

GUEST INFORMATION A-Z

ACCESSIBLE ROOM

Our hotel pays special attention to the comfort of our guests with limited mobility. We have 2 rooms equipped to be fully accessible.

ADAPTER

We provide phone chargers and international adapters upon request.

ADULT-FRIENDLY HOTEL

Our hotel only accommodates guests aged 14 and older.

AIR CONDITIONING

All rooms are air-conditioned, with an individual temperature control panel on the wall. The left button turns the system on/off, and the right buttons adjust the temperature and fan speed. Please refer to the room's guide for detailed instructions.

ANIMATION AND THERAPY PROGRAMS

For information about the current programs, please inquire at the SPA Reception.

ANNIVERSARIES, BIRTHDAYS

If you are celebrating a birthday or anniversary during your stay, please inform our Reception staff, who will do everything they can to make the day unforgettable.

ANTI-SLIP MAT

An anti-slip mat is available for the bathroom upon request. Please call extension 1.

APETITE RESTAURANT

The Appetite restaurant offers breakfast and half-board services. In addition to Hungarian flavors, international dishes are also available.

BANQUET, CONFERENCE, EVENTS

For banquet-hall bookings or other event-related inquiries, please contact our sales department at extension 6.

BATHROOM CHAIR

If you need a bathroom chair, please call extension 1.

BED LINEN CHANGE

We change bed linen every three days. If you require additional changes, please contact the Reception or place the "bed linen change" card on your bed.

BED SIZES

Single bed: 90×200 cm

Double bed: 180×200 cm

BIKE AND NORDIC WALKING POLES

For bicycle and Nordic walking pole rentals, please call the Reception at extension 1.

BILLS

Your hotel expenses can be charged to your room account upon request, which can be settled in one lump sum at the end of your stay.

BLANKETS AND PILLOWS

The housekeeper will provide additional blankets and pillows according to your wishes. Please call extension 1.

BOARD GAMES

Card games and board games are available at the hotel. Please inquire at the Reception.

BOTTLE OPENER

Available next to the minibar in your room.

BREAKFAST

Breakfast is served on the ground floor at the Appetite restaurant between 7:00 and 10:00. If you wish to have breakfast in your room, please fill out the breakfast card located on the inner side of your room door and hang it on the external door handle by 6:00 AM or call room service at extension 1.

BRIX BISTRO

The uniquely designed Brix Bistro offers a special menu with a wide selection of wines, cocktails, desserts, and live music on weekends.

Opening hours may vary seasonally, please inquire at the Reception for the current hours.

To reserve a table, call the Brix Bistro at extension 4 or at +36-83/900-125.

BUSINESS CENTER SERVICES

There is a computer available for guests in the business corner. For more information, please contact the Reception or call extension 1.

CAR RENTAL

Please inquire at the Reception or call extension 1.

CATERING

For private events, family gatherings, cocktail parties, and other events, please contact our serving colleagues or call extension 4.

CHECK-IN

Rooms are available from 15:00.

CHECK-OUT

Check-out is at 11:00 for both individual guests and groups. If you'd like to enjoy the hotel's services until 15:00, please inquire at the Reception about late check-out. Please call extension 1.

CITY MAP

Free city maps are available at the Reception.

CITY TOURS

Hévíz and the surrounding area offer various program options for all ages. For more information, please contact the Reception at extension 1.

COFFEE AND TEA SET

A coffee and tea set can be found in the TV cabinet, next to the minibar.

COFFEE MACHINE

Coffee machines are available in our suites and also have a kettle function. If you need assistance, please call the Reception at extension 1.

CONCERTS, OPERA, BALLET, THEATER

We sell tickets for various cultural events throughout the year. For more information or to purchase tickets, please contact the Reception at extension 1.

CONCIERGE

Our Reception staff is happy to assist with booking flight or train tickets, car rentals or purchasing theater tickets. Please call extension 1.

COPYING, SCANNING, PRINTING

For services related to copying, scanning, and printing, please contact the Reception or call extension 1.

