

# *ELIZABETH HOTEL\*\*\*\*+*



## Guest Service Directory



**Dear Guest!**

Welcome to the Hotel Elizabeth in Gyula, thank you very much for choosing our hotel! In this guide booklet, you will find all the useful information about our hotel and services you may need during visit. Should you have any questions or wishes, that would make your stay even more pleasant and convenient, please feel free to contact us. We hope, you will enjoy your stay in Gyula and wish you a pleasant stay with us!

Cordial greetings  
the Hotel Management and Hotel staff

# GUEST SERVICE DIRECTORY

ACCESSIBILITY	<p>The hotel can provide rooms for handicapped people. An induction loop is available at our reception for deaf and hard of hearing guest.</p> <p>Please mention the exact needs when making the reservation. Apart from the wellness area, the entire building is accessible for handicapped people, including the Conference rooms in the -1 floor. Should you require any help, please contact the Reception.</p>
AIR-CONDITIONING	<p>Individually controlled air-conditioning is available in all of our guest rooms. The fan has three intensity levels: low, medium and high.</p>
BABY COT	<p>Baby cots are available free of charge through our Housekeeping. Please, call the Reception for information!</p>
BANK	<p>There are several ATM machines in the town of Gyula. The nearest bank is located in the walking area at the centre. For further information please contact the Reception.</p>
BATHROBE, SLIPPERS	<p>You will find a bathrobe and slippers in your room's closet. Please indicate the need for any additional slippers at our Wellness reception!</p>
BATHROOM CHAIR	<p>For your convenience, we may provide chair to your bathroom upon request. Please, kindly contact the Reception to have the chair delivered to your room.</p>
BICYCLE RENTAL	<p>There are several possibilities for bike tours in the area. Please contact with Concierge, if you wish to rent a bike or need information of routes.</p>
BREAKFAST	<p>Start your day with a sumptuous buffet breakfast in our Restaurant Almásy or the adjoining Terrace from 7.00am until 10.00am. Should you wish to have breakfast in your room, please, kindly place your order by phone. Breakfast in the room is available from 7.00am. Breakfast boxes are available before 7.00am on demand, if requested on the day before.</p>
CAR RENTAL	<p>Should you wish to rent a car, please, kindly contact our Reception for further information and rental terms and conditions.</p>
CHECK-IN CHECK-OUT	<p>On the day of arrival we have your room prepared for you as of 2 pm. On the day of departure we kindly ask you to vacate your room until 10.00 am. If you require a late check-out, please contact the Reception.</p>

CITY MAP	The map of Gyula and its surroundings is available at our Reception free of charge.
CLEANING THE ROOM	Our Housekeeping does the daily cleaning every day. Bed linen is changed twice a week, unless otherwise requested. In order to protect the environment, towels are also changed twice a week. Should you wish to have your towels changed more frequently, please leave them dropped on the bathroom floor. Should you leave your towels hanging in the bathroom, it means you do not wish to have them changed. Our turndow service can be requested by prior arrangement at the reception.
CLOTHING REPAIRS	Repairs of clothing are available on demand for a charge. Please, contact our Reception for further information.
COAT HANGERS	Coat hangers can be found in your wardrobe. Should you require more than the amount provided, please do not hesitate to contact the Reception
COMPUTER ASSISTANCE	Should you have difficulties with your laptop or Wi-Fi connection, please, contact our Reception for assistance. Our IT technician is also at your kind disposal on demand for a charge, in case of advance request.
CREDIT CARDS	The following major credit cards are accepted: Maestro, Mastercard and Visa. Please, contact our Reception for further information.
DO NOT DISTURB	In case you do not wish to be disturbed, please hang your red "Do not disturb" card on your door. If phone calls should not be passed to your room, please advise the Reception. It is part of our security policy not to give out any room numbers of our hotel guests.
DRESS CODE	We kindly ask you to help us to keep our high standard. An appropriate dress code allows us to offer a nice and comfortable atmosphere to all our guests.
DRINKING WATER	The tap water can be drunk, although it might have taste. Bottled still and sparkling water can be obtained from your minibar in your room or from the Room Service.
ELECTRICITY	The voltage is 220V in Hungary. Please, contact our Reception for adapters or converters.

