



Dear Guest,

Welcome to Hunguest Hotel Pelion, we are very pleased that you have chosen our hotel. We trust that your stay in our hotel and in this wonderful region will be pleasant and memorable. You will find details of our hotel services, restaurant-, spa and other facilities in alphabetical list in this brochure.

Relax, unwind, taste the thousand-faceted Balaton-Highlands, discover the unique natural values, walk the trails of the surrounding mountains or enjoy a fine wine in the wine regions of the surrounding area.



Best regards

Lajos Czár

director

Opening hours

Reception 0-24

Buffet breakfast 07.00 – 10.00

Buffet dinner 17.30-21.00

Lobby bar 08:00-23:00

Pool bar (szezonálisan) 10:00-17:00

Restaurant 07:00-10:00, 12:00-14:00,
17:30 – 21:00

Spa & Wellness 08:00-20:00

Playhouse 08:00-20:00

Kindergarten Tapolca Pocak Club

08:00-16:00 ((opening hours may vary seasonally)

Medical Centre 08:00-18:00

Medical Cave 13:00-17:45 (closed on Sundays)

FOOD, DRINK, COCKTAIL MENU

Aqua Beach Bar

Drink menu

Cocktails

Phone shortcodes

Reception: 1 Restaurant: 2 Medical Center: 3 Housekeeping: 4 Sport & Spa: 7

WIFI connection

Wireless internet connection is available free of charge throughout the hotel.

WIFI network: pelion

General information

Check-in from 14:00

Check-out until 10:00

Early check-in: from 10:00 – 5000 HUF/room, possible by prior arrangement

Late check-out: until 19:00 – 9000 HUF/room, possible by prior arrangement

Payment methods: Bank card (VISA, V Pay, Eurocard, Mastercard, AMEX, Maestro), SZÉP card (OTP, K&H, MBH) Cash accepted only at the reception (HUF, EUR)

Local tax 590 Ft/person/night – over 18 years

Parking free of charge

Charging of electric car for a fee. Please ask for details at the reception.

Our hotel is non-smoking. Smoking is only allowed in marked areas.

NO smoking in rooms, room balconies, public areas. In case of unauthorized smoking, an extra cleaning fee of 50.000 HUF / occasion will be charged.

Hotel services A – Z

ATM

Located at the main entrance of the hotel.

Baby bath

Please inform at reception.

Bathrobe

Bathrobes provided in the rooms are free of charge.

Bed linen

Changed once a week. If you need it changed more often, please call reception.

Bicycle rental

Seasonally available for a fee. Please ask at the hotel reception for rental possibilities

Check-out

Rooms are available until 10:00 on the day of departure.

Subject to availability. Subject to a surcharge.

If you wish to check out late, please contact the reception.

To avoid waiting in line, you can settle your account before 22:00 the day before your check out.

Children and animation program

Tapolca Pocak Klub on the ground floor of the hotel, with trained animators and a varied programme, daily from 9.00 to 16.00 hours. The hotel's mascot POCAK can also be met by the curious children according to our current programme offer, which can be found at the reception.

Childcare

for children over 3 years old is available in the kindergarten every day from 09:00–16:00.

Children's playhouse

located on floor -1 of the hotel. The play house is use at their own risk.

Children's playground

The playground in the garden of the hotel has a pirate ship-shaped climbing frame and other outdoor play elements. Guests use the playground at their own risk.

Child-friendly room accessories

The following child-friendly room accessories are provided free of charge on request, subject to availability: baby cot, baby bath, bottle warmer, kettle, step stool, toilet seat, potty.

Chill island (Cabana)

The chill island or Cabana, is a shaded, tranquil retreat with comfortable garden furniture and two sun loungers, available seasonally in our garden. You can rent the chill island at the wellness reception, and the rental fee can be fully utilized in the hotel's dining facilities (restaurant, Aqua Beach Bar, Lobby Bar). The rental fee will be charged to your room bill, and the consumption will be credited upon settling the final invoice.

Citymap

Free city map available at reception.

Cleaning

If you need to clean your room, empty the rubbish, bed linen or towels, our chambermaids will be happy to help you. Please inform our receptionists of your request! You can also use the sign on the handle of the door.

Credit cards

VISA, V Pay, Eurocard, Mastercard, AMEX, Maestro and SZÉP cards are accepted.