COSMETICS AND BEAUTY SALON

The cosmetic and beauty salon is located on the first floor of the Medical section. You can find our service brochure at the SPA section or on our website. For appointment bookings, please call the SPA Reception at extension 5 during working hours.

CREDIT CARDS

We accept, Eurocard, MasterCard, Maestro, Visa, and Szép cards.

DENTIST

For dental check-ups and other dental issues, please contact the Reception.

DINNER

Dinner is served at the Appetite restaurant on the ground floor between 6:00 PM and 9:00 PM. The buffet dinner can be exchanged for an à la carte dinner at Brix Bistró (worth 7,273 HUF, except during high season).

DO NOT DISTURB SIGN

If you do not wish to be disturbed during your rest, please place the "Do Not Disturb" sign on the external door handle.

DOCTOR

If you need medical assistance, please contact the Reception. Call extension 1.

DOTTÓ

The Hévíz small train operates according to a schedule in the city. The stop is located 50 meters from the hotel. For more information about the schedule and route, please ask at the Reception!

EGREGYI WINE CELLARS

The wine cellars and restaurants in Egregy, located near Hévíz, offer local wines for tasting.

ELECTRIC CAR CHARGING STATION

Our hotel parking lot has 2 electric car charging stations available for use at an additional charge. Please inquire at the Reception or call extension 1.

ELECTRICITY

The rooms are equipped with 220V AC outlets.

A 220/110V transformer is available at the Reception. Please call extension 1.

EMERGENCY SITUATION

If you lose your bank card or checkbook, please report it immediately to your bank or ask for assistance at the Reception. You should also report it to the nearest police station.

For other thefts (passport, camera, mobile phone, or other valuables), please also report the incident to the police. The police report can be used to replace documents or for insurance purposes.

ENTERTAINMENT AND TOURS

For information on cultural events, reservations, and tickets, please contact the Reception. Call extension 1.

FIRE AND EMERGENCY PROCEDURES

You can find the nearest emergency exit and evacuation route on the floor plan located on your room's door. Please take a moment after check-in to familiarize yourself with the nearest emergency exit. All emergency exits are clearly marked with light signals and signs. The building is equipped with smoke detectors and alarm systems.

FIRST AID

Our staff is trained in first aid and life-saving techniques. Please call the SPA Reception at extension 5.

FITNESS ROOM

Our fitness room, located on the lower level of the medical section, is equipped with modern equipment.

Opening hours: 08:00-20:00. For more information, please call extension 5.

FLOWERS

For flower orders, please inform the Reception in person the day before or call extension 1.

FOOD INTOLERANCE

Please inform the Restaurant of any food allergies or special dietary needs, or call extension 4.

For the following cases, please contact the Reception (extension 1):

- Emergency medical care
- Nighttime and weekend dental care
- Nighttime and Sunday pharmacy
- Technical fault resolution

GUEST RELATIONS

For personalized services, please contact our colleagues at the Reception or call extension 1.

HAIRDRYER

Each room is equipped with a hairdryer, and it is also available at the SPA Reception upon request.

HOLIDAYS

January 1st (New Year's Day), March 15th (1848 Revolution and War of Independence Day), Good Friday, Easter, Easter Monday, May 1st (Labour Day), Pentecost, August 20th (National Day), October 23rd (1956 Revolution Day), November 1st (All Saints' Day), December 25th-26th (Christmas).

HOUSEKEEPING

For extra cleaning, blankets, pillows, sheets, or bathroom anti-slip mats, please contact the Reception at extension 1. Daily cleaning usually takes place in the afternoon. Bed linen and towels are replaced every three days for environmental reasons. If you have different requests, please contact the Reception at extension 1.

HOUSEKEEPING

If you need extra pillows, blankets, hangers, or other items, please call extension 1. Daily cleaning is

usually done in the afternoon. Linen and towels are changed every three days for environmental reasons. If you require more frequent changes, please contact the Reception.

ICE

If you need ice, please call Room Service at extension 3.

Important emergency numbers:

- General emergency number: 112
- Police: 107
- Fire department: 105
- Ambulance: 104

In case of a threatening danger, please call extension 1.