#### **ELECTRIC CAR CHARGING**

It is possible to charge an electric car in our parkplace, please contact our Reception.

#### **ENVELOPE & PAPER**

Please contact the reception for your complimentary envelope and paper.

#### **EVENTS**

Our conferences offer state-of-the-art equipment for your events and conferences. The Elizabeth Hotel provides a perfect place for arranging smaller events, business meetings, trainings, lunches, conversations and other gatherings. Our all-out thoughtfulness guarantees the success of your programme.

#### **EXPRESS IRONING**

In case of an urgent request, express ironing with delivery within one hour is available. Please, contact the Reception for further information!

#### **EXTRA BLANKET & PILLOW**

Please, contact our Reception to have a complimentary extra blanket or pillow delivered to your room.

#### **FIRE ESCAPE PLAN**

Please, read the instructions in case of fire carefully and locate the emergency exits! Green lights on the corridors guide you to the exits in case of emergency. Should you see fire, please, immediately dial extension 511 for the Reception! The fire extinguishers and fire alarms are well marked in red. Do not use the elevators! The staircase leads you to the ground floor to courtyard of the hotel.

#### **FLOWERS**

Please contact the Reception should you need a flower bouquet.

#### **FORGOTTEN SOMETHING?**

If you have forgotten any essential toiletry items, please contact the Reception. We will be happy to deliver complimentary shaving cream, disposable razors, toothbrush and toothpaste.

#### **HEATING**

Please contact the Reception for additional heating facilities you may require to make your stay more comfortable.

#### **ICE**

Please contact the Room Service if you wish ice to be delivered to your room.

#### **INFORMATION**

Brochures and information materials about the city of Gyula and its surroundings are available from Concierge

#### **IRON & IRONING BOARD**

Please contact the reception for your complimentary iron and ironing board.

#### **LAUNDRY SERVICES**

Laundry and ironing services are available on demand and for a charge. The pricelist is attached to our Guest Service Directory. Please, contact our Reception for information.

<b>LOST AND FOUND</b>	Please contact the Reception to assist you. Most lost and found articles, except for perishable items, are kept for six months.
<b>LUGGAGE ASSISTANCE AND STORAGE</b>	The hotel provides assistance with luggage free of charge. Our Reception also provides complimentary luggage storage services on demand.
<b>MAINTENANCE</b>	Should you find any equipment in your room to be out of order, please kindly inform the Reception.
<b>MASSAGE</b>	Different sorts of medical and relaxing massages can be booked in our Wellness Centre. Please, make your appointment.
<b>MESSAGE</b>	Messages will be delivered directly to your room. For all your incoming messages while you wish to be undisturbed, we will leave a note on your door asking to contact the Reception to pick up your message whenever it is suitable for you.
<b>MINIBAR</b>	You have a private minibar in your room that will be refilled on a daily basis. For the prices, please refer to the menu that can be found on top of the bar. Should you require any additional drinks from 0:00 to 24:00 hour, please contact the Reception.
<b>MOBILE PHONE</b>	Mobile telephones can be used all over the hotel. Although kindly refrain from usage in the restaurant, bar and wellness areas. For the well-being of our guests we trust on your kind understanding that the ringing tone has to be kept on a low level throughout the garden terrace area and inside the hotel. If you wish to charge your telephone in the room, please note that is only possible when the key card is inserted in the white electricity box next to the room door. Please contact the Reception for mobile phone chargers, if you have forgotten to bring yours.
<b>MONEY EXCHANGE</b>	EUR cash payment at the Reception is accepted, but money exchange in the hotel is not possible. The Reception may advise you of the nearby banks and exchange offices, also about their opening hours.
<b>NEWSPAPERS, MAGAZINES</b>	Newspapers and magazines are available at the Bar.

