



Dear guests!

Welcome to the Tokajer Wellness Guesthouse!

In this brochure, we would like to introduce you the services of our guesthouse and to help you make the most of your stay. Our staff do their utmost to ensure that the stay of our guests is in line with their expectations and demands.

If you have any questions, please do not hesitate to contact our colleagues!

We wish you a pleasant stay and a good rest!

Team of Tokajer Wellness Guesthouse



 21 Apát street, Keszthely, 8360



www.tokajerwellness.com



+36 30 286 3810
+36 83 319 875



info@tokajerwellness.com
tokajersales@gmail.com



- Air-conditioning** All rooms at the guesthouse have air conditioning, the use of which is free of charge. The cooling is controlled by a pre-set temperature and the cooling level is adjustable. Please turn the air conditioner off when you are not in the room.
- Babybed** It can be requested at the reception on request. For further questions, please contact the reception
- Bicycle rental** Bike rental in the guesthouse is free of charge (deposit required). For more information, or for making an appointment, please contact the front desk. Bicycles can be used at the guest's own risk.
- Breakfast** As a standard service, our guesthouse provides buffet breakfast (in case of a smaller number of guests breakfast is served) in the restaurant and on the terrace. Breakfast time: 8.00 – 10.00.
Breakfast is available during breakfast time in the restaurant and on the terrace. We kindly ask our guests not to take away the food and drinks provided by the guesthouse from the breakfast area.
- Camera system** There is a closed-circuit camera system in the common areas of the guesthouse (except changing rooms, toilettes), including the car park and outside areas of the accommodation, for security and safety reasons. The recordings will be used or deleted according to the applicable legal requirements.
- Change of bedding:** Bedding covers are changing 2 times a week.
- Check-in, check-out** Our guests can check into the rooms from 14.00 and the rooms can be used until 10.00 on the day of departure. Early check-in and late checkout are subject to availability. In this case, we will charge an extra fee, about which you can have more information at the front desk.
- Conditions for use of services** We kindly ask our guests for the proper use of the guesthouse and its services. The guest accepts the terms and conditions as well as the policy upon booking. The guest can use the services of the guesthouse only at his/her own risk. Services are only available during opening hours. Guests under the age of 18 can only use the services of the guesthouse at the responsibility of the parent(s).
- Damages** The guest shall be liable for any damages caused to the service provider or a third party as a result of the fault of the guest or his / her companion or other people under his / her responsibility.
- Daily cleaning:** Please note that we carry out daily cleaning in the guesthouse. Please be kind to the cleaning at the beginning of the folder we ask/do not ask to use a cleaning board on the front door.



- Keys** Keys provided to the guests upon check-in: entrance door key, room key, safe key. We kindly ask our guests to keep the entrance door of the accommodation building and the room door closed at all times. Upon check-out, please deliver the keys at the reception. If the keys are lost, the cost of replacing the locks and the keys will be borne by the guest. During the day, the keys can be deposited at the front desk for safekeeping.
- Grilling facilities:** Please visit the reception in connection with this service
- Errors** Guests are kindly requested to inform the front desk of any malfunctions found in the area of the guesthouse or the rooms.
- Ironing service:** We provide ironing racks and irons for our guests on request. Please contact reception for details
- Laundry:** If you need to wash, please contact reception for details
- Leisure games** Leisure games (billiards, darts, table football, table tennis, children's playground) are located next to the corridor connecting buildings A and B. All guests under the age of 14 can only use the services with parental control.
- Lockable bicycle storage:** Bicycles can be placed on the territory of the guesthouse. For more information, please visit the reception.
- Massage** Massage is available for a fee, which requires prior appointment made at the front desk. For more information, please read our massage guide or contact the front desk.
- Other consumptions** Your additional consumptions and services will be charged to your room bill.
- Opening hours**
- | | |
|-----------------------|---|
| Reception: | 8.00 – 20.00 |
| Reception bar: | 8.00 – 22.00 |
| Wellness and fitness: | 8.00 – 20.00 |
| Leisure games: | 8.00 – 21.00 |
| Bicycle rental: | 8.00 – 19.00 |
| Massage: | 8.00 – 20.00 (The latest massage appointment starts at 19.00) |
- Parcel delivery:** We will help you pick up the package of our guests on request.
- Parking** Use of a camera-monitored outside car park is free of charge. There is a limited number of courtyard parking places monitored by a camera, subject to availability and payment of a parking fee.
The guesthouse shall not be liable for valuables left in the vehicle in its parking lot or for damage caused by third parties in the vehicle.
If the damage occurs for reasons attributable to the guesthouse, the case will be investigated and the damage will be compensated.
- Peace of mind of guests** We kindly ask our guests to respect the peace of mind of other guests and do not disturb it with a loud noise, especially after 10.00 pm.

