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Dear Guest,

I would like to welcome you to the Arcanum Hotel in Békéscsaba, far away from the noise of the world! Allow me to thank you for honouring me with your visit as a sign of your confidence.

Our wonderful hotel gained its current form through monumental transformations, which was born in the spirit of luxury and solid elegance. The clean style features provide unparalleled harmony for our guests both inside and out.

With us, on the island of peace and tranquility, everyone can find themselves, whether it is a business trip or a family vacation. The spacious and comfortable rooms, the multi-hectare park, our modern wellness department and our equipped fitness room help you to renew your body and soul.

In addition to the masterpieces of Hungarian gastronomy, our cuisine essentially presents the flavors of international cuisine. In vino veritas et vita, hallmark of the specialties of the seven Hungarian wine regions, nevertheless we offer the opportunity to taste the atmosphere of distant lands.

Our trained and experienced staff will do everything to ensure that you and your family spend unforgettable days with us at the Arcanum Hotel.

I wish you a pleasant relaxation!

Zima Péter
Hotel Manager
Arcanum Hotel

"We leave something of ourselves when we leave a place,
We stay there, even though we are leaving.
And there are things in us that we can only find again by
if we return to these places."
/Pascal Mercier/

Hotel information

Information about arrival, departure and check-in:

Rooms at the hotel *are available from 14:00*. It is possible to arrive early for an additional fee of HUF 3,000/room, which we can only provide depending on our occupancy.

Please leave the hotel rooms *until 10 a.m. on the day of departure*, late departure can be provided for an additional fee of HUF 3,000/room, which also depends on our occupancy.

If early check-in is not possible or after leaving the rooms, we can provide free **luggage storage** at the reception of our hotel, in our lockable luggage room monitored by cameras.

In all cases, please consult with the hotel reception about the possibility of early arrival and late departure.

Upon check-in, it is mandatory to fill in the parts of the registration form marked with an asterisk, which must be filled in by all guests wishing to stay in the room. Upon arrival, it is mandatory to hand over an ID card or passport for the time of data recording from those wishing to check in to the room.

The hotel handles personal data confidentially and does not disclose it to third parties.

Reception

Our hotel reception is open 0-24 hours. Our receptionists welcome our guests in Hungarian, English and German

Parking

For our guests arriving by car, we provide a closed, camera-monitored parking lot in the hotel park. Parking is available free of charge.

Payment methods

You can settle your bill in cash, by credit card or by Széchenyi Recreation Card. Accepted credit cards: American Express, Eurocard, Mastercard, Maestro, Visa, and Visa Electron. Our hotel accepts OTP, MBH and K&H Széchenyi Rest Cards.

Hotel and room information

Opened in 2014, the Arcanum Hotel awaits its guests in the suburbs of Békéscsaba, isolated from the rushing world, with the tranquility of a multi-hectare park. Comfortable rooms, mouth-watering food, relaxing wellness and experienced staff guarantee physical and mental renewal. In addition to business travellers and explorers arriving for 2-3 nights, the Arcanum Hotel also provides a meaningful pastime for holiday guests. For our visiting guests, we primarily recommend a city

visit to Békéscsaba, sausage and pálinka tasting, and high-quality programs organized by the Munkácsy Mihály Museum, the Jókai Theatre and the Csabagyöngye Cultural Centre.

For those who want to be in nature, the Körös Valley, the surrounding forests and mining lakes offer active recreation, for which the hotel's own bicycles can also be used free of charge. In addition to the hotel and Békéscsaba programs, holiday guests can go on star tours to Gyula, Szarvas, Gyopárosfürdő, Mezőhegyes and the Arad-Hegyalja wine region in Romania.

Our hotel awaits its guests looking for immersion, silence and harmony with 12 standard, 7 superior, 3 deluxe rooms and two suites.

Types of our rooms:

Standard: 24-27 sqm, do not have a balcony

Superior: 24-25 sqm + the floor area of the sun terrace or balcony

Deluxe: 35-37 sqm + floor area of the sun terrace or balcony

Suite: 70 sqm + balcony floor area

Arcanum suite: 84 sqm + balcony floor area

Getting to the rooms

The hotel rooms can be accessed from the staircase next to the entrance or by using the elevator opposite the reception.

Furnishings and equipment of the rooms:

In all rooms of our hotel there is a double bed (180x200x25 cm) equipped with a hygienic mattress protector (cannot be separated), sofa or armchair, landline telephone, minibar and minibar list, glasses and drink opener, desk, chair, built-in wardrobe, in-room safe, reading light, color LCD television with radio function, television channel schedule, wall-mounted air conditioning control. The two suites, the deluxe rooms and the superior rooms are equipped with a coffee machine and a kettle.

