

## **Nyíregyháza Athletic Centre Hotel**

### **Guest information**

#### **Dear Hotel Guest,**

We would like to thank you for choosing the Nyíregyháza Athletic Center as the venue for your preparation and training camp.

With the help of the information booklet, you can find out about our services and opening hours. If you have any further questions, please feel free to contact our receptionist.

#### **Opening hours, times**

Reception 00.00 - 24.00

Occupancy from 14.00

Check-out until 10.00

Breakfast from 08:00 to 10:00

Staff are available at the reception at the indicated time and can be reached around the clock by telephone at the following address: +36/42-512-725

Use of the athletics hall, gym, wellness department: by appointment

#### **Medical care**

Medical On-Call:

4400 Nyíregyháza, Szent István utca 70.

Tel.: +36/42 402 377

Pharmacies open around the clock:

100-year-old pharmacy

4400 Nyíregyháza, Hatzel tér 1.

Phone: (06 42) 780 260

## Services A-Z

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

**Bed linen** - Our colleagues change bed linen weekly, on request we change your bed linen daily, the fee of which is HUF 3,000/change. In case you need a change of bed linen in addition to the weekly bed linen change, please place the sign in the hotel room with the inscription "I want a bed linen change" on the door handle from the outside. Furthermore, if you do not require a weekly change of bed linen, please let the cleaning staff know during the daily cleaning. Please help us to operate our hotel in an environmentally friendly way and ask for a replacement if necessary!

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

**Check-in** - Occupancy is from 14:00. In case of early arrival, luggage storage can be arranged in the hotel's luggage room. The luggage room is located behind the reception.

**Illness** - In case of health problems, you can ask for medical help at the reception. The address of the medical emergency service can be found at the beginning of the leaflet.

**Security system** - There is a video surveillance and recording system at some points of our hotel.

**Shoe care tools** - Shoe care equipment is provided on request, please contact the reception.

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

**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 occupying/departure of the room. Please indicate your luggage storage request at the Reception!

**Smoking** - In accordance with the legal regulations, smoking is prohibited throughout the hotel. Failure to do so will result in a compensation of HUF 30,000. If the fire alarm is switched on by smoking, the fire brigade's call-out fee will be invoiced to the person in charge.

**Gym** – Our facility has a gym. It is open daily from 8:00 AM to 8:00 PM. Please discuss your usage needs with our colleague.

**Electrical connection** - 220V/50Hz alternating voltage (AC) is available throughout the building. Converters for the use of other voltages and various electrical connectors in Hungary, charging devices for charging mobile devices, as well as USB and HDMI cables can be requested at the reception.

**Umbrella** - Can be borrowed at the reception.

**Wake-up service** - A 24-hour wake-up service (personal or phone) can be requested at the reception.

**Half board, full board** - Half board or full board is available at the nearby Lugas restaurant or in another restaurant according to your needs by prior arrangement. Please indicate your request for this at the [hotel@nysu.hu](mailto:hotel@nysu.hu) e-mail address!

**Payment methods** - You can pay in our hotel in cash (HUF and EUR), credit card and bank transfer.

**Toothbrush cup:** It is placed in the bathroom in the hotel rooms.

**Bathrobe** - We provide bathrobes for our guests on request. Please indicate your request at the Reception.

**Heating, cooling** – Setting the room temperature can be individually controlled by the guest using the control panel in the room. If the room card is not inserted into the slot in the box on the inner 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, we do not recommend setting the temperature 6°C lower than the outside temperature for health reasons.

**Pharmacy** - Please inquire at the reception about the opening hours of nearby pharmacies. You can find the contact details of the pharmacies on duty at the beginning of the leaflet.

**Hairdryer** - A hairdryer is available in the hotel room, the bathroom is in a closet.

**Information materials** – Information materials about the region are available at the reception.

**Internet** - The hotel is provided by microwave with a speed of 100 Mbit/s for download and 10 Mbit/s for upload. Name of the network: Nyac\_Hotel, Password: NyacHotel2022 The QR code can also be found on the inside of the room card holder, which is required to connect to the Wifi. In addition, you can also find Wifi access in the hotel corridors.

**Office services** - Photocopying, printing, scanning and table setting are available in the office department of the hotel. Please let us know at the Reception if you would like to use office services.

**Drinks** - Tap water is suitable for consumption. In addition, a drink and coffee machine is installed in the breakfast room. The machine can be used with a cash payment option.

**Vending machine for drinks and snacks-** There is a vending machine, a coffee machine and a snack vending machine in the breakfast room. The machine can be used with a cash payment option.

**Writing utensils** - The room has a notepad and a pen.

**Ice Bath** - The ice bath, located on the second floor, in the wellness area. The ice bath can be used every day from 10:00 to 22:00, except on Wednesdays. Weekly maintenance is carried out until 13:00 on Wednesday. It can be used from 13:00 to 22:00 on the same day. Please check your intention of use with the Reception!