Cosmetic products

Shower cap, ear cleaner, cotton wool disc, sanitary bag can be found in the bathroom.

Dress brush

On request, we can provide it at the hotel reception.

Duvet

Extra duvets are available upon request. Please contact the hotel reception on request.

Electricity

Place the plastic room card in the card holder next to the room entrance. This will activate the electricity in your room. Electricity: 220V.

Electric car charging

Charging is available for a fee at a charging station in the hotel car park.

Emergency exit

According to the escape route on the inside of the room door.

Event/MICE

Hotel Pelion's conference rooms for 1000 persons (8 conference rooms, 50–600 m2) are also excellent for organizing meetings, parties, conventions or any other programmes.

For more information please contact our sales department at rezervacio@hunguesthotels.hu.

For further information please contact us at https://www.hunguesthotels.hu/hu/hotel/tapolca/hunguest_hotel_pelion/conference/

Excursion, programme

Please contact the reception

The Tapolca Lake Cave

Open to hotel guests by special appointment (morning 11:00 and afternoon 15:00). Tickets are available at the hotel reception.

Extra bed/crib

Please inform reception before 18.00 if you need it.

Fire alarm

Fire alarms and fire extinguishers are installed on all floors of the hotel. Smoke alarms are installed in all rooms. In the event of fire, a siren will sound and you will be asked to leave your room. Escape route can be found on room doors. You can find our fire safety policy at the end of this guide.

Fitness room

The hotel has a fitness room on floor -1. Opening hours: 8.00 – 20.00.

Flower

Please contact reception 24 hours before the event.

Games

More information about the available games can be obtained during opening hours at the Tapolca Pócsák Club and at the reception.

Hair dryer

All our rooms are equipped with hairdryers.

Heating/air conditioning

All rooms are equipped with thermostat. During the heating season the thermostat switch is turned towards the + sign, outside the heating season towards the – sign. When the window is open, the system automatically shuts down.

Lobby bar

Open every day from 08.00 to 23.00.

Lost and found items

Kept in the hotel for 2 months. Please contact the hotel by phone or e-mail.

Loyalty program

For detailed information about Hunguest Hotels' loyalty program, please contact the reception. <https://www.hunguesthotels.hu/hu/torzskartya/>

Luggage storage

Provided in a separate room. Please contact the hotel reception.

Massage / treatments

For more information about massages and treatments, please contact the reception of the Medical Centre. Booked in advance can be changed or cancelled free of charge 24 hours before the treatment at the reception of the Medical Centre. Monday – Saturday 8:00 – 18:00
Sunday 8:00 – 12:00.

Medical assistance

If you require any medical assistance, please contact the hotel reception.

Medical cave

opening time from Monday till Saturday 13:00–17:45 (Sunday is closed) Visits to the Medical Cave for respiratory rehabilitation are free of charge, but prior registration is required.

Registration: reception of the Medical Centre. Please note that the use of any kind of perfume (hairspray, perfume, deodorant, etc.) or food is prohibited in the cave! For further information about the cave, please contact our medical reception.

Minibar

In all rooms. Consumption will be charged to the room bill according to the price list provided in the room. Our chambermaids will stock the minibar on request. Please inform the reception desk of your last consumption of the day at check-out.

Parking

When entering or leaving the car park, the gate opens automatically. Please note, that the hotel cannot be held responsible for the safety of cars parked in the parking place.

Pharmacy

For more information about the pharmacies near the hotel and their opening hours, please contact reception.

Pillow

If you need additional pillows please contact the hotel reception.

Pools

Experience bath, hot tubs, thermal pools, indoor children's paddling pool, seasonal outdoor swimming and children pool.

We kindly ask our guests to ensure the safety of their children in the wellness area. Children may use the thermal pools only under parental supervision and at their own risk. Opening hours: every day from 8.00 to 20.00. Opening hours may vary seasonally.

Pool bar

Our seasonal outdoor pool bar open every day from spring to autumn, from 10.00 – 17.00. In case of bad weather our indoor restaurant is open.

Reception

Available 24 hours a day.

Restaurant / Orchidea Restaurant is located on floor -1.

- Breakfast (buffet) 7:00 – 10:00
- Lunch (A'la carte) 12:00–16:00
- Dinner (buffet) 17:30- 21:00

We kindly ask our guests to wear appropriate attire in the restaurant area. Please do not wear beachwear, bathing suits or casual clothing during meals.