PARKING	<p>The charge of parking is 1500 HUF/car/night in our guarded courtyard. our car park is located on the adjacent street</p> <p>Please, be advised of the fact that the parking places in front on the street do not belong to our hotel and are for a certain charge. Therefore, the hotel does not take responsibility for any parking fines or damages caused to the cars, that are parked outside.</p>
PETROL STATION	<p>There are several petrol stations near the centre of the town within 5-10 minutes by car. Please contact the Reception for directions.</p>
PHARMACY, MEDICAL ASSISTANCE	<p>Please, contact our Reception</p>
PHOTOCOPYING & SCANNING	<p>Photocopying &amp; scanning are available at the Reception for a charge. Please, contact our Reception for further information and rates.</p>
PILLOW MENU	<p>Apart from the polyester pillows, which are provided in every guest room. Hypoallergenic pillows are available free of charge on demand.</p>
POST OFFICE	<p>The closest post office is located next to the entrance of the Castle Bath Thermal Spa. If you wish to send your mail, please hand it on to the Reception who will handle it for you.</p>
PUBLIC TELEPHONE	<p>Telephone calls could be initiated from our Reception. Please, contact the Reception for further information and rates.</p>
RADIO	<p>For a list of available radio channels and frequencies please, kindly contact the Reception team!</p>
RECEPTION	<p>Our Reception team is at your kind disposal 24 hours every day of the week either in person or via house phone on extension 511.</p>
RESTAURANT & BAR	<p>Our Restaurant Almásy offers Hungarian and International cuisine every day of the week. Under favourable weather conditions, our terrace is also available.</p> <p><b>Buffet breakfast:</b> 7.00-10.00</p> <p><b>Wellness lunch:</b> 12.00-14.00</p> <p><b>Dinner:</b> 18.00-21.00</p> <p>Our Bar offers a terrace overlooking the Gyula Castle.</p> <p><b>Opening hours:</b> 6.00-22.00</p>
ROOM RESERVATION	<p>Should you wish to book a room for your upcoming visit, please, kindly contact our Reception. Visit the official website of the Elizabeth Hotel for the best available rates and discounted package offers: <a href="http://www.elizabeth-hotel.hu">www.elizabeth-hotel.hu</a>. Should you plan to visit our hotel more frequently, please request information about our loyalty programme.</p>

ROOM SERVICE	<p>Room service is available for our guests. For our guests, in-room food is provided from 7 am to 9 pm, drinks are available 24 hours a day.</p> <p>The prices for the minibar are indicated on the info sheet on the desk. The menu of the Room service is available in the Guest Service Directory.</p>
ROOM TO ROOM CALLS	<p>For calling from one room to another please call the 3 digits room number. If you wish to be transferred by the Reception, please call 511.</p>
SAFE AND RESPONSIBILITY	<p>Please, keep your valuables in the room safe or at our Reception. The hotel does not take any responsibility for valuables not being kept in the safe.</p>
SAUNA	<p>You find our sauna in the Wellness Centre.</p>
SEWING KIT	<p>A sewing kit can be found in the wardrobe in your room. Should you require another set or any assistance, please contact the Reception.</p>
SHOE SHINING	<p>Please, place your shoes in front of your door, if you wish to have a complimentary overnight shoe polishing service. Shoe shining machine is also free to use for hotel guests. The machine is located at the Restaurant Foyer.</p>
SHOPS	<p>Please contact the Reception for the list of shops and opening hours.</p>
SIGHTSEEING EXCURSIONS	<p>Gyula and its surroundings offer a wide range of programmes and excursions. Please, contact our Concierge for further information.</p>
SMOKING	<p>Smoking in the hotel rooms, corridors and the restaurant is strictly forbidden! Smoking is only permitted at the designated place.</p>
SWIMMING POOL	<p>Swimming and massage pools are located on the -1 level of the hotel, and our outdoor pool is also available seasonally in the hotel's garden. You can find more about our wellness services on the following pages detailed information.</p>
TAXI TRANSFER	<p>Please, contact our Reception for rates and information.</p>
TELEVISION	<p>The channel list for the cable TV is indicated on the info sheet on the desk. TV programmes are available via teletext service.</p>
THROW RUG	<p>Throw rug is provided on demand for your convenience. Please, contact our Reception to have it placed by your bed</p>