- Preserve value:** Metal box, which is attached to the room and is specially intended for preservation of values, which can be closed with a number code and a unique key
- Reception:** The reception is open from 8 a.m. to 8 p.m. Phone number that can be called 24/7 outside opening hours: +363302851680
- Smoking** Smoking is forbidden in the rooms, restaurant and public areas of the guesthouse; smoking is only allowed in designated smoking areas.
Designated smoking areas:
- Terrace in front of the reception (smoking is not allowed during breakfast time)
 - Next to the in-yard car park
- Pets** Pets are allowed in the pension only after prior arrangement, subject to the guest's constant supervision and upon payment of a surcharge.
Our guesthouse does not provide bedding for the pets in the room, and food, which is provided by our guest.
Pets are allowed to use the communal areas only to access the room. Pets are not allowed in the wellness and fitness area, in the restaurant and on the terrace during breakfast.
The guest is fully responsible for any damage caused by the pet, which is required to pay on the spot.
Pets must not interfere with the operation of the guesthouse, and the calmness of our guests.
- Rental of sports equipment:** Bicycle rental is possible in case of deposit. For more information, please contact reception.
- Sewing kit:** We provide a sewing kit at the reception on request.
- Storing packages.** If you need luggage storage please visit the reception
- Telephone**
- | | |
|------------------|-----|
| Emergency: | 112 |
| Ambulance: | 104 |
| Fire department: | 105 |
| Police: | 107 |
- Towel change:** Towel replacement every 3 days, if the towels are left on the ground, colleagues change them during the daily cleaning
- Umbrella:** An umbrella can be requested at the reception in case of bad weather

**Valuables,
found objects**

The pension accepts no responsibility for personal belongings (including items in the room safe) left in the public areas and rooms.
The pension is only responsible for valuables, securities and cash if you have explicitly taken them for safekeeping.
Guests are kindly requested to bring items found at the guesthouse to the reception

Visitors

The rooms can be used only by registered guests of the guesthouse. Visitors are welcomed in the lobby of the reception or on the terrace front of the reception.

**Wellness
and fitness**

Our wellness and fitness facilities are located on the ground floor of Building B and our outdoor pools are located next to Buildings B and D. Except for massages and solarium, the services of the guesthouse are free of charge. There is an increased risk of slipping in these areas and the guesthouse is not responsible for any resulting accidents. For more information about the services, please read the information sheets in the room.

Wi-Fi

Network: Tokajer Guest
Password: 09082016Guest

Further information about our services and their use is available at the hotel reception.

We are confident that the time you devoted to relaxation will be convenient, joyful and untroubled, and our services will meet your expectations.

