



ARCANUM
HOTEL
BÉKÉSCSABA

Content

Hotel information	4
Information about arrival, departure and check-in:	4
Reception.....	4
Parking.....	4
Payment.....	4
Hotel and room information	4
Rooms.....	5
Access to the rooms	5
Furnishing and equipment of the rooms:	5
Accessibility	5
Elevator use	5
Safety.....	6
Pet	6
Electricity, adapters, chargers	6
Internet.....	6
Balcony	6
Smoking	6
Fireplace	6
Shower, bathtub.....	6
Room/bathroom fittings	7
Room preparations available on request.....	7
Mini-bar	7
Phone.....	7
Emergency numbers.....	7
Use of room air conditioning/heating.....	9
Wall remote control buttons and their management:.....	9
The system modes and their settings are as follows:	10
Use of the room safe	10
Key card	10
External visitors in the hotel of the guests.....	11
Information about cleaning.....	11
Towel change.....	11
Cleaning.....	11
Pillows.....	11
Washing, drying, ironing.....	11
Shoe cleaning	12
Our hotel's restaurant, dining options	12
Room service	12
BAR	12
Terrace bar	12
Lobby bar	12
Arcanum Bar.....	13
Wellness and Fitness	13
Massage.....	14
Massage chair.....	14

Fitness.....	14
Outdoor sports facilities.....	14
Arcanum Stég.....	14
First Aid Information	15
Emergency numbers.....	15
Pharmacy.....	15
Medical care.....	15
Fire extinguishers, fire alarm.....	15
Other hotel services	16
Child-friendly services	16
Child care.....	16
Program recommendation.....	16
Newspaper, magazine.....	16
Mass order.....	16
Office / Business services.....	16
Post and correspondence.....	16
Hotel taxi.....	16
Currency exchange.....	17
Lost and found.....	17
Ticket sales, cultural opportunities	17
Árpád Békéscsaba Medical and Beach Spa	17
Gyula Várfürdő.....	17
Gyulai Almásy Castle 4 in 1 admission	17
Theatre, Cinema, Culture	17
Our coupons and their use.....	17
Welcome drink.....	17
Cocktail discount coupon.....	18
Sweet moments.....	18
Massage discount.....	18
Wellness lunch.....	18
Comments, complaints.....	18

Dear Guest!

I respectfully welcome you to the Hotel Arcanum in Békéscsaba, away from the noise of the world! Allow me to thank you for honouring us with your visit as a token of your confidence. Our wonderful hotel acquired its present form during monumental renovations, which were born in the spirit of luxury and solid elegance. The refined style features provide unparalleled harmony for our guests both inside and outside.

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

In addition to the masterpieces of Hungarian gastronomy, our kitchen also presents the flavors of international cuisine. *In vino veritas et vita*, hallmarks the specialties of the seven Hungarian wine regions, nevertheless we offer an opportunity to taste the atmosphere of more distant landscapes as well.

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

I wish you a pleasant relaxation!

Péter Zima
Hotel Manager
Hotel Arcanum

“We leave something of ourselves behind when we leave a place, we stay there, even though we go away. And there are things in us that we can find again only by going back there.”
/Pascal Mercier/

Hotel information

Information about arrival, departure and check-in:

Check in time is from 14:00 daily. There is a possibility for early check-in, which costs 3.000 HUF each, based on availability and occupancy.

Check out time is 10:00 at the latest. Please leave your room key at Reception after check out. There is a possibility for late check-out, which costs 3.000 HUF each, based on availability and occupancy.

If the early check in is not possible, or you would have liked to check out late, but did not know that in advance, we offer to **store your luggage** at the reception of our hotel in a locked storage room with cameras free of charge.

In case of early check ins or check outs you must seek out the reception of the Hotel.

Every part marked with a * in the check in form must be filled out by every single guest.

Upon arrival, every guest must produce an identification card or a passport to the staff at the reception, and every guest must hand them over to the staff at the reception for data recording purposes.

The hotel treats personal data confidentially, and does not disclose them to third parties.

Reception

Our Reception service is available for 24 hours. If you have any problem or question, please don't hesitate to ask the receptionist, who will be happy to help you with any kind of request.

Spoken languages at the Reception: Hungarian, English and German.