TIME	The local time in Hungary is based on the Mid-European time (Greenwich Mean Time +1 hour). To find out the exact time, please contact our Reception.
TIPPING	In our hotel the restaurant food and drink prices include the service fee. Should you feel that you received a very good service, of course a tip is welcome. As a general idea 10% of the total price is recommended.
VASE	Please contact the Reception, should you require a flower vase.
UMBRELLA	Umbrellas as complimentary to use and are available at the front door.
WAKE-UP SERVICE	Please, kindly advise our Reception about the time you wish to have the wake-up call for.
WELLNESS CENTRE	Our Wellness Centre is open between 10.00-20.00 on weekdays, 9.00-21.00 on Saturdays and 8.00-20.00 on Sundays. The exclusive sundeck overlooking the Gyula Castle is free to use for hotel guests. Further information regarding the facilities of the health club is available in the Guest Service Directory.
WI-FI, PC TERMINAL	Complimentary high-speed Wi-Fi internet access is provided in our rooms, restaurant, bar and common areas in case of using own laptop or Smartphone. Your dedicated username and password is indicated on the folder of the key card. Our internet PC terminal is located in the Bar and is also complimentary to use. Please, contact our Reception for further information.

# TELEPHONE

## HOTEL EXTENSIONS' DIRECTORY

Reception	511
Room service	513
Wellness	520
Room to room	Room number

## MAKING A CALL

Using the direct-dial telephone in the room, it is possible to make city or international calls without the interaction of the Reception.

## LOCAL CALLS

Should you wish to call a phone number in Gyula, please dial “9”. After the tone, you can dial the desired number.

## DOMESTIC CALLS

Should you wish to call a line in Hungary out of Gyula, please, dial “9-06” before the desired number.

## INTERNATIONAL CALLS

Should you wish to make an international call, please dial “9-00”, the country code, the city code and the desired number.

Example:

Dialling a Berlin phone number (030) 1234567

9 00	49	30	123456
	country code	city	phone

## IMPORTANT

Minor waiting time is expected before being connected. In case of not being connected even after a certain waiting time, please, try to dial the number again.

## TARIFFS

The rates of the phone calls are automatically charged to your room. In case of dialling toll-free numbers, we charge a base connection fee.

Country codes for several countries are listed on the following page. Please, contact the Reception for further information and tariffs.

# COUNTRY CODES

COUNTRY	COUNTRY CODE	TIME ZONE	COUNTRY	COUNTRY CODE	TIME ZONE
ANDORRA	00 376	0	KUWAIT	00 965	+2
ARGENTÍNA	00 54	-4	LIECHTENSTEIN	00 423	0
AUSTRALIA	00 61	+7 +9	LUXEMBOURG	00 352	0
AUSTRIA	00 43	0	MALAYSIA	00 60	+7
BELGIUM	00 32	0	MEXICO	00 52	-7
BOSNIA			MONACO	00 377	0
HERZEGOVINA	00 387	0	NETHERLANDS	00 31	0
BRAZIL	00 55	-4	NEW ZEALAND	00 64	+11
BULGARIA	00 359	+1	NORWAY	00 47	0
CANADA	00 1	-5 -10	PAKISTAN	00 92	+4
CHILE	00 56	-5	PARAGUAY	00 595	-4
CHINA	00 86	+7	POLAND	00 48	0
CROATIA	00 385	0	PORTUGAL	00 351	-1
CYPRUS	00 357	0	REPUBLIC OF		
CZECH			SOUTH AFRICA	00 27	+1
REPUBLIC	00 420	0	ROMANIA	00 40	+1
DENMARK	00 45	0	RUSSIA	00 7	+2 +11
ECUADOR	00 593	-6	SAN MARINO	00 39	0
EGYPT	00 20	+1	SAUDI ARABIA	00 966	+2
ESTONIA	00 372	+1	SERBIA	00 381	0
FINLAND	00 358	+1	SINGAPORE	00 65	+7
FRANCE	00 33	0	SLOVAKIA	00 421	0
GERMANY	00 49	0	SLOVENIA	00 386	0
GREECE	00 30	+1	SPAIN	00 34	0
HONG KONG	00 852	+7	SWEDEN	00 46	0
HUNGARY	00 36	0	SWITZERLAND	00 41	0
INDIA	00 91	+4	THAILAND	00 66	+6
INDONESIA	00 62	+6 +8	TUNISIA	00 216	0
IRAN	00 98	+2 +5	TURKEY	00 90	+1
IRAQ	00 964	+2	UKRAINE	00 380	+1
IRELAND	00 353	-1	UNITED		
ITALY	00 39	0	UNITED KINGDOM	00 44	-1
JAPAN	00 81	+8	UNITED STATES		
JORDAN	00 962	+1	OF AMERICA	00 1	-5 -12
			VATICAN CITY STATE	00 379	0

# FAIRY GARDEN WELLNESS CENTRE

## FIRST VISIT TO THE WELLNESS CENTRE

The wellness centre of the Elizabeth Hotel is the home of peace, tranquillity and rejuvenation. When visiting the health club, please be respectful with our guests and keep the below rules. It is strictly forbidden to smoke or use a cell phone. Drinking is also available from plastic glasses, while it is not possible to drink alcohol. Guests with fever, diseases or under the influence of alcohol or narcotics are not allowed. Sauna usage is for guests over the age of 14 only.