On request, a kettle can also be made in the standard rooms, please ask the reception for more information.

Accessibility

There is 1 designated accessible parking lot in the parking lot of our hotel. The hotel's restaurant and public areas are wheelchair accessible, and there is also a restroom for disabled people on the ground floor. Our hotel has a standard double room at the disposal of our disabled guests.

Green Hotel

Our hotel will be a silver green hotel rated by the Association of Hungarian Hotels and Restaurants from 2025. Please use the selective bins in the room responsibly! For more information:

<https://www.arcanumhotel.hu/media/download/arcanum-hotel-kornyezetvedelem-2025.pdf>

Elevator use

All floors of our hotel can be reached by elevator. The elevator only runs to the fifth floor if the guests of the suite touch the room card written by the reception to the white sensor hallmarked with the Arcanum logo. After that, the push button on the fifth floor will light up and the elevator will start automatically.

If the elevator stops between the floors, please signal by holding down the alarm button. You can contact the reception via the built-in phone. To do this, all you have to do is open the phone box, pick up the receiver, and the device will immediately dial the reception. In case of fire and natural disaster, the elevator cannot be used!

Security

In our hotel, security cameras monitor the park, the entrances and outdoor areas of the hotel, as well as the water surfaces of the wellness area as pool monitoring. Recordings are handled in accordance with legal requirements.

Value preservation

In addition to luggage storage, our hotel also offers the possibility of safekeeping valuables. Safekeeping takes place at the hotel reception. Valuables may only be preserved with the signature of the receipt of delivery. For more information, please contact reception.

Domestic animal

We are not able to accommodate pets in our hotel.

Electricity, adapters, chargers

Room electricity can be provided by using the room card. Please place your card in the holder next to the front door. The rooms are equipped with 230 V. *Adapters and sockets suitable for international use* (in case of using American or British plugs) can be requested at our reception. Our hotel also has different types of USB chargers for Android and iPhone phones, which can also be requested at the reception.

Internet

Wired and wireless internet (WIFI) access is available in the hotel's rooms and public areas. The name of the network is "ARCANUM". Our guests can join without entering a password.

TV

If you want to watch a channel marked with * on the channel schedule of the television, please ask for a TV card at the reception of our hotel.

Balcony

The hotel's superior and deluxe rooms and two suites have a balcony or sun terrace. The balconies and terraces are equipped with shades, and smoking is allowed.

Smoking

Smoking is prohibited in the hotel rooms, in the restaurant, in the wellness and fitness department, and in the common areas. We provide smoking opportunities for our smoking guests outside the hotel building, in the designated areas: on the terrace on the ground floor and on the balconies of the rooms.

Guests who violate the smoking ban will be charged extra cleaning costs.

Playground

In the courtyard of our hotel, a well-maintained outdoor playground equipped with safe elements awaits those interested.

Fireplace

A fireplace in both suites makes the days spent even more cozy. Please ask the reception for assistance before using it.

Shower, bathtub

In our hotel, all our rooms except the Suites have only showers. Our suites are also equipped with a bathtub and shower.

Room/bathroom amenities

Room amenities: bathrobe* (provided once as room linenware, in case of size differences, please contact the reception), towel* (70x140 cm), hand towel* (50x70 cm), bathtub step*, slippers*, shoehorn, sewing set, writing utensils, notepad, uniform hanger. (**per person*)

Toiletries: soap, shampoo and shower gel (2 in 1), shower cap, ear cleaner, cotton pad, shaving set, toothbrush and toothpaste available at the reception on request. If you run out of supplies and toiletries between two refilling cycles, please ask for the help of the reception regarding their replacement.

Room amenities available

For an additional fee, we can provide the following amenities for the rooms: fruit platter, wine, champagne, bouquet of flowers, petals. You can ask for more information about the pricing, implementation and other amenities not listed at the reception.

Minibar

Our rooms are equipped with a minibar. Information about the offer and prices is provided by the price list in the room. Please inform the reception of your last day consumption on the day of check-out.

Telephone

Our guests can make phone calls within the hotel free of charge, in case of calls outside the hotel, the cost of the calls is recorded and charged to your account by an automatic counting device. In this case, the digit 9 must be entered before the phone number to be dialed.