Parking

Free of charge parking is available at an enclosed section of our park watched with cameras.

Payment

Your payment may be done in cash or card, or with Széchenyi Pihenőkártya. Cards we accept: American Express, Eurocard, Mastercard, Maestro, Visa, Visa Electron. Our Hotel accepts OTP, MKB and K&H Széchenyi Pihenőkártya as well.

Hotel and room information

Opened in 2014, the Hotel Arcanum awaits its guests in the suburbs of Békéscsaba, secluded from the rushing world, with the tranquility of several hectares of park. Comfortable rooms, mouthwatering food, relaxing wellness and experienced staff guarantee physical and mental renewal. In addition to business travelers and

explorers coming for 2-3 nights, the Hotel Arcanum also provides meaningful entertainment for holiday guests. For our guests visiting here, we recommend a city tour of Békéscsaba, sausage and pálinka tasting, demanding programs organized by the Mihály Munkácsy Museum, Jókai Theater and the Csabagyöngye Cultural Center.

For nature lovers, the Valley of the Körös', the surrounding forests and mine 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 wine region of the Arad Mountains in Romania.

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

Rooms

Standard: 24-27 square meter without balcony

Superior: 24-25 square meter + balcony or sun terrace

Deluxe: 35-37 square meter + balcony or sun terrace

Suite: 70 square meter + balcony

Arcanum Suite: 80 square meter +balcony

Access to the rooms

The hotel rooms can be reached from the stairwell next to the entrance or with the elevator located opposite the reception.

Furnishing and equipment of the rooms:

Each room in our hotel has a double bed (cannot be separated), sofa or armchair, landline telephone, minibar and minibar list, glasses and drink opener, desk, chair, built-in wardrobe, room safe, reading light, color LCD television with radio function, television channel selection, there is a wall-mounted climate controller.

Upon request, it is also possible to prepare a kettle, for more information, ask the reception for help.

Accessibility

The hotel's restaurant and public spaces are barrier-free, and there is also a restroom for the disabled on the ground floor. Our hotel has a standard room with a double bed at the disposal of our guests with reduced mobility.

Elevator use

All floors of our hotel are accessible by elevator. The elevator on the fifth floor only functions if the guests of the suite touch the room card authorized by the staff at the reception to the white sensor marked with the Arcanum logo. After that, the push button for the fifth floor will light up and the elevator will start automatically.

If the elevator stops inbetween floors, please signal by pressing and holding the emergency bell button.

You can contact the reception via the built-in telephone. All you have to do is open the telephone box, pick up the receiver, and the device will immediately dial the reception. In case of fire, the elevator cannot be used!

Safety

In our hotel, security cameras monitor the park, the hotel's entrances and exteriors. The recordings are handled in accordance with the legal regulations.

Pet

We are unable to accept pets in our hotel.

Electricity, adapters, chargers

It is possible to provide electricity in the room using the room card. Please place your card in the holder next to the front door. 220V can be used in the rooms. *An adapter and plug suitable for international use (if using an American or British plug) can be requested at the reception desk.* 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 provided in the rooms and public areas of the hotel. The name of the network is "ARCANUM". Our guests can join without entering a password.

Balcony

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

Smoking

Smoking is prohibited in the hotel rooms, the restaurant, the wellness and fitness department, and in the public spaces. For our guests who smoke, we provide the opportunity to smoke outside the hotel building, in designated areas: on the ground floor terrace and on the balconies of the rooms.

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

Fireplace

A working fireplace in both suites makes the days spent even cozier. Ask the reception for help before using it.

Shower, bathtub

In our hotel – except for the Suites – all our rooms only have a shower. Only our suites are equipped with a bathtub and a shower.

Room/bathroom fittings

Room amenities: bathrobe (provided as room amenities once, please contact reception in case of size discrepancy), slippers, shoehorn, sewing kit, writing instrument, notepad.

Cleaning products available: body lotion, soap, shampoo and shower gel (2 in 1), shower cap, ear cleaner, cotton pad, shaving set, toothbrush and toothpaste available on request at the reception.

If the preparations and cleaning agents run out between two filling cycles, ask the reception for help regarding their replacement.