**Maintenance** - If you encounter any device or equipment in need of repair, damaged, inoperable or not working properly in the hotel, please report it to the reception.

**Check-out** - The hotel room is available until 10:00 on the day of travel. If you need to check out later, please contact the reception.

**Conference rooms** - The hotel has a total of 2 conference rooms that can be divided into sections. It is ideal for meetings and conferences for up to 50 people. For more information, please inquire at the Reception about the possibility of using it.

**Transportation** - For traffic information, please contact the Reception.

**Air conditioning** - In our hotel, both the rooms and the common areas are air-conditioned. The air conditioning in the room can be individually adjusted using the control panel.

**Elevators** - The hotel has two passenger elevators. Please do not use the elevator in an emergency, in case of a fire alarm!

**Massages and wellness treatments** - Inquire at the Reception, where you can make an appointment on request.

**Immersion bathtub** – The plunge bathtub is located on the second level, in the wellness area. The plunge tub can be used every day from 10:00 to 22:00, except on Wednesdays. Weekly maintenance is carried out until 13:00 on Wednesday. It can be used from 13:00 to 22:00 on the same day. Please check your intention of use with the Reception!

**Washing and ironing service** - Our guests can request the service by handing in the clothes to be washed/ironed at the reception, which is subject to a fee. In case of washing white and underwear and socks, the use of a laundry bag is mandatory, which can also be requested at the reception. We receive it in a laundry bag and return it in a laundry bag. In the absence of this, we do not undertake the washing of underwear and underwear.

**Laundry fees:**

- Up to 3 kg: 1.500 HUF/kg gross
- Over 3 kg: gross 1.000 HUF/kg
- Underwear and underwear: 2.000 HUF/laundry bag

**Complaints, comments** - If you have any complaints or comments about anything during your stay, please let us know at the reception.

**Paper Cosmetic Cloth** - Placed on the desk in hotel rooms.

**Parking** - During loading and unloading, it is possible to park your car in front of the sports entrance of the hotel. After that, we provide parking for our hotel guests in a separate, unguarded area in front of and next to the building.

**Pillow** - On request, please indicate your request for an extra pillow at the Reception.

**Currency exchange** - There is no currency exchange option at the hotel.

**Toiletries** - Toothbrushes, toothpaste, mini razors and shaving foam are provided for a fee, if necessary. Please contact the Reception!

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

**Reception** – The reception is available between 00:00 and 24:00 in person and by phone.

**Breakfast** - The buffet breakfast is available in the dining room next to the reception every day between 8:00 and 10:00. The date can be changed on request, based on prior arrangement. By prior arrangement, guests with food allergies can enjoy a unique dining option, based on the guest's needs. Breakfast is served in the breakfast room next to the reception.

**Sauna and jacuzzi** – In the wellness area, on the second floor, there is a Finnish sauna, an infrared sauna and a jacuzzi. Please agree with the Reception if you intend to use the sauna! The sauna and jacuzzi can be used from 6 pm to 10 pm from Monday to Friday, for a minimum of 5 people.

**Safe** - There is an in-room safe in the hotel room in the locker. The key to use the safe can be requested at the reception. You can find the instructions for use by placing it on the safe. In case of problems, call the Reception!

**Room card** - You can open the door of the hotel room with the room card received at the reception upon arrival. The card is placed in the slot of the plastic box on the inner wall next to the room door to power the room. 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 it immediately at the Reception!

**Cleaning** – Cleaning is done every 2 days, emptying the garbage daily. Guests are given the opportunity to indicate their cleaning needs. Place the "Cleaning Please" sign on the door handle from the outside. You can also indicate your request at the reception or at the housekeeper.

**Blankets** - Extra blankets can be requested on request. Call the reception if required.

**Lost and found** - Please inquire at the reception about found/lost items in our hotel.

**Phone** – The device in the hotel room can be used to make both internal and external calls. The concierge service can be reached at 3001. The instructions for using the phone are located next to the device.

**Television** – The rooms have a television with a diameter of 80 cm. Information about TV programmes can be found on the hotel's television system. You can request a remote control for the television at the reception.

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

**Toilets** - There is a separate women's and men's toilet in the common area accessible to guests.

**Toiletries** - In bathrooms, the cosmetics placed by the mirror are used both as shampoo and shower gel.

**Towels** - White, room towels: room towels are changed every other day. Towels can be changed daily. Please place the "Towel change" sign in the room on the door handle of the room, hung on the outside. Please throw the towel you want to change on the floor. Please help our hotel to operate in an environmentally friendly way, only ask for a replacement if necessary!

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

**Sewing kit** – Sewing kits can be requested at the reception.