

## **Nyíregyháza Athletics Center**

### **Hotel Guest information**

#### **Dear Hotel Guest!**

We would like to thank you for choosing the Nyíregyháza Athletics Center as the location for your preparation and training camp. With the help of the information booklet you can find about our services and opening hours. If you have any further questions, please contact our Receptionist.

**Opening hours**, dates Reception 08.00 - 18.00; Night reception 18.00 - 08.00; Check in from 2pm; Check out until 11:00; Use of athletics hall, gym, wellness area: by arrangement.

#### **Medical care**

4400 Nyíregyháza, Szent István utca 70. Tel.: +36 42 402 377 Pharmacies open 24 hours a day: 100 éves Patika (100 Years old Pharmacy) 4400 Nyíregyháza, Hatzel tér 1. Tel: +36 42 780 260

### **Services A-Z**

**Air conditioning** - In our hotel the rooms and public areas are also air conditioned. The air conditioning in the room is individually adjustable with the control panel.

**ATM** - There is no ATM in the hotel, the nearest ATM is located at 137 Derkovits Street in Nyíregyháza (Continental Nyíregyháza - Contitech Magyarország Kft.).

**Baby-friendly equipment, services** - Depending on our free capacity, we can provide the following equipment: high chair in the restaurant, baby cot.

**Bathrobe** - Available for our guests if needed.

**Bed linen** - Our colleagues change the bed linen weekly, we change the bed linen daily on request at an additional cost. Please help our hotel operate in an environmentally friendly way and request a replacement if necessary! Please indicate this at the reception.

**Blankets** - Please call reception upon request. Items found - Inquire about items found / lost in our hotel at reception.

**Breakfast** - A buffet breakfast is available in the dining room next to the reception every day from 07:30 to 10:00.

**Check-in** - The room can be occupied from 14:00. In case of earlier arrival, luggage storage can be arranged in the hotel's luggage room.

**Check-out** - The hotel room is available until 11:00 on the day of travel. Please check in at the reception for later check-out.

**Cleaning** - If you place the "Please clean up" sign on the door of the room door from the outside, our staff will clean your room. Contact reception for an extra request.

**Complaints, remarks** - If you have any complaints or remarks about anything during your stay, please let the reception or the manager of the area know.

**Conference rooms** - The hotel also has a total of 2 sectional conference rooms. Ideal for meetings and conferences for up to 50 people. Ask at the reception about the possibility of using it, for more information, by requesting a quote.

**Currency Exchange** - The hotel does not exchange currency.

**Electrical connection** -220V / 50Hz alternating voltage (AC) is available throughout the building. An adapter for a different voltage can be requested at reception.

**Fire and Emergency** - Please do not use the elevators in case of fire or emergency! There is an escape route on the inside of the front door of the hotel room.

**Guest Questionnaire** - You can share your opinion on the guest questionnaire available at the Reception or on our online guest questionnaire sent after departure.

**Gym** - Our facility has a gym. It is open daily from 08:00 to 20:00. Please discuss the intention to use the gym with our staff.

**Illness** - In case of health problems you can ask for medical help at the reception. A thermometer and wound dressing are also available at reception.

**Hairdryer** - A hairdryer is available in the hotel room.

**Heating, cooling** - If the room card is not inserted in the slot on the inside wall next to the room door, the system will not work. Opening the balcony door also interrupts the cooling and heating. In summer, in high heat, for health reasons, we do not recommend setting a temperature 6 ° C lower than the outside temperature.

**Internet** - The hotel internet is provided by microwave at a speed of 100 Mbit / s for download and 10 Mbit / s for upload. WiFi password: Nyac1vendeg

**Laundry and ironing service** - Our guests can request the service by handing over the clothes to be washed / ironed to the housewives, which is subject to a fee. Ironing service will be provided within 1 hour of delivery of the garment.

**Lifts** - The hotel has two lifts. Please do not use the elevator in case of fire, in case of fire alarm!

**Luggage storage, luggage room** - In case of early arrival / late check-out, our guests' luggage will be placed in our luggage room free of charge until the room is occupied / departed.

**Maintenance** - If you encounter any tools or equipment in the hotel that need to be repaired, damaged, inoperable or not working properly, please inform the reception.

**Map** - Nyíregyháza map is available at the reception.

**Massage and wellness treatments** - Ask at reception, where you can make an appointment upon request.

**Office Services** - Photocopying, printing, scanning are available for a fee at the reception.

**Parcel delivery** - Parcel delivery is provided free of charge, please indicate your need at the Reception.

**Parking** - It is possible to stop by car in front of the athlete entrance of the hotel during unloading and loading. After that, we provide parking for our hotel guests in a separate, unguarded area next to the building.

**Payment methods** - In our hotel you can pay in cash (HUF) or by bank.

**Pharmacy** - For opening hours and the pharmacy on duty, please inquire at reception.

**Pillow** - On request, please indicate your request for a spare pillow at the Reception.

**Radio** - Satellite and local radio stations can be received through the TV.

**Reception** - The reception is open to our guests from 08:00 to 18:00.

**Room Card** - You can open the hotel room door with the room card received on arrival at reception. By placing the card in the opening of the plastic box on the inner wall next to the room door, the room receives power. Please remove the card from the slot when leaving the room. The card is valid until 10:00 on the day of travel. The card is also an information carrier, so please report the loss immediately at the reception!

**Sauna** - Finnish sauna and infrared sauna in the wellness area, on the second level, Please discuss the intention to use the sauna with the Reception in view of the epidemic situation!

**Safe** - In the hotel room, there is an in-room safe in the closet. Instructions for use can be found in the safe. If you have a problem, call the Reception!

**Security system** - There is a video surveillance and recording system in some parts of our building.

**Sewing kit** - Sewing kit is available on request at reception.

**Shoe care products** - Shoe care products are available on request, please contact the reception.

**Smoking** - Smoking is prohibited throughout the whole building in accordance with legal regulations. Failure to do so will result in HUF 30,000 in damages. If the fire alarm system is switched on by smoking, the fire brigade will be charged to the person in charge.

**Telephone** - For information on using the device in the hotel room and rates, see the "Telephone's user guide" on the desk.

**Television** - Information on TV programs can be found on the hotel's television system.

**Toiletries** - The shower dispenser in the bathrooms contains cosmetics for use as both shampoo and shower gel. Toothbrushes, toothpaste and mini razors are available for a fee. Please contact the Reception!

**Towels** - White, in-room towels: we change the towels on the third day. It is also possible to change the towel daily, provided that it is clearly indicated after use (throwing the towel on the floor). Please help our hotel run in an environmentally friendly way, only request a replacement if necessary!

**Transport** - Contact reception for transport information.

**Umbrella** - Available at reception.

**Wake-up service** - A 24-hour wake-up service is available at reception.

**Writing instruments** - This room has a notepad and pen.