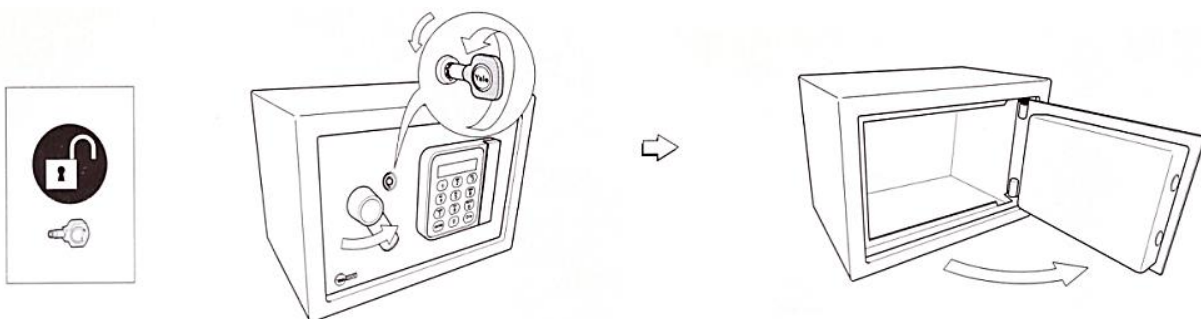
We kindly ask our guests to contact our colleagues if they have any remarks regarding our guesthouse, services or anything else, so that we could answer any of their questions or solve any of their problems.





Program number	Channel	Program number	Channel
1	M1	500	Arte
2	M2	501	ORF1
3	Duna TV	502	Das Erste
4	M4 Sport	503	ZDF
5	Duna World	504	KIKA
6	M5	505	SAT1
7	M1 HD	506	PRO7
8	M2 HD	507	RTL
9	Duna TV HD	508	RTL2
11	M4 Sport HD	510	VOX
204	RTL Klub	512	ORF2
205	TV2	514	RAI1
208	HÍR TV	517	TVE Inter
209	CNN	518	FRANCE24
211	ATV	519	TV Polonia
220	Keszthely TV HD	520	RTR Planeta
400	Nickelodeon	522	CCTV4

- > The **marked** channels are available only in the period of 21.06.2020. - 08.31.
- > Television channels are centrally programmed.
- > In case of any problems please do not hesitate to contact the reception.



- > To open or to close the safe deposit box, please use the safe key.
- > Insert and turn your safe key, thereafter turn the handle. Now you can open or close the door.
- > Please leave the door of the safe open on departure.

Refreshing Swedish massage (with lavender-mandarin or orange-cinnamon aroma oil)

During Swedish massage, the masseur uses smoothing, rubbing, kneading, tapping and vibrating movements to refresh your body and soul. It relaxes your body, improves well-being, relieves stress and anxiety as well as pain and cramps, improves muscle condition and performance.

- › Relaxing refreshing massage (upper back, shoulders, neck) 30' 5.800 HUF
- › Full Swedish back massage (back, shoulders, neck, arms, and palms) 40' 7.500 HUF
- › Full Swedish body massage (full back, arms, palms, feet (thighs, calves, from back and front)) 50' 9.500 HUF

Sports Massage (with peppermint-rosemary aroma oil)

By using the techniques of Swedish massage, it provides a more powerful and intense massage experience that also affects deep muscles. In addition to its soothing effect, it relieves muscle spasms, pains caused by stiff muscles, and relaxes stiff, seized muscles.

- › Back massage for relieving muscle knots 30' 5.800 HUF
- › Full back sports massage (back, shoulders, neck, arms, palms) 40' 7.500 HUF
- › Full body sports massage (full back, arms, palms, feet (thighs, calves, from back ad front)) 50' 9.500 HUF

Detoxifying massage

With this massage technique, the body's immune system and toxins accumulated between organs and tissues are affected through the lymphatic pathways. The lymphatic massage activates the lymphatic system, detoxifies, strengthens and harmonizes the immune system with gentle smoothing movements, stimulating the lymph nodes and lymphatic pathways.

- › Partial lymphatic massage (feet or upper body) 30' 5.800 HUF
- › Full lymphatic massage 50' 9.500 HUF

Energy treatments

- › Access bars® anti-stress head treatment 50' 13.500 HUF

The treatment is done by touching the 32 Bar points on the head, which causes the brain waves to slow down and make stored belief systems accessible. The Access bars treatment generates very relaxing and gentle theta, delta and gamma brain waves while clearing off and relieving fixed viewpoints, negative feelings, physical-psychological pains, judgments, and criticism, stored in the subconscious, from all the 32 areas of life.