We also kindly ask you to eat the meals served in the restaurant on the spot

Room Service

Available from 08:00 to 21:00. Please call the restaurant on request.

Safe

For detailed information about the use of the safe in your room, you will find a guide next to the safe.

Safekeeping

Please note that the hotel cannot be held responsible for valuables and cash left in the room or in the room safe. Valuables can be stored in the central safe at the hotel reception.

Saunas

Our sauna world is located in our Sport & Spa area, inside the wellness centre, on floor -1. Finnish sauna, infra- and bio-saunas, log sauna, salt and steam cabins, plunge pool and a variety of sauna toppings waiting for our guests.

Sauna towels

Can be picked up in our Sport & Spa area, by redeeming the towel card you receive on arrival.

Sewing kit

Available on request at the hotel reception.

Shaving

Available on request at the hotel reception.

Shoebox

Available in all rooms, in the wardrobe.

Shoe cleaning equipment

Available 24 hours a day at the main entrance of the hotel.

Shoe shine kit

Available on request at the hotel reception.

Sports facilities

Our fitness room is located on the floor -1 of the hotel. In the garden there is a tennis court, sand sports court, crossbike track, minigolf, footgolf. On the ground floor there is a table tennis room and bicycle rental. Crossbike and safety equipment, sports equipment rental at the Sport & Spa department, table tennis, bicycle rental at the reception.

Our sport and recreation programmes are listed on the current programme board on floor -1.

Solarium

Located in our Sport & Spa area on floor -1 of the hotel.

Slide

Two giant slides operate seasonally in the hotel garden, depending on the weather. Our Anaconda slide is for children over 8 years old and our Kamikaze slide is for children over 14 years old.

Slippers

Available at the hotel reception for a fee.

Table reservation

For table reservation in our restaurant, please contact personally to our colleague in restaurant.

Taxi

Please ask at the hotel reception

Technical fault

Please inform reception if you experience a technical problem in your room.

Telephone

You can make local, national and international calls directly from any room. The call is automatically charged to your room bill. For more information on area – and country codes, please contact reception.

General emergency number: 112

Thermometer

Available on request at the hotel reception.

Timetable information

For more information please contact the reception.

Time zone

Tapolca is in GMT+1 (summer = GMT+2) time zone.

Toothbrush, toothpaste

Available on request at the hotel reception.

Umbrella

Available on request at the hotel reception.

Wake-up call service

You can request a wake-up call at the hotel reception.

Dear Guest, let us to introduce our town in a few words.

Tapolca is located 12 km's from the Balaton in the basin named after the town itself. It has about 18 000 inhabitants. It was first mentioned in 1182 under the name of Topulca. This name means originally „hot water“.

The sights of the town:

The part of the town, which has got a very romantic and mediterranic feeling is Mill Pond and its surroundings. The hot water springs that have their sources in this place have been banked up and used for the mill. The neighbouring **Church Hill** is the historical base of the town. That is the place where people have already been settled down in the Modern Stone Ages. The slightly elevated wall of the medieval castle stands in front of the **Roman Catholic Church** along with the wolf ditch, where the gate of the castle also used to stand. So this area is the **Garden of Ruins** of the town.

The School Museum takes place in the late cantor house. The greatest pedagogy historical collection of the Trans – Danubian region can be found here. The class – that had been real school – reminds us of the lessons in the turn of the century. The school historical exhibition can be seen next door to the cantor teacher's room.

The permanent exhibit of the sculptor, László Marton, who was born in Tapolca awaits all at the Mill Pond in the **Marton Gallery**.

The Lake Cave of Tapolca was discovered in 1903 during well-digging and was opened to the public ten years later. This way it became the first electricity-installed cave of Hungary, serving to uristic aims as well.

About the Visitorcenter

The diverse tourist attractions of the national park were enriched in 2014 by a new establishment, funded by the EU. Before the boat trip in the Lake Cave, visit the unique exhibition on the wonderful world of karst regions.

The mysterious world of caves is interpreted by special attractions in 10 rooms. Children can crawl in the adventure cavern while the sensory abilities of adults are challenged by the „feel the rocks“ game.

Palaeogeographic paintings introduce the wildlife of past epochs.

We ourselves can go on an underground expedition by watching **3D photos** and the film. Karst water, the exotic artist of nature creates magnificent shapes out of limestone.