INDOOR POOL

Guests can visit the indoor pool via a bridge connecting the hotel to the Szent András Rheumatology Hospital. Tickets for the pool can be purchased at the indoor pool. Please inquire at extension 1 for more details.

INFORMATION ON FLIGHTS AND TICKETS

The Reception is happy to assist you with any travel-related bookings and confirmations. Call extension 1.

INTERNET CONNECTION

Free Wi-Fi is available in the rooms, public areas, and the Brix Bistro. Please select "Hotel_Bonvital" for the hotel internet, and the "Brix Bistro" network in the Brix Bistro. For the current Wi-Fi password, please ask at the Reception. If you need assistance, please call extension 1.

IRONING

The hotel offers ironing services for our guests ("Laundry, ironing, dry cleaning" menu). For a free iron, please contact the Reception at extension 1.

IT SUPPORT

For IT assistance, please contact the Reception at extension 1.

LAKE BATH

For discounted entry tickets, please contact the Reception, where our staff will provide information on tickets for the lake bath located 200 meters from the hotel.

LAUNDRY, IRONING, DRY CLEANING

A laundry list can be found in the wardrobe. To request laundry service, please call extension 1. For special requests (e.g., express cleaning), please contact the Reception.

LOST AND FOUND

For any lost or found items, please contact the Reception or call extension 1.

LUGGAGE SERVICE, LUGGAGE STORAGE

Our colleagues are happy to assist with luggage transport. Please call the Reception at extension 1.

MAINTENANCE SERVICE

If you encounter any issues, please contact the Reception at extension 1 or hang the "Do Not Disturb" sign on the door, indicating the problem.

MESSAGES AND MAIL

For assistance and information, please contact the Reception at extension 1.

MINIBAR

All rooms are equipped with a minibar, which contains various soft drinks and alcoholic beverages available for purchase. For additional orders, please call Room Service at extension 3.

MUSEUMS, GALLERIES, AND EXHIBITIONS

In Hévíz and the surrounding area, they are typically open from 10:00 to 18:00, except on Mondays. For more details, please contact the Reception at extension 1.

Opening hours, Breakfast: 07:00 - 10:00, dinner from 18:00 to 21:00.

For guests with four-legged companions, meals are served at the Brix Bistro.

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Ottoman is available upon request. Please contact the Reception.

PACKAGE DELIVERY

Our package delivery service can be ordered at the Reception. Please call extension 1.

PARKING

Our underground garage and parking lot are available to guests for a daily fee. If needed, please ask for assistance with parking.

At check-in, you may temporarily use the express parking space. For more information, please contact the Reception at extension 1.

The hotel is not responsible for any damage to vehicles or items inside the vehicles in the parking lot or underground garage (including, but not limited to: car break-ins, theft of any items from the car, theft of the vehicle, or damage caused by natural events).

PETS

Pets are welcome at our hotel for an additional charge with prior notice. Our "Pet-Friendly Etiquette" can be found at the Reception.

Guests with pets will be served meals at the Brix Bistro.

PHARMACY

For pharmacy information, please call the Reception at extension 1.

PILLOW MENU

Try our special pillows, for more information refer to the information provided in the room. For further details, please contact the Reception at extension 1.

POSTAGE

We can purchase postcards and stamps for you upon request. Please visit the reception or call extension 1.

PUBLIC TRANSPORT

Long-distance buses depart from the bus station 200 meters from the hotel, while trains depart from Keszthely. For more information, please contact the Reception or call extension 1.

RADIO

You can access digital radio stations through the television. Information about radio stations can be found on the TV channel list.

RAZOR

Razors are available at the Reception. Please call extension 1.

RECEPTION

Our reception team is available 24 hours a day, every day of the week. You can reach the Reception at extension 1.

RELIGION

The Bible is available at the Reception. For information about nearby religious sites, please call extension 1.

RESTAURANT

See "Apetite Restaurant." For table reservations, please call extension 4.

ROOM KEY

The room doors are operated with a magnetic card. The cards are valid until 11:00 AM on the day of departure. Please do not place the key card near your mobile phone, personal computer, or bank card as it may affect its functionality.

