

DEAR GUESTS!

Welcome in Hotel Yacht**** Wellness & Business in Siófok!

Our staff is aiming on making your stay as comfortable and pleasant as possible.

In this booklet we collected all information about the hotel and the region that may help you during your stay. If you have any questions, please, contact our colleagues and we will help you in person or you may call the reception from your room at extension "9".

We wish you a pleasant stay and would like to inform you about the available services.

**Management and staff of the
Hotel Yacht **** Wellness & Business**

USEFUL INFORMATIONS FROM A TO Z

Adapter

You can ask for adapters (USA/GB/EU standard) at the reception desk.

Air conditioning

All rooms are equipped with air conditioning. You can set the room temperature with the thermostat placed on the wall of the superior rooms or the right side of the fan-coil in the classic rooms. To start air conditioning in superior room insert your room card into the slot next to the front door. Air conditioning does not work when doors and windows are open.

Bathrobe

Adults and children bath robes can be found in the room, it is also available for babys. It can be replaced if required. Upon departure, please leave it in the room.

Bedding

Replaced every 3 days. If you need extra blankets or pillows please contact the reception.

Bible

You can find it in the drawers.

Bike rental

If you would like to rent a bike, please contact our wellness reception.

BlueDot Bistro Restaurant

Half board buffet breakfast and buffet dinner is available in our hotel, so as a' la carte dining. The seasonally changing a' la carte menu offers courses prepared with fresh and local ingredients.

Business Corner

For more information, please contact the reception.

Buying Gift Certificates

Give pleasure and relaxation in a comfortable way without having to queue or rush for. Surprise your loved ones and friends with Hotel Yacht gift vouchers that can be purchased in 1.000, 5.000, 10.000 HUF denominations at the reception. Our reception staff is at your disposal.

Charging point

Did you leave your charger at home? We provide you with electrical equipment, mobile phones, laptops, MP3 devices. Please contact our reception.

Check in

Check in is possible from 2 p.m. on the arrival date. Early check in is a subject to availability. In case of early check in, extra charges apply.

Check out

On the day of departure the room is available until 10 a.m. Late check-out depends on the current availability of the hotel. For details and extra charges that may apply, please contact the reception.

Cleaning

Daily cleaning is provided. In order to raise the standard of our services, please evaluate the overall quality of the work done by the housekeeping staff at the proper part of the questionnaire placed in your hotel room.

Cold packed breakfast

In case of early morning departure, packed breakfast is available upon request. Please indicate your request until 8 p.m. on the day before departure at the reception.

Credit cards

We accept Visa, MasterCard, and Maestro.

Dental services

If you need a dentist, please contact the reception.

Electricity

To power on, please insert your room card in the slot next to the front door. Our hotel has the electrical voltage of 230 V / 50 Hz.

Emergency exits, escape routes

In case of emergency, please follow the map of escape routes placed on the inner side of the room door.

Extra room amenities

Some of our room categories provide additional services like kettle, sachets of coffee and tea. For details and further information please contact our reception.

Extra room services

Champagne, fruit basket or gift cards in the room are available on request for an additional fee. Please indicate your request at the reception.

First aid

All of our colleagues in the wellness area and at the reception are trained to provide first aid.

Fitness room

Located on the first floor, our fitness room is equipped with high quality, professional equipment with a variety of settings to help you build muscles.

Handicap rooms

There are rooms fully accessible for handicapped guests, including a bathroom with handrail and seat.

Hair dryer

It is part of the bathroom amenities.

Heating

The temperature can be controlled with the thermostat in every room.

Information point

Brochures, maps, timetables, current offers of massages and restaurant services, guest questionnaires and other information are available at the reception.

Inside parking place

Limited number of places are available for an extra charge. Please make your reservation before arrival when possible.

Internet

Wireless high-speed internet access is available in the room and in public areas free of charge. For the password, please contact the reception.

Ironing

You have the possibility to use our ironingroom next to the reception.

IT support

For any IT support please contact the reception.

Kettle

It is available in all classic rooms for fee upon request. Please indicate your request at the reception. During usage please beware of increased risk of accident.

Language skills

Our multilingual reception staff is at your disposal; we will be happy to assist you.

Late check-out

Would you like to stay longer? Late check out is possible, but it is a subject to availability. Please contact our reception for details and fees.

Laundry services

Laundry and ironing service is available for an additional fee. The laundry price list, service conditions and laundry bags can be found in the wardrobe of your room.

Lobby Bar

Located on the ground floor, our bar offers tea and coffee specialties, soft drinks, and alcoholic beverages. In pleasant weather conditions you can enjoy your drinks on the terrace.

Loyalty program

Visit us often! Details of our loyalty program are available at the reception desk.

Luggage moving

We offer a luggage cart in the lobby for moving heavy luggage. Please ask our staff for help.

Luggage storage

Baggage can be kept in a safe closed luggage room on the ground floor, free of charge.