Reception: extension 100

Dial Room: Total Room Number

Emergency numbers:

National emergency number: 112

Ambulances: 104

Firefighters: 105

Police: 107

Domestic area codes

Codes	County / Budapest
1	Budapest
22, 25	Fejér county
23, 24, 26, 27, 28, 29, 53	Pest county
32, 35	Nógrád county
33, 34	Komárom-Esztergom county
36, 37	Heves county
42, 44, 45	Szabolcs-Szatmár-Bereg county
46, 47, 48, 49	Borsod-Abaúj-Zemplén county
52, 54	Hajdú-Bihar county
56, 57, 59	Jász-Nagykun-Szolnok county
62, 63	Csongrád county
66, 68	Békés county
69, 72, 73	Baranya county
74, 75	Tolna county
76, 77, 78, 79	Bács-Kiskun county
82, 84, 85	Somogy county
83, 92, 93	Zala county
87, 88, 89	Veszprém county
94, 95	Vas county
96, 99	Győr-Moson-Sopron county

International prefixes

Country	Prefix	Country	Prefix
United States of America	1	Liechtenstein	423
Australia	61	Lithuania	370

Austria	43	Luxembourg	352
Belgium	32	Macedonia	389
Bosnia and Herzegovina	387	Malta	356
Bulgaria	359	Mexico	52
Czech Republic	420	Monaco	377
Denmark	45	Great Britain and Northern Ireland	44
Estonia	372	Germany	49
Finland	358	Italy	39
France	33	Russia	7
Greece	30	Portugal	351
Netherlands	31	Romania	40
Croatia	385	Spain	34
Ireland	353	Switzerland	41
Canada	1	Sweden	46
China	86	Slovakia	421
Poland	48	Slovenia	386
Latvia	371	Ukraine	380

Use of in-room air conditioning/heating

All rooms and common areas in our hotel are air-conditioned. The rooms are equipped with individually controlled air conditioning and heating. For environmental protection and proper efficiency, please turn off the cooling/heating function when the doors and windows are open.

Buttons on the wall remote control and how to operate them:

- 1) Mode: pressing the button will change the mode as follows:
automatic → cooling → dehumidification → heating → fan
- 2) On/off button: when it is in the off state, press the button and the system will turn on.

After that, you will see the "ON" mark. Pressing it again will turn the system off. Pressing the button will cancel the previous on/off timing.

- 3) Adjustment button up arrow: increases the room temperature setting. When pressed, the temperature rises by 1°C every 0.5 seconds.

- 4) Setting button down arrow: lowers the room temperature setting.

When pressed, the temperature drops by 1°C every 0.5 seconds.

5) Fan button: pressing starts the fan function.
A second press will stop it.

6) Fan speed: pressing the button repeatedly will change the fan speed.

The system modes and their settings are as follows:

1) Auto mode:

- turn on the device- use the "MODE" button to select the "AUTO" mode
- Use the up and down arrows to set the desired temperature

2) COOL, HEAT, FAN (fan) modes:

- switch on the device - select the appropriate mode by pressing the "MODE" button
- Use the up/down arrows to set the desired temperature
- use the "FAN SPEED" button to select the desired speed

In fan mode, the temperature cannot be adjusted

3) Dehumidification:

- turn on the device
- select the "DRY" mode by pressing the "MODE" button.

Use of the in-room safe

All rooms at the hotel are equipped with a safe.

Lock the safe: close the safe door and enter a 4-6 digit personal code, then press the "LOCK" button. The LED display will show "CLOSED" and the safe will be closed.

To open the safe: enter the personal code. The LED display shows "OPENED" and the door opens.

Warning: If an incorrect code is entered, the LED display will show "E-CODE". If you have entered the wrong code, press the "CLEAR" button.

In case of problems, please contact the reception.

Key card

The door of the guest room can only be opened with the key card handed over at the reception. The card is active from the time of check-in until the time of departure. Electricity is provided in the room using the card: please place the NFC card in the holder next to the light switch. Please hand in your room card at check-out. If lost, please contact the reception immediately. The deposit fee of the card is HUF 3,000 per card.

Receiving external visitors at the hotel

Only guests can stay in the room by prior notice. The reception must be notified of the arrival of guests, it is important to provide the names of the guests and the duration of their stay. External guests can ONLY use the hotel's catering unit, they can only go up in a hotel room, together with previously registered residents, they cannot receive a separate key card.

Cleaning information

Allergen-free hotel

Our hotel is a certified allergen-free accommodation.