ROOM SAFETY

For your safety, please always check that the entrance door is properly closed.

ROOM SERVICE

Our team is available between 6:00 AM and 10:00 PM. The room service menu can be found in your room. If you have specific dietary needs, our Chef will be happy to prepare a meal tailored to your requirements. Please call extension 4.

SAFE

The hotel is not responsible for valuables left in the rooms. We recommend storing your valuables in the in-room safe. You can find the instructions for using the safe inside it. A central safe is also available at the Reception for our guests. For assistance, call extension 1.

SALES OFFICE

For extension requests or additional bookings, please contact our sales team at extension 6.

SEWING KIT

The sewing kit is located in the wardrobe.

SEWING SERVICE

For sewing-related inquiries, please contact the Reception at extension 1.

SHOE POLISHING

There is a shoe polishing machine at the entrance of the hotel, and a shoe polishing sponge is available in the room wardrobe.

SHOPS

Bonvital Wellness & Gastro Hotel is located in the pedestrian area of the city center. For information on the shops' opening hours and services, please inquire at the Reception.

SLIPPERS

Slippers are available free of charge at the Reception.

SMOKING

Smoking is prohibited in all enclosed public areas in Hungary, including our hotel. For information about designated smoking areas, please call extension 1.

SPA RECEPTION

The SPA Reception has different opening hours than the Wellness section. Current opening hours: every day from 8:00 AM to 4:00 PM, on Saturdays from 8:00 AM to 6:00 PM.

SPA

For relaxation, visit our SPA area! We offer a swimming pool, jacuzzi, sauna, steam bath, infrared sauna with Himalayan salt bricks, and tropical showers. For information on wellness or medical treatments, please call extension 5 during opening hours. Current opening hours: 8:00 AM to 8:00 PM.

SPORTS FACILITIES

Our fitness room is open from 8:00 AM to 8:00 PM. For additional sports programs, please contact the SPA Reception at extension 5 during opening hours.

STATIONERY, PAPER, AND ENVELOPES

Stationery, paper, and envelopes can be found in the hotel folder. If you need more, please contact the Reception at extension 1.

TAXI, TRANSFER SERVICE

Taxis, transfers, can be ordered at the Reception. Please call extension 1.

TECHNICAL PROBLEMS

If you experience any technical issues, please inform the Reception or call extension 1.

TELEPHONE

You can make city, domestic, European, and international calls directly from your room. To make an external call, press 0, then dial the number. For example: 00683900120.

To call another room, press 8, then dial the desired room number. For more information, please contact the Reception at extension 1.

TELEVISION

A wide selection of Hungarian and international channels is available to our guests. You can find the complete list of channels in the TV channel list.

THERMOMETER

If you need a thermometer, please contact the Reception. Call extension 1.

TOILETRIES

Please inquire at the Reception or call extension 1.

TOILETRIES

Toiletries, toothbrushes, and toothpaste are available at the Reception or through extension 1.

TOWEL CHANGE

In an effort to be environmentally conscious, we change towels every three days.

If you require more frequent towel changes, it is possible for an additional charge. Please call the Reception at extension 1.

TURNDOWN SERVICE

For a restful sleep, we can prepare your bed between 6:00 PM and 8:00 PM upon request.

To request this service, please use the "Make the Bed" card and hang it on the door handle by 3:00 PM.

UMBRELLA

Umbrellas are available for loan or purchase at the Reception. Please call extension 1.

VASES

A vase is available at the Reception, please call extension 1.

WAKE-UP CALL

Wake-up calls can be requested by calling extension 1.

WELLNESS BAR

The Wellness Bar in the Bonvital SPA offers homemade refreshing drinks every day from 8:00 AM to 8:00 PM.

WELLNESS TREATMENTS

For appointments related to wellness and medical treatments, please inquire at the SPA Reception during working hours. For more information, please call extension 5.

WELLNESS

Our wellness section is open daily from 8:00 AM to 8:00 PM.

WINDOWS, BALCONY

Please open the window and balcony door at your own risk!