Massage

Different types of massages are available in the wellness facility. You can find more details about them in our brochure titled Massage Guide in your hotel room. For guidance and an appointment please contact the Wellness reception.

Medicines, bandages and thermometer

Please indicate your request at the reception.

Meetings

Our conference and meeting rooms offer excellent facilities for trainings and all types of events. Our 300-person capacity meeting room can be sectioned into four rooms with natural daylight, air conditioning and modern technical equipments. If required, coffee break and dining can be offered. We are happy to provide additional information concerning our facilities.

Minibar

You can find various soft drinks, alcoholic beverages and snacks in the minibar inside the cabinet. Your consumption is recorded and added to your bill. A price list is available in the room.

Needle

Smaller repairs, changing of zipper. Term 24-48 hours, depends on availability.

Newsletter

If you had a nice time in our hotel and would like to come back again, sign up to our newsletter to be informed about our new packages and special offers.

Orders

If you would like to order flowers, a cake or any other things, please inform the reception.

Parking

Our closed parking area is monitored by cameras and available for fee.

Pets

Pets are welcome in the hotel with the supervision of its owner, for an extra charge. Guests take full responsibility for the eventual accidental damages caused by their pets. Pets are not allowed to enter the restaurant and the wellness facility.

Phone

You can make national and international phone calls directly from your room. Room to room call is free. Please dial the number of the desired room. To start an outgoing call, please press key 0, and then dial the number to call. To get information about the prices, please call our front desk. The country codes can be found at the end of this guide.

Playing corner for children

Our playhouse is located on the ground floor and provides games for all ages. With great attention we have carefully chosen the toys and games. A wide variety of baby toys are awaiting the smallest ones; the larger ones can make their choice between puzzles, shuffleboards, board games, beading inventories. We are waiting our smallest guests with their parents.

Pools

25 m swimming pool (surface area 150 m², water temperature 26-27°C, depth 1,5 m), pool for children (32-33 °C), inside jacuzzi (surface area 13 m², water temperature 35-38°C, depth 0.9 m), 2 outside Jacuzzi 35-38 °C (for an extra charge).

Post office, pharmacy

You can find the post office in the city center, next to the railway station. Red cross parcel is available at the reception. You may find the pharmacy and physician in attendance next to the Hospital and Clinic in the city (1 km).

Questionnaire

Your opinion and comments formed during your stay are important to us to help to raise the standard of services. Please fill in the questionnaire found in the rooms or at the hotel reception desk. Please fill in the questionnaire found in the rooms or ask for it at the hotel reception desk.

Relaxing area

After enjoying the sauna you can relax here.

Rent a car

Our colleagues at the reception will be happy to assist you.

Room Service

There is a list of meals and beverages that can be ordered to your room through room service. For ordering, please dial 900. Service charge applies. Drink service available 06.00 am – 22.00 pm, meal service 07.00 am – 21.00.

Safe

You can find a laptop-size safe with instructions in the closet. The hotel does not take any responsibility for valuables left in hotel rooms.

Saunas

In the wellness facility on the -1st floor you can use the infra sauna (63 °C), Finnish bio sauna (95 °C), light-therapy aromatic sauna (75 °C) and the steam room (52 °C moisture: 110%) salt room (24 °C).

Shoe cleaning

A shoe shine kit is available in the room next to the safe and shoe cleaning machines are available in the lobby.

Slippers and pillows

Please contact the reception.

Smoking

According to the implementation of Act XLII of 1999 concerning the protection of non-smokers the hotel is a non-smoking facility. This means that smoking is prohibited in the hotel's closed premises (including the guest rooms), and social areas. Signs have been placed in all areas of the hotel described by the Act to call the guests' attention to comply with the regulations. According to the relevant regulations smoking is allowed outside 5 meter radius of hotel premises and outside at designated smoking areas.

Sun terrace

It is available from spring to autumn and can be reached from the pool area.

Taxi

Please indicate your request at the reception.

Timetable information

Please call the reception.

Toiletries

You can find shower gel, liquid soap and a shower cap in the bathroom of your room.

Towels

You can find them in the bathroom. They are replaced if required. Please drop them to the floor if you do not want to use them anymore and you need fresh clean towels. Environmental protection is important for us; we want to avoid unnecessary use of detergents. Please consider it when you request fresh towels.

Towels, sauna sheets

Towels and sauna sheets can be required at our wellness reception.

TV Channels

The list of Hungarian and foreign language channels is available as an appendix to this Guest Directory.

Umbrella

Umbrellas are available at the reception.

Using the strand, way to the harbour

Our guests can use the strand of the neighbouring Hotel Molo, which can be reached through the harbour gate. Entering cards can be asked from the reception free of charge. Please take care of it, because in case of losing this BAHART key we must charge you 10.000,- HUF.

Wake-up call service

Free wake-up calls can be requested. Please indicate your request at the reception.

Website

Regarding our services, current offers and promotions, visit us at our website on www.hotel-yacht.hu.