Changing bed linen

In the hotel rooms, bed linen is changed twice a week, for a minimum stay of 6 nights. Daily change of bed linen is provided on request, please indicate the need for daily change by placing the "PLEASE CHANGE BED LINEN" sign or in person at the reception.

Towel change

Room towels (70x140 cm) are changed automatically every three days. On request, we provide daily replacement. If you request a towel change, please place the "TOWEL CHANGE REQUEST" sign on the room door and the towel you want to change on the bathroom floor.

Dusting

In the hotel rooms, we make the bed daily (it means adjusting the bed if the cleaning colleagues do not find personal belongings left on the bed) and clean (vacuuming, emptying garbage).

In case of requesting a check-up, the "CLEANING PLEASE" sign must be hung on the handle. If you do not request any cleaning, please place the "PLEASE DO NOT DISTURB" sign on the front door.

Pillows

Our rooms are equipped with sponge pillows, and on request we can replace them with any of the pillows in the "Pillow menu" information in the room. If you need a replacement or extra pillow, please let us know at the reception.

Washing, drying, ironing

In our hotel it is possible to clean your clothes, machine dry and iron. Laundry bags are provided, as well as a laundry list and a price list. Clothes for washing should be handed in at the reception, where we will provide accurate information about the cleaning time.

Irons and ironing boards can also be rented free of charge in our hotel, please inquire about their availability at the reception.

Shoe Shine

The shoe shine machine in front of the reception can be used free of charge 24 hours a day, and on request we also provide other shoe shine kits (shoe polish cream and wax) at the reception.

Our hotel's restaurant, dining options

Restaurant opening hours

The restaurant of our hotel is located on the ground floor.

Opening hours: 7:00 – 22:00

Kitchen is operating: 7:00 AM – 8:30 PM

Breakfast time: 7:00 – 10:00

Half-board Dinner time: 18:00 – 20:30

Our restaurant is available to our guests during the day, they can eat from our A la Carte menu, which they will receive from the waiters.

Our restaurant is air-conditioned and non-smoking.

We would like to draw the attention of our dear guests to pay attention to wearing appropriate clothing in our hotel's restaurant, please refrain from using bathrobes and slippers!

In the restaurant of our hotel, a *takeaway cold pack* can be requested for our guests leaving before the start time of breakfast, the condition of which is that they indicate either in the reservation or by 20:00 the day before departure at the latest, either to the restaurant or to the reception.

Room service

You can use our service in person at the reception or at extension 100. Food and beverage service, based on our menu and drink list: between 6:30 a.m. and 10:30 p.m. The room service fee is HUF 2,000 per occasion. Room service can be used for breakfast, lunch or dinner, as well as drinks in the room. You can request a menu or drink list from the waiters, and you can also view it on our website.

Although

RIGHT TO REFUSE SERVICE

The safety and comfort of our guests and the maintenance of a civilized environment are of paramount importance to our employees. To this end, we reserve the right for our waiters to refuse to serve us based on their professional judgment.

This can occur especially in cases where the guest's behaviour is disturbing, aggressive, heavily intoxicated, or the service cannot be performed for safety, ethical or legal reasons.

Terrace Bar

Between 1 May and 30 September, our guests can also ask for drinks from the bar on the terrace of the hotel every day of the week between 7 a.m. and 10 p.m., and the drink list will be provided to you by our waiters.

Lobby Bar

Every day of the week between 22:00 and 2:00 in the lobby area in front of the reception of our hotel, it is possible to request a drink based on a reduced drink list, you can request the drink list at the reception or you can view our offer based on the QR code on the information card. Our hotel staff can ask guests for a room card and an ID card before dispensing alcoholic beverages. Alcoholic beverages are not served to guests under the age of 18.

Arcanum Bar

Between 1 October and 30 April, it can be used every day of the week between 7 a.m. and 10 p.m., and your request must be made to the hotel. In the lobby of the suites, there is a bar filled with separate drinks for hotel guests, for which we also provide service staff on request.

Broken drinks will be charged to the residents' room account. Broken but unconsumed drinks can be taken with our guests upon departure. About the supply and

Information about prices is provided by the price sheet in the bar. Please inform the reception of your last day consumption on the day of check-out. In the Arcanum Bar, you can ask for additional drinks based on our drink list, which will be given to you by the waiters.