Room preparations available on request

We can provide the following preparations for the rooms for an extra charge: fruit bowl, wine, champagne, candles, bouquet of flowers, flower petals. You can ask for more information about the pricing and execution of the preparations, as well as other preparations maybe not listed, at the reception.

Mini-bar

Our rooms are equipped with a minibar. The price list in the room provides information on the range and prices. Please inform the reception about your last day's consumption on the day of check-out.

Phone

Our guests can make calls inside the hotel free of charge, in the case of calls outside the hotel, the cost of the calls is recorded by an automatic counter and charged to your account. In this case, the number 9 must be entered in front of the telephone number to be dialed.

Reception: 100

Room to room: press only the room number

Emergency numbers

Ambulance: 104

Fire Department: 105

Police: 107

National Emergency Number: 112



ARCANUM
HOTEL
BÉKÉSCSABA

Call prefixes in Hungary

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

International call prefixes

Country	Call prefix	Country	Call prefix
USA	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 room air conditioning/heating

All rooms and public spaces in our hotel are air-conditioned. The rooms have individually adjustable air conditioning and heating equipment. Please turn off the cooling/heating function when the doors and windows are open for the sake of environmental protection and proper efficiency.

Wall remote control buttons and their management:

1) Operating mode: by pressing the button, the operating mode changes as follows:

automatic → cooling → dehumidification → heating → fan

- 2) On/off button: when it is off, press the button and the system will turn on. After that, "ON" is displayed. Press it again to turn the system off. Pressing the button deletes the previously set on/off timers.
- 3) Setting button up arrow: increases the room temperature. If you press it long, the temperature rises by 1°C every 0.5 seconds.
- 4) Setting button down arrow: decreases the room temperature. If you press it long, the temperature decreases by 1°C every 0.5 seconds.
- 5) Fan button: press to start the fan function. A second press will stop it.
- 6) Fan speed: pressing the button repeatedly changes the fan speed.

The system modes and their settings are as follows:

1) Automatic 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 (cooling), HEAT (heating), FAN (fan) modes:

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

The temperature cannot be adjusted in fan mode!

3) Dehumidification:

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

Use of the room safe

All rooms in the hotel are equipped with a safe.

Locking the safe: close the safe door and enter a 4-6-digit personal code, then press the "LOCK" button. The LED display shows "CLOSED" and the safe closes. To open the safe: enter the personal code. The LED display will show "OPENED" and the door will open.

Warning: if an incorrect code is entered, the LED display shows "E CODE". If you entered the wrong code, press the "CLEAR" button.

In case of any occurring problem, please contact the reception!

Key card

The guest room door can only be opened with the key card given 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 upon check-out. In case of loss, contact the reception immediately. The deposit fee for the card is HUF 3,000/pc.

External visitors in the hotel of the guests

Only pre-announced guests can stay in the room. The reception must be notified of the arrival of all guests, it is important to enter the names of the guests and the duration of their stay here. External guests can ONLY use the hotel's hospitality unit, in a hotel room, they can only go up together with previously registered resident guests, they cannot receive a separate key card.

Information about cleaning

Bedding/Bed linen changes

In the hotel rooms, the bed linen is changed twice a week for guests who stay of at least 6 nights. The daily change of bed linen is provided upon request. Please indicate the request for a daily change at the reception.

Towel change

Towels are automatically changed every three days. On special request, we provide daily exchange. If you request a towel change, please place the towel on the bathroom floor.

Cleaning

In the hotel rooms, we make the bed daily (it means organizing the bed, if the cleaning colleagues do not find personal items left on the bed) and clean (vacuuming, emptying the garbage). If you do not request any cleaning, please place the "DO NOT DISTURB" sign on the front door.

Pillows

Our rooms are equipped with sponge pillows, however, upon request, we also provide feather and anti-allergenic, as well as spare pillows and extra blankets. Please indicate your request at the reception.

Washing, drying, ironing

In our hotel, it is possible to have your clothes cleaned, machine dried, and ironed. The rooms also have a laundry bag, laundry list and price list. We ask that you drop off clothes to be washed at the reception, where we will give you exact information about the cleaning time.

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

Shoe cleaning

The shoe cleaning machine located in front of the reception can be used free of charge 24 hours a day, and other shoe cleaning supplies (shoe cleaning cream and wax) can be provided at the reception upon request.

