, Mid, Wide, Swing, and Individual. 07 Activation Time Setting display <ul style="list-style-type: none"> - When Energy Saving Timer is activated. - When Override time is activated. | <ul style="list-style-type: none"> 08 Schedule indicator <ul style="list-style-type: none"> - When a General Schedule is set. - When a Setback Schedule is set. 09 Clean indicator 10 Lock indicator 11 Check indicator 12 Filter reset indicator 13 Defrost indicator 14 Central Control indicator 15 Discharge temperature indicator 16 Good sleep indicator <ul style="list-style-type: none"> - When additional operation is Good sleep mode. - When additional operation is Wind-Free Good sleep mode. 17 Aux Heater indicator |
|--|---|

Ventilator

- | | |
|--|---|
| <ul style="list-style-type: none"> 01 Current temperature display 02 Operation mode display <ul style="list-style-type: none"> - Displays any of Heat-EX, Auto, By-Pass, Quiet, and Away. 03 Fan speed display <ul style="list-style-type: none"> - Displays any of Auto, Turbo, High, and Low. 04 Schedule indicator <ul style="list-style-type: none"> - When a General Schedule is set. - When a Setback Schedule is set. 05 Lock indicator 06 Check indicator | <ul style="list-style-type: none"> 07 Filter reset indicator 08 Defrost indicator 09 Central Control indicator 10 Range hood (Exhaust hood) indicator <p>NOTE</p> <ul style="list-style-type: none"> • Unavailable functions are marked inactive and they cannot be set. • The locations of icons may differ depending on the function. • When you do not press any button for 7 seconds, the function of the position is automatically selected. |
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Settings Screen Overview

Press the  button to enter the Settings screen and then select the desired function or option.

Air conditioner

- | | |
|---|--|
| <ul style="list-style-type: none"> 01 Quiet display <ul style="list-style-type: none"> - Displays the Quiet function. 02 Sleep display <ul style="list-style-type: none"> - Displays the Sleep function. 03 Long Wind display <ul style="list-style-type: none"> - Displays the Long Wind function. 04 Schedule display <ul style="list-style-type: none"> - Displays any of General Schedule, Setback Schedule, Override, Energy Saving Timer, and Good sleep. | <ul style="list-style-type: none"> 05 Purify display <ul style="list-style-type: none"> - Displays the Purify function. 06 Air Quality display <ul style="list-style-type: none"> - Displays the Air Quality. 07 Option display <ul style="list-style-type: none"> - Displays the Option. 08 Energy display <ul style="list-style-type: none"> - Displays any of Energy Usage, Energy Setting. |
|---|--|

Ventilator

- | | |
|---|---|
| <ul style="list-style-type: none"> 01 Clean up display <ul style="list-style-type: none"> - Displays the Clean up function. 02 E-Saver display <ul style="list-style-type: none"> - Displays the E-Saver function. 03 Schedule display <ul style="list-style-type: none"> - Displays any of General Schedule, Setback Schedule, Override, Energy Saving Timer, and Good sleep. | <ul style="list-style-type: none"> 04 Option display <ul style="list-style-type: none"> - Displays the Option. <p>NOTE</p> <ul style="list-style-type: none"> • Unavailable functions are marked inactive and they cannot be set. • In the menu with the > in the Option menu, you can select a menu with the > button. • When you do not press any button for 180 seconds with the option active, the settings are not saved and the Home screen appears. |
|---|---|

PILLOW MENU

Dear Guest,

Your comfort and restful sleep are of the utmost importance to us during your stay. Please take a look at our pillow menu, which offers a selection of pillows designed with different structures, fillings, and ergonomic shapes. If you would like to try one of the pillows, please let our reception know.

ALLERGY "STOP" – ANTI-ALLERGENIC PILLOW

Thanks to its polyester ball filling, the Allergy "STOP" pillow is extremely flexible, shape-retaining, soft, and provides a pleasant feel. It is medium-firm and offers excellent support for the head.

MEMORY FOAM PILLOW

Enjoy a restful sleep without head, neck, shoulder, or back pain.
Relieves pressure on the back, spine, and tired legs.
Supports the lumbar spine.

LAVENDER PILLOW

Relax your body and soul with our handcrafted lavender pillow!
Filled with dried, fragrant lavender, this pillow helps relieve stress, improve sleep, and create a calm, peaceful atmosphere.