Wellness Bar

Located in the pool area, the bar offers a variety of beers, soft drinks, ice cream and smoothies. Furthermore, we offer freshly squeezed vitamin cocktails, juices, herbal teas and cereal slices for our guests.

Wellness extension

Subject to availability you may use the wellness center on the day of your departure after leaving your room. Please contact our reception for details and fees that may apply.

WIFI

Wireless internet access is available in the rooms and public areas in the hotel.

Fire Protocol

In case of emergency, please follow the map of escape routes placed on the inner side of the room door.

Please let us introduce you to a few fire safety requirements:

- The hotel premises can be used only in accordance with their purpose.
- Combustible, flammable substances are forbidden to be brought in.
- The hotel is non-smoking.
- It is prohibited to throw cigarette ash, matches or combustible waste into the trash can.
- In case of fire alarm take your personal valuables and ID card with you and leave the building following the map of escape routes placed on the inner side of the room door.
- Before leaving please close the windows of the room.
- Please always follow the instructions of the staff. If you notice fire or fire conditions, please inform the hotel reception immediately.

Our hotel is safe and equipped in case of fire, but we would like to call your attention to the following points.

In case of room fire:

- Dial 9 to call reception, staff will assist you.
- Leave the room in the shortest possible time with your valuables.
- A map of escape routes can be found on the inner side of the room door.
- In case of fire the lift is out of order.

Country and region codes

Country codes		Region codes	
Australia	61	Békéscsaba	66
Austria	43	Budapest	1
Belgium	32	Debrecen	52
Bulgaria	359	Eger	36
Canada	1	Győr	96
Croatia	385	Kaposvár	82
Czech Republic	420	Kecskemét	76
Denmark	45	Miskolc	46
Finland	358	Nagykanizsa	93
France	33	Nyíregyháza	42
Germany	49	Pécs	72
Greece	30	Salgótarján	32
Israel	972	Siófok	84
Italy	39	Sopron	99
Netherlands	31	Szeged	62
Poland	48	Szekszárd	74
Romania	40	Székesfehérvár	22
Russia	7	Szolnok	56
Slovakia	421	Szombathely	94
Slovenia	38	Tatabánya	34
Spain	34	Veszprém	88
Sweden	46	Zalaegerszeg	92
Switzerland	41		
UK	44		
USA	1		

Important telephone numbers:

Emergency call number: 112

Domestic directory assistance: 11818

International directory assistance: 11824

Calls made from your room:

Reception: 9

Restaurant Blue Dot: 9

Room service: 9

Wellness: 888

Starting a call from the hotel: dial "0"

How to make a telephone call:

Local call: enter the six-digit number

Domestic call: district access code + phone number

International calls: 00 + country access code + district access code (omitting the first 0)
+ phone number

PROGRAM FACILITIES IN THE HOTEL

1. Wellness Area

You may relax at **our lakeside wellness area** and discover the thousand faces of Lake Balaton throughout the year. We offer 25m indoor swimming pool, inside and two outside Jacuzzi (for an extra charge), children pool, and sunbathing terrace. A big Finnish bio sauna, infra cabin, light-therapy aromatic sauna, steam bath and salt room is available for our guests in the Sauna-world. You can reach the wellness area through the outside corridor located at the end of the first floor.

2. Massages

Our massages increase your vitality and restore your strength. You can find more details about them in our brochure titled Massage Guide in your hotel room.

You can make appointment for massages at the wellness reception.

3. Fitness room

Located on the first floor, our fitness room is equipped with high quality, professional equipment with a variety of settings to help you build muscles.

4. Riding bicycle

Through the bicycle route around Lake Balaton, all settlements on the shore can be visited. However when leaving the lake a bit behind, you may choose among plenty of bike trails leading through various and beautiful landscapes. In our hotel bicycles can be rented for fee at the wellness reception.

Proposals for bike tours can be found in this booklet, map can be found at the reception.

5. Hiking, walking

The number of marked trails around Lake Balaton is almost infinite: you may go for a pleasant walk or on a whole day trip, hike small mountains, wander from one wine cellar to another, follow stations of educational trails, or visit the national parks with the guidance of professional leaders... whatever you like. Proposals for hiking tours can be found in this booklet, maps can be found at the reception.

6. Sailing

Would you like to make your holiday unforgettable with sailing? Whether it's a program for family or party with friends, sailing on a yacht is a memorable experience. If you feel like trying this exciting sport and excellent form of recreation, you have the possibility. If you need help, our receptionists will assist you.

7. Fishing

The jetty of the yacht harbour right **in front of the hotel** is a popular place of fishers and promises good catch and pleasant recreation. Fishing is permitted only with valid licence.

Beside Lake Balaton also numerous **small lakes** have the promise of rich catch and relaxation for the lovers on fishing – for example the fishing ponds of Töreki Nature Reserve at the border of Siófok.

PROGRAMS AND FACILITIES IN SIÓFOK AND NEARBY

<https://hotel-yacht.hu/en/hotel/services/lake-balaton-programme-recommendation>