Our hotel's restaurant, dining options

The restaurant is located at the ground floor of the hotel.

Opening hours: 07:00 – 22:00

Kitchen open: 07:00 – 20:30

Breakfast: between 07:00 – 10:00

Half-board Dinner: between 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 servers.

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 the restaurant of our hotel, please do not come to dine in bathrobes and slippers!

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

Room service

You can use our service in person at the reception or on phone extension 100. Food and drink service, based on our menu and drink menu: between 6:30 a.m. and 10:30 p.m. The room service fee is HUF 2,000/occasion. With room service, you can order breakfast, lunch or dinner, as well as drinks in the room. You can request a menu or drink menu from the servers, and you can also view it on our website.

BAR

We do not serve alcoholic beverages to guests under the age of 18.

Terrace bar

From May 1st to September 30th, every day of the week, our guests can order a drink from the bar on the hotel's terrace between 07:00 -22:00, our servers will give you the drink list.

Lobby bar

Every day of the week between 10:00 p.m. and 2:00 a.m., in the lobby area in front of our hotel's reception, it is possible to request a drink based on a limited

drink menu. The staff of our hotel can also ask guests for their room card and ID card before dispensing alcoholic beverages.

Arcanum Bar

From October 1st to April 30th, it can be used every day of the week from 07:00-22:00. You must notify the hotel of your request. In the lobby of the suites, there is a bar stocked with special drinks that can be used jointly by hotel guests, for which we of course also provide waiting staff as needed.

Opened drinks are charged to the residents' room account. Our guests can take the opened but not consumed drinks with them when leaving. About the supply and information on prices can be found on the price list in the bar. Please inform the reception about your last day's consumption on the day of you check-out. At the Arcanum Bar, you can request additional drinks based on our drink list, which the servers will give you.

Wellness and Fitness

The wellness department of the hotel can be found on the floor -1, where we provide the following services:

- Jacuzzi (6 people, 34-36 °C)
- Finnish sauna (8 people, 80-90 °C)
- Infrared cabin (4 people, 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, tokens can be requested at the reception)
- Massage room (appointment can be arranged at the reception)

Opening hours of the wellness department: 8:00-20:00

Wellness towels and sauna sheets can be taken freely from the lockers at the wellness entrance. After use, please do not take the towels and sheets into the room with you, but place them in the basket for storing used towels located next to the exit.

The women's and men's changing rooms of our wellness department have lockers, keys to which can be requested at the reception.

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

The wellness department of the hotel cannot be used by external guests!

Massage

Massages require a pre-arranged appointment made at the reception.

Treatment	Price*
Refreshing Sewwdis Massage 30'/60'	6.900 HUF / 7.900 HUF
Aromatherapy massage 30'/60' (aloe-vera, lavender, mint-rosemary, orange-cinnamon, mango-peach, honey-oil, chocholate-oil, oil grapessed)	7.100 HUF / 8.100 HUF
Revitalizing massage 30'/60'	6.900 HUF / 7.900 HUF
Back-massage 30'	5.500 HUF

* We reserve the right to change prices.

Massage chair

It is located in the fitness room on the fourth floor and 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 gymnastic machine, press bench, Roman bench, and hand drills from 1 kg to 15 kg.

The fitness room can be used free of charge by our hotel guests from 06:00-22:00

The fitness room is equipped 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 own park.

Our hotel has table tennis, a set of shuttlecocks, a frisbee, and a ball, which can be requested at the reception.

We provide free bicycles for our hotel guests. Bicycles can be used after filling out the "Bicycle Receipt Receipt".

We are also happy to suggest a hiking route. Please contact reception.

Arcanum Stég

In addition to cycling, we also welcome fishing enthusiasts. Lake Csaba, which is deservedly popular amongst local fishermen, and is located just a few minutes from the hotel. The pier can be used free of charge by all our guests.

Look for our restaurant at the intersection of Kereki út and Part utca. More information can be requested at the reception.

First Aid Information

First Aid is available at the reception.