From the tower karst of South China, through the empire of drip stones we arrive to the caves of Tapolca, **the crystal world of fragile beauty**. Lava tube caves and ice caves, tropical palaeo-karst and many other attractions await you.

The wine – traders of the town had their wine – cellars under the buildings of main street. In a section of the cellar built by László Frisch and his son can be seen this **Winecultural Exhibition**, which is a great exhibition of wine growing traditions and equipments of this land.

The **Main Square** of the city is constituted by its ex-market place with the sculpture of the Holy Trinity erected in 1757.

The First Hungarian Visions Collection Foundation is waiting for the visitors with a new exhibition in every year in a renovated water – mill in Tapolca – Diszel.

Fire protection rules

For your own safety kindly follow the rules below:

- The guest rooms have to be used according to the house rules.
- Bringing flammable liquid or gas into the hotel is not allowed.
- The usage of electric cooking equipment and ironing in the hotel room are not allowed.
- Smoking is allowed only in the designated areas and rooms.
- Smoking in bed is very dangerous.
- Please do not throw matches and ash into the dustbin.
- In case of a fire alarm please take your personal values and documents and leave the room and hotel as it shown on the escape map.
- Before leaving the room, please close the windows. You are kindly requested to follow the instructions of the Security Service and the staff of the hotel.
- If you see fire or smoke or just assume, that there might be any kind of danger, please advise the Reception immediately – dial '1' on the telephone.

Our Hotel is equipped with fire protection, but we kindly call your attention to the following:

In case of local fire:

- You are to use the fire-extinguisher, which is to be found on each floor.

In case of extensive fire:

- You are to leave the hotel with your values on the shortest way possible.

In case of fire elevators doesn't works. Please leave the hotel on the stairways, please follow the emergency exit.

The emergency exit is displayed on the doors inside and on the corridor!



HUNGUEST HOTEL
PELION
TAPOLCA

TELEVÍZIÓ CSATORNAKIOSZTÁS

Television channels • Fernsehkanälen

1 M1 HD	HDTV	23 Sport2	TV	45 TV Paprika	TV
2 M2 HD	HDTV	24 MATCH4	TV	46 Spektrum Home+	TV
3 M4 Sport HD	HDTV	25 Arena4	TV	47 Spektrum	TV
4 M5 HD	HDTV	26 RTL HAROM	TV	48 Zenebutik	TV
5 Duna HD	HDTV	27 RTL KETTO	TV	49 HírTV	TV
6 Duna W/M4Sport+	HDTV	28 SuperTV2	TV	50 ATV	TV
7 RTL	TV	29 TV2 Comedy	TV	51 CNN Int.	TV
8 TV2	TV	30 Prime	TV	52 BBC News	TV
9 Paramount Channel	TV	31 Cool	TV	53 SAT.1	TV
10 Film+	TV	32 VIASAT 3	TV	54 ProSieben	TV
11 Mozi+	TV	33 VIASAT 6	TV	55 Das Erste	TV
12 Film Café	TV	34 TV4	TV	56 ZDF	TV
13 Moziverzum	TV	35 AXN CE	TV	57 3sat	TV
14 Minimax	TV	36 Sorozat+	TV	58 KIKA	TV
15 Disney Channel	TV	37 TV2 Klub	TV	59 CT 24 HD	HDTV
16 Nickelodeon Hungary	TV	38 STORY 4	TV	60 RTVS 24 HD	HDTV
17 Nicktoons Hungary	TV	39 Jocky TV	TV		
18 JimJam HU	TV	40 Izaura TV	TV		
19 TV2 Kids	TV	41 MAX4	TV	61 Kossuth Radio	RADIO
20 Spiler TV	TV	42 Nat Geo	TV	62 Petofi Radio	RADIO
21 Spiler2	TV	43 TV2 Sef	TV	63 Bartok Radio	RADIO
22 Sport1	TV	44 Life TV	TV	64 Danko Radio	RADIO

Kedves Vendégünk!

A televíziócsatornák központilag vannak beprogramozva.
Kérjük, ha bármilyen problémája van, forduljon a recepcióhoz!

Dear Guest,

The television channels are programmed centrally within the hotel. In case of any problems please contact the hotel reception!

Lieber Gast!

Die Fernsehkanäle sind zentral eingestellt. Wenn Sie irgendwelche Probleme haben, wenden Sie sich bitte an die Rezeption!