Wellness area and fitness room

The wellness department of the hotel is located on the -1st floor, where we await you with the following services:

- Jacuzzi (for 6 people, 34-36 °C)
- Finnish sauna (for 8 people, 80-90 °C)
- Infrared cabin (4 seats, 45-55 °C)
- Steam cabin (for 6 people, 40-45 °C), can be started on request, which can be indicated at the reception
- Plunge pool (16-24°C)
- Solarium (free of charge, tokens can be requested at the reception)
- Massage room (appointments can be made at the reception)

Opening hours of the wellness area: 8:00 - 20:00.

Wellness towels can be requested at the hotel reception in exchange for a wellness towel card. If you are no longer using them, please return the towels to the reception before departure at the latest. The value of unreturned or damaged towels will be charged. Sauna sheets can be freely removed from the lockers at the entrance of the wellness, please throw them into the laundry basket in the closet after use.

There are lockers in the women's and men's lockers of our wellness department, for which you can ask for keys at the reception.

Our wellness services can be used free of charge by our hotel guests during opening hours. **Please note that children under the age of 14 are not allowed in the wellness area without parental supervision.**

The hotel's wellness area cannot be used by external guests!

Massage

Massages require prior appointment at our reception. Guests can contact reception for detailed information on massages and prices.

Massage chair

It is located in the fitness room on the fourth floor, it is available to our guests free of charge. It can be used without prior registration.

Fitness

The hotel's fitness room is located on the 4th floor, with the following equipment: treadmill, elliptical trainer, exercise bike, multifunctional gymnastics machine, bench press, romaine bench and dumbbells from 1 kg to 15 kg.

The fitness room is available free of charge for our hotel guests, **from 6 am to 10 pm.**

Children under the age of 14 cannot use the fitness room alone. The fitness room is a room with air conditioning, if the air conditioning is in operation, please keep the door and windows closed.

Outdoor sports facilities

Outdoor sports enthusiasts can use our asphalted running track in the hotel's park. Our hotel has a ping-pong table, a badminton ball set, a frisbee, a ball, a small football goal, a darts board, which can be requested at the reception.

We provide bicycles for our hotel guests free of charge. The bikes can be used after filling in the "Bicycle Receipt". We are also happy to suggest hiking routes. Please contact the reception.

Arcanum Piers

In addition to cycling, we also welcome fishing enthusiasts. Lake Csaba, which is deservedly popular with local anglers, is just a few minutes away from the hotel. The pier is free of charge for all our guests.

Look for our pier at the intersection of Kereki Road and Part Street. More information can be requested at the reception.

Conference and event room

Our hotel has a conference and event room located in a separate building. The panoramic natural light room is equipped with a remote-controlled blackout system, sound equipment, projection facilities, individually controlled air conditioning and catering facilities.

First aid information

First aid place is the wellness area (-1st level) massage room.

Available at the first aid station: first aid kit (type II first aid kit with all accessories) and in accordance with current legal regulations. A detailed table of contents can be found at the emergency room.

At the reception, you can find a first aid kit, a plaster, various medicines (available without a prescription), a thermometer, a blood pressure monitor and a breathalyzer.

Emergency phone number:

Emergency Call Centre: 112 Ambulances: 104 Firefighters: 105

Pharmacy

The nearest pharmacy is about 1 km from our hotel.

/Jamina Pharmacy – Békéscsaba, Orosházi út 57./

Detailed information about on-call opening hours is provided by the reception.

Medical care

Please ask the reception for medical care on duty.

Fire extinguishers, fire alarm

Our fire extinguishers can be found on every floor in brown cabinets. If you hear the sound of the central fire alarm in your room, leave the building according to

the escape route on the door of the room. In case of a fire alarm, please do not use the elevator, only use the stairs!

Other hotel services

Child-friendly services

We provide baby cots, bathtubs, changing sheets, trash cans, high chairs on request, free of charge. You can make a request in advance in your reservation or at the reception on site.

Babysitting

If required, we undertake the supervision of your child – by prior arrangement. More information can be requested at the reception.

Program guide

Information about the current programs of Békéscsaba and its surroundings is provided at the reception. We are waiting for you with maps, excursion suggestions and brochures.

Newspaper, magazine

Newspapers, newspapers and magazines are available in the lobby

Schedule of the Mass

The city has nine churches (Roman Catholic, Lutheran, Reformed and Greek Orthodox). The reception will provide information about the current Mass schedule.

Alarm

Wake-up calls can be requested at the reception in person or at extension 100. The alarm is only done with the room phone.

Umbrella

It can be rented free of charge in our hotel. Ask for help at the reception!