- › Access facelift® anti-wrinkle treatment for face and décolleté 50' 13.500 HUF

Access facelift treatment is done with a pleasant, soothing laying on of hands that is done by gently touching the face, neck and décolleté using 29 different energies. The treatment transforms, elevates and rebuilds the body at the cellular level. It does not only renew the skin and makes the body more elastic, but also removes judgments, belief systems, fixed points of view, stored in the subconscious, that affect our appearance.



SOFT DRINKS

XY mineral water (carbonated, non-carbonated)	0,5	1 000 HUF
Coca-Cola, Fanta	0,25	1 000 HUF
Fruit juices (apple, orange, peach)	0,1	1 000 HUF
Small fruit spritzer (apple, orange, peach) 1 dl fruit juice + 1 dl soda	0,3	1 000 HUF
Medium fruit spritzer (apple, orange, peach) 1 dl fruit juice + 2 dl soda	0,3	1 000 HUF
Large fruit spritzer (apple, orange, peach) 2 dl fruit juice + 1 dl soda	0,3	1 000 HUF
Soda	0,1	1 000 HUF

BEER

Soproni lager beer	0,5	1 000 HUF
Plusz 1 lager beer	0,5	1 000 HUF
Soproni Radler 0,0% (lime-mint, sour cherry-lemon)	0,5	1 000 HUF

WINE, CHAMPAGNE

Varga olaszrizling (white, dry)	0,1	1 000 HUF
Varga szürkebarát (white, semi-sweet)	0,1	1 000 HUF
Varga XY (rosé, dry)	0,1	1 000 HUF
Varga XY (red, dry)	0,1	1 000 HUF
Small wine spritzer (white, rosé) 1 dl wine + 1 dl soda		1 000 HUF
Medium wine spritzer (white, rosé) 1 dl wine + 2 dl soda		1 000 HUF
Large wine spritzer (white, rosé) 2 dl wine + 1 dl soda		1 000 HUF
Törley Charmant Doux champagne (sweet)	0,75	1 000 HUF
Törley Charmant Doux champagne (seet)	0,2	1 000 HUF
Törley Gála Sec champagne (dry)	0,75	1 000 HUF
Törley Gála Sec champagne (dry)	0,2	1 000 HUF

SPIRITS

	0,2	0,4
Plum brandy	1 000 HUF	1 000 HUF
Apricot brandy	1 000 HUF	1 000 HUF
Williams pear brandy	1 000 HUF	1 000 HUF
Unicum	1 000 HUF	1 000 HUF
Jägermeißter	1 000 HUF	1 000 HUF
Vodka	1 000 HUF	1 000 HUF
Ballantines Scotch Whiskey	1 000 HUF	1 000 HUF

COFFEE

Espresso	1 000 HUF
Long coffee	1 000 HUF
Espresso with milk	1 000 HUF





Fire prevention

- › To avoid fires, please smoke only in designated areas of the guesthouse. Smoking is not allowed in the guest rooms, restaurants, public areas! Designated smoking areas: The terrace in front of the reception (not allowed during breakfast) and the designated place next to the courtyard parking.
- › Please turn off the electrical equipment before leaving the room
- › Do not leave the TV set unattended!
- › Do not use your own baking and heating equipment or iron in the room!
- › Do not place textiles or other flammable materials on the lamps.
- › If any electrical appliance is faulty, please do not use it or please report it to the reception.

In case of fire

- › Please inform the reception and report the place of fire immediately!
- › Please check the position of the staircase, emergency exits and fire extinguishers.
- › Find the nearest emergency exit, following the escape route on the room door. The escape routes in the hotel corridors are marked by green signs.
- › Immediately leave the building following the appropriate escape route.
- › Follow the instructions of the staff and keep calm!