Complimentary bathrobes and wellness towels are provided, slippers are available at the wellness reception.

Our wellness centre operates with the following opening hours: weekdays between 10.00-20.00, Saturdays between 9.00-21.00, Sundays between 8.00-20.00. Should you wish to use the wellness centre on a weekday morning, please, contact our reception.

## USING THE POOLS

Before using the swimming- and massage pools it is an obligation to use the shower. The massage jets can be switched on by the control panel on the wall of the Patio. Should you have any questions how to use the control panel, feel free to contact the wellness reception. When turning the massage jets on, mind the other guests, please.

## VISITING THE SAUNA LAND

The Finnish sauna, steam room and aroma sauna should be visited in swimming dress, or with the body covered in a towel. Never sit or lay on the wood with your body uncovered. Put a towel on, in order to be able to lay on it. Slippers should be left outside. Please, enter or leave quickly and close the door properly. Before using any aroma oils, always ask the rest of the people. Even if they agree, do not put too much of oil on.

After visiting the sauna, guests must have a shower before using any of the pools.

## MASSAGE

Apart from the variety of services included in the room rate, we also offer a wide-range of massage treatments. In order to have a massage, guests are required to register at the wellness reception. You may either register in person or on the phone ext. 520. Massage bookings can be cancelled free of charge 12 hours prior to the appointment. If cancelled within 12 hours, 50% percent of the rate is to be charged. In case of cancellation within 1 hour or not having the appointment cancelled the outstanding amount is to be charged.

# WELLNESS FACILITIES

## POOLS

The 50 square-metres heated indoor pool of the Tündérkert health club is outfitted with countercurrent and massage jets. 3 sedentary, 2 recumbent and 6 standing hydro-massage spots provide sensational relaxation. In our 27 and 34 degrees pools guests might have the feeling of bathing in a fairy-tale pond surrounded by sprites and butterflies. The body-heat temperature is perfect to cure insomnia and distress.

Our outdoor pool provides an unique panorama in the summer months and depending on the weather.

## JACUZZI

A Jacuzzi for 4 people is placed right by the swimming-pool. In the Jacuzzi guests simultaneously enjoy the massage of the compressed air and the hydro-massage jets. A bath of 15 minutes can loosen up the muscles and mend the circulation.

## KNEIPP FOOT SOAKING BASIN

Our health club offers Kneipp foot soaking basin, which imitates the feeling of walking in stream. Walking on the stones in the cold water makes you feel totally refreshed

## FINNISH SAUNA

The 6-seated classic sauna is lined with abachi wood and heated to a maximum of 80-100 degrees. The high temperature and low humidity stimulates circulation, whilst relaxing and revitalizing the body. A cool and invigorating shower is essential in sauna breaks and shower unit of the health club provides a 10sec sudden sensation.

## AROMA CABIN

This special chamber functions as a herbal revitalizing bath with a temperature 30 degrees and is ideal for those who do not prefer the high temperature of the Finnish sauna or the humidity of the steam room.

## STEAM ROOM

The steam bath not only relaxes and brings up to full strength, but it has good influence also on health and beauty. The steam cabin is recommended in particular to ease numerous health problems and diseases owing to its high steam content and the general effects of moist heat. In the cabin, a temperature of 43 °C and a vapour content of 100 % produce the desired effect.

## GYM

Sport is a great source of joy, since it is stress-free and makes you feel happy. The exercises raise our heart rate and accelerate metabolism. In our fitness room guests will find free weight and cardio equipment for the daily training schedule.

## SALT ROOM

It has been known since centuries that the salty sea air has a curative effect on the human body, mainly on the respiratory organs.