Office/Business Services

Black and white and colour printing, photocopying, fax and scanning services are available in our hotel. On request, we provide a tablet. For details, please inquire at the reception.

Mail and correspondence

Envelopes and letterheads can be requested free of charge at the reception. You can also drop off your stamped letters and postcards at the reception.

You can also order your packages to the hotel, by prior arrangement. You can pick up your package at the hotel reception. In the case of a cash on delivery package, the amount of the package will be credited to the hotel room invoice.

Parcel delivery

We can provide parcel delivery after prior arrangement, on request.

Hotel taxi

Our hotel taxi service can be used by prior arrangement for an additional fee. Please contact the reception.

Exchange

Currency exchange is only possible in banks and official exchange offices, we cannot exchange money in our hotel. The front desk can provide information on the nearest exchange office.

Lost and found

Lost and found items are registered by our hotel and kept for one year. After identification, we will send the lost and found items to our guests by post, if they request. Mailing can only be done after consultation with the reception.

Electric Car Charger

There is a designated electric car charging station in the parking lot of our hotel. To charge, the Guest connects the car to the power source and signals the intention to charge at the reception, which is initiated by the receptionist with the help of a phone application. The charging fee is 250 HUF / kWh. For more information:

<https://www.arcanumhotel.hu/media/download/aszf-autotolto.pdf>

Electric Bike & Scooter Charger

The service can be requested free of charge at the reception of our hotel. Charging takes place in the closed, camera-monitored bicycle storage. For the charger and the use of the bicycle storage, please ask for the help of the reception.

Ticket sales, cultural opportunities

Békéscsaba Árpád Spa and Bath

We provide discounted tickets to the Árpád Spa and Bath in Békéscsaba, where a 50-meter sports pool, an adventure pool and an outdoor and indoor thermal pool provide the conditions for relaxation.

Gyula Castle Bath

A daily ticket provides access to the Gyula Castle Bath twice a day. The daily ticket also provides a locker in the bath, which changes after each departure and arrival, so please unpack your locker before leaving the castle spa area. Please return the wristbands to the bath at the reception after use, if they are handed in at the Castle Bath, or in case of loss, we will charge an administration fee of HUF 5,000 / piece.

Munkácsy ticket

Two tickets to the Mihály Munkácsy Museum in Békéscsaba provide access to the exhibitions *Mihály Munkácsy – The Triumph of a Genius* and *Békéscsaba on the*

Timeline of Millennia. Tickets can be purchased at the hotel reception in addition to the package offers.

Mukachevo Memorial House ticket

The Munkácsy Memorial House in Békéscsaba – Life in a Rural Mansion in a Market Town includes a visit to the exhibition entitled Munkácsy in Békéscsaba. Tickets can be purchased at the hotel reception in addition to the package offers.

Daily fishing ticket

The daily fishing ticket for the lakes of Csaba can be purchased in addition to the package offer.

Theatre, Cinema, Culture

For our guests interested in art, we recommend the performances of the Jókai Theatre of Békéscsaba and the Water Theatre of Szarvas. We also warmly recommend the Munkácsy Museum in Békéscsaba for viewing.

The Csaba Center service center awaits film lovers with a cinema. Information about the current cinema programme is available at the reception.

Our coupons and how to use them

Coupons cannot be exchanged for cash, combined with other discounts, or transferred. If they are not used, the content of the coupons will be lost.

Welcome drink

It can be redeemed between 10:00 and 18:00 in our hotel's restaurant, and the welcome drink is available to all occupants of the room, regardless of the number of coupons. A single-use coupon.

Cocktail discount coupon

By showing the coupon, we provide our cocktails at a price reduced by the discount rate (20%) indicated on the coupon in our hotel's restaurant. Multiple use coupon.

Massage discount

We provide a discount on the price of the chosen massage in the amount indicated on the coupon, the coupon can only be used for massages for 60 minutes, and 1 massage can only be used by 1 person. After the massage or before, please return the coupon at the reception. The content of the coupon applies to all occupants of the room, regardless of the number of coupons. A single-use coupon.

Wellness lunch

Our package called "Wellness experiences free gift with entrance to the Gyula Castle Bath!" is included, which can be used at any time during your stay, you must indicate your intention to have lunch at the reception on the selected day.

Comments, complaint reporting

If you have any complaints or negative comments, please contact the reception during your stay so that we can remedy the problem as quickly as possible. Please help us with your suggestions to increase guest satisfaction. We would be happy if you leave an entry in the guestbook at the reception upon departure.