Available at the reception: first aid kit, band-aids, various (non-prescription) medicines, thermometer, blood pressure monitor, and breathalyzer (alcohol sonda)

Emergency numbers

Ambulance: 104

Fire Department: 105

Police: 107

National Emergency Number: 112

Pharmacy

The closest pharmacy is about 1 km's away from the hotel:

/Jamina Gyógyszertár – Békéscsaba Orosházi út 57./

For opening hours, ask the staff at the reception.

Medical care

Please inquire at the reception about on-call medical care.

Fire extinguishers, fire alarm

Our fire extinguishers can be found in brown cabinets on every floor. If you hear the sound of the central fire alarm in your room, leave the building according to the escape route posted on the door of the room. **In the event of a fire alarm, please do not use the elevator, use the stairs only!**

Other hotel services

Child-friendly services

We provide a crib, bathtub and feeding chair on request, free of charge. You can indicate your request in advance in your reservation or on the spot at the reception.

Child care

In case of need - based on prior agreement - we will take care of your child. More information can be requested at the reception.

Program recommendation

The reception provides information on current programs in Békéscsaba and its surroundings. We await you with maps, trip suggestions and brochures.

Newspaper, magazine

Daily newspapers, newspapers and magazines await our guests in the lobby.

Mass order

The city's nine churches can be visited (Roman Catholic, Lutheran, Reformed and Eastern Greek Orthodox). The reception will provide information on the current schedule of services.

Wake up

A wake-up call can be requested at the reception in person or on phone extension 100.

Umbrella

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

Office / Business services

Black-and-white and color printing, photocopying, faxing and scanning services are available in our hotel. We provide a notebook upon special request. For details, please ask at the reception.

Post and correspondence

Envelopes and stationery can be requested at the reception free of charge. You can also drop off your stamped letters and postcards at the reception. You can also order your packages to the hotel, upon prior arrangement. You can collect 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 account.

Hotel taxi

Our hotel taxi service can be used by prior appointment at an additional cost. Please contact reception.

Currency exchange

Currency exchange is possible only in banks and official currency exchange offices, we cannot exchange money in our hotel. The reception will be happy to provide information on the nearest currency exchange location.

Lost and found

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

Ticket sales, cultural opportunities

Árpád Békéscsaba Medical and Beach Spa

We provide discounted entry tickets to the Árpád Spa and Beach Bath in Békéscsaba, where a 50-meter sports pool, experience pool and outdoor and indoor thermal pool with medicinal water ensure the conditions for relaxation.

Gyula Várfürdő

A daily ticket provides access to the Gyula Castle Spa twice a day. The day ticket also provides a locker in the spa, which is changed after each departure and arrival, so please unpack your locker before leaving the castle spa area.

Gyulai Almásy Castle 4 in 1 admission

The permanent exhibition and observation tower of the Gyulai Almásy Castle Visitor Center, the Gyula Castle and the Erkel Ferenc Memorial House can be visited with this ticket.

Theatre, Cinema, Culture

For our guests interested in art, we recommend the performances of the Jókai Theater in Békéscsaba and the Water Theater in Szarvas. We warmly recommend the Munkácsy Museum in Békéscsaba to visit.

The Csaba Center mall welcomes movie lovers with a cinema. The reception will provide information about the current cinema program.

Our coupons and their use

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

Welcome drink

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

Cocktail discount coupon

By presenting the coupon, we provide our cocktails in our hotel restaurant at a reduced price by the amount of the discount on the coupon (-20%). Multiple use coupon.

Sweet moments

Be our guest for tea, coffee or cake. Redemption is possible in the restaurant of our hotel between 10:00-18:00. When choosing a cake, the cakes that can be chosen are selected from the kitchen's daily offers, about which the serving colleagues will provide more information. It applies to all occupants of the room. Single-use coupon.

Massage discount

We offer a HUF 1,500 discount on the price of the chosen massage on the coupon, the coupon can only be used for 60-minute massages, and 1 massage can only be used by 1 person. After or before the massage, please drop off the coupon at the reception. The content of the coupon applies to all residents of the room, regardless of the number of rooms. Single-use coupon.

Wellness lunch

It is included in our package called "Full recharge in the name of wellness", 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, complaints

Please contact the reception with your complaint or negative comment 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 will be happy if you leave an entry in the guest book at the reception when you leave.