By means of the saturated salt solution placed in the room and the salt bricks placed along the walls, the air in the room brings about the salty sea air.

The evaporation of the solution and the salt bricks saturated with it produces a relative humidity of 70-80 %, filters out the pollutions from the air, thus breathing in clean air containing salt and minerals means a real refreshment for persons suffering from allergic, asthmatic and other respiratory diseases. A relaxation of 45 minutes is recommended with daily frequency.

**45 min EUR 4.00**

## SOLARIUM - TANNIG BOOTH

In the standing solarium sunlight creates a happy, refreshing feeling. It is recommended not to use the solarium more than three times a week, but for a minimum of six minutes per occasion.

**6 min EUR 5.00**

## INFRARED SAUNA

Using of infrared-heat cabin as a treatment or regularly – together with conscious intake of food – assures strengthening of our immune system, restoration and increase of the physical and mental condition. The infrared-heat cabin emits infrared rays in the invisible light spectrum. The skin gets warm gently and uniformly. The pores widen out. The rays penetrate uniformly the underlying tissues being rich in blood vessels up to approx 4 cm. There they are transformed into heat energy, and through the bloodstream they disperse quickly within the whole body raising a pleasant feeling of warmth. Owing to warming-up, the blood circulation accelerates, which has a salutary effect on the cardiovascular blood system. The metabolism intensifies, due to the acceleration of excreting processes, the expelling of excrements from the body quickens, and the excessive acidification decreases. The immune system gets active, and our self-healing and prophylactic forces increase.

Its temperature: 35-55 C°

# LAUNDRY SERVICES

Should you have laundry to be prepared, please, kindly contact our Reception. The applicable prices are indicated on the below list.

## LAUNDRY

GENTLEMEN		LADIES	
	Laundry		Laundry
Shirt	1.400,-	Bluse	1.400,-
T-shirt	1.000,-	T-shirt	1.000,-
Underwear	800,-	Underwear	800,-
Sweater	2.000,-	Underskirt	1.300,-
Jeans	2.300,-	Sweater	2.000,-
Jogging pants /jacket	2.000,-	Jeans	2.300,-
Short	1.300,-	Jogging pants /jacket	2.000,-
Pijamas	1.300,-	Nightdress	1.300,-
Bathrobe	3.000,-	Bathrobe	3.000,-
Pair of socks	800,-		

## IRONING

GENTLEMEN		LADIES	
	Ironing		Ironing
Shirt	1.000,-	Bluse	1.000,-
Pants	1.200,-	Skirt	1.200,-
Tie	600,-	Pants	1.200,-
Sweater	1.100,-	Kerchief / scarf	600,-
Scarf	800,-	Sweater	1.100,-

Your laundry bag is placed in the wardrobe, please leave it at the Reception or dial ext. 0 to have it picked up from your room.

Laundry services ordered before 9.00am are prepared for the same afternoon. On weekends and public holidays, and in the case of orders after 9.00, a surcharge of 50% is applicable for same day delivery.

Laundry services requested after 15.00pm will be prepared on the following day.

Express ironing service within 1 hour is available for a 100% surcharge

## TV Channels

- |     |            |      |               |
|-----|------------|------|---------------|
| 1.  | M1         | 25.  | SuperTV2      |
| 2.  | M2         | 28.  | Film Café     |
| 3.  | Duna Tv    | 30.  | Ozone Tv      |
| 4.  | M4 Sport   | 31.  | Da Vinci      |
| 5.  | Duna World | 34.  | Mozi+         |
| 6.  | M5         | 38.  | Comedy Family |
| 8.  | RTL Klub   | 39.  | RTL+          |
| 9.  | TV2        | 40.  | Muzsika Tv    |
| 10. | Hír TV     | 41.  | Spektrum Home |
| 11. | ATV        | 42.  | Sláger Tv     |
| 12. | Life TV    | 43.  | Pesti Tv      |
| 14. | TV4        | 44.  | CNN           |
| 15. | Film +     | 45.  | Euronews      |
| 17. | Viasat 3   | 46.  | Sport1        |
| 18. | Viasat 6   | 230. | Csaba Tv      |
| 21. | Prime      | 231. | Gyula Tv      |
| 22. | Story 4    | 234. | TVR1          |
| 24. | RTL 2      |      |               |