



**HOTEL\*\*\*  
KARDOSFA**

## **Guest Information and policy**

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### **Hotel Kardosfa**

📍7477 Zselickisfalud, Kardosfa puszta 1. GPS: N 46° 24'32" E 17° 75'72"

✉SEFAG Zrt. – Hotel Kardosfa 7400 Kaposvár, Bajcsy-Zs. u. 21.

☎+3682 505190; +3682 505191; +3630 2047278

@ info@kardosfa.hu; recepcio@kardosfa.hu.

🌐 www.hotelkardosfa.hu

### **Guest Information and Policies**

2025. 07. 01.

1/19 old.



**HOTEL\*\*\*  
KARDOSFA**

**Word of welcome**  
**"Hotel of the Starry Sky"**

Dear Guests, Awe welcome you on behalf of all staff members of the Hotel Kardosfa!

In this booklet, we would like to inform you about the services of our hotel, and to help you spend your time with us in the most pleasant way possible.

Thank you!

Hotel Kardosfa Team

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2/19 old.

### History of our Hotel

Kardosfa - the former Esterházy forester's lodge, then hunting lodge - is located in one of the hunting regions of SEFAG Erdészeti és Faipari Zrt., an area of 8,300 ha in the Zselic hills, in the Zselic Landscape Protection Area, at a distance of 20 km from Kaposvár.

Scientists date the first written reference to Kardosfa to the 11th century. In the donation letter of King Ladislaus I, Karán plain was identified as Kardosfa, as one of the swine-herd houses out of the 30 houses mentioned in Zselic.

Master Albeus, the Canon of Esztergom does not mention Kardosfa any more in his census of between 1237 – 1240 besides Márczadu, the neighbouring swine-herd village.

Many plains were described later in several lists, that were later destroyed, and their names remained preserved in the names of areas only. Kardosfa was not mentioned in these certificates.

Prince Pál Esterházy founded a forest estate in this unspoiled area of the Zselic forests in 1641, as a supplementation to the estate in tail. According to the founding letter, the eldest son of the prince with the estate in tail was the beneficial owner of the estate.

Scripts mention only a large "sheep pen" in the 1700s, in whose corner a very old tree grew.

We can trace back some story from the 1800s from official documents.

Because the area was rich in wildlife, and the gentlemen were eager to hunt, they built a hunting lodge here and the place became a centre for hunting and forestry.

In 1850 they built a head-keeper, chief hunter, and later a forester officer dwelling. There were 12 houses in the plains during this time with 25 families.

From 1 November 1890, the Magyar Általános Hitelbank leased it for 24 years, and it was leased out to the Mezőgazdasági Ipar RT company from 1 November 1914 to 31 October 1939. In the eastern part of the forest, the RT. built a 22 km forest railway in the main valley. The railway delivered 150-180 m<sup>3</sup> of wood daily. The wood was partly supplied by the RT for its own purposes, partly for local and foreign companies. Partner producers agreed to perform wood production and processing under contracts. Perhaps this was the golden age of Kardosfa.

After World War II, the Zselic forests were also nationalized. The large forest estates were transferred to managed by MALLARD. On 1 January 1970, the Somogy Forest and Wood Processing Estate was founded. As a result of nationalization, then zoning, and poor traffic conditions, the outskirts got gradually depopulated. In 1970, ten people lived in Kardosfa, twenty years later only two.

SEFAG transformed the forester officer's office into a hunting lodge from 1982, where it was possible to accommodate 21 people and provide them with high-quality services. It was used in this role until the spring of 2006 when building of Hotel Kardosfa\*\*\* commenced.

The name of Kardosfa is mentioned in few written records only, it was much more maintained in stories spreading through oral tradition. However, several folk legends survived about its history and name.

- In the times of the Hungarian conquest, and for long afterwards, a sword-maker workshop was operating in the Kardosfa forest, near a very large tree. Swords were made and tempered here even for the soldiers of the king. This is where the name "Kardosfa" comes from.
- An old tree was felled in the Kardosfa forest by a passing storm. It was about 300 years old, so its roots could no longer resist the pull of the strong wind. The diameter of its trunk was more than three meters. Remains of swords, shields, mounted arms, large kettles, sacrificing bowls, and beautiful horse harnesses were found under its trunk. The royal treasures were taken to the castle of Count Eszterházy. This forest was called "Kardosfa" (sword tree) from that time on.
- In the times of outlaw, the outlaw men (hiding, living in this area) were reveling under a well-known very old tree. They threw their swords and halberds in this tree, especially when they felt good. This was "Kardosfa".
- Kardosfa is a crossing point of roads that have been used for centuries towards Ropoly plai, Ropoly motte, Márcadó plain, Denna plain and Zselickisfalud. It has been a strategic control point due to its location, especially for the ones who went to the Ropoly castle. Supposedly, it was a guarded place or fort, protected by armed guards (with swords). Perhaps its name comes from that.

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3/19 old.



**HOTEL\*\*\*  
KARDOSFA**

### **Basic data**

Company's name:	Hotel Kardosfa
Site:	7477 Zselickisfalud, Kardosfa puszta 1.
Type of accommodation service:	Hotel
Category:	***
Opening hours:	24/7 (throughout the year)
Date of establishment:	October 2007
Year of establishment:	2007
NTAK (National Tourism Data Supply Centre (NTDSC)) ID:	SZ19000374
Owner:	SEFAG Zrt.
Registered seat:	7400 Kaposvár, Bajcsy-Zsilinszky utca 21.
TAX number:	11227003-2-14
Statistical code:	11227003-0210-114-14
Mailing address:	7400 Kaposvár, Bajcsy-Zsilinszky utca 21.
Website:	<a href="http://www.kardosfa.hu">www.kardosfa.hu</a>
E-mail:	<a href="mailto:info@kardosfa.hu">info@kardosfa.hu</a>
Phone number:	+36 82/505-190 +36 30/2047-278

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### **Hotel services and guest information A-Z**

Our hotel has three floors; guest rooms, restrooms, reception and the conference room with a panorama terrace are on the ground floor and the first floor. In the basement, a restaurant, massage room, solarium room, dressing room and the wellness area are located. Opposite the main building, the old forester officer lodge, the Haracsi House, hosts a reading and writing room.

#### **24/7 reception service:**

Our reception staff at Hotel Kardosfa is available every day 24/7, both personally and by phone. In the event of an accident or an extraordinary incident, the accommodation provider must be notified immediately by calling one of the following telephone numbers.

Reception desk and on-call telephone numbers: +3682 505190; +3682 505191; +3630 2047278, or please call extension 100 from the phone in your room.

#### **Air conditioning unit**

The appliance is operated properly when doors and windows are closed, the desired temperature can be set on the control panel on the wall. The recommended cooling temperature is 22-26 °C. This temperature range provides a pleasant feeling of comfort.

Please contact Reception in case of any settings problems.

#### **Arrival**

The room can be occupied from 02.00 pm on the day of arrival. Please fill in the registration form accurately in order for us to comply with the requirements of Hungarian legislation.

It will reduce the time it takes to check out later if you indicate your billing request at the time of check-in (to what name it should be issued, the way you wish to settle the invoice, etc.). After check-in, we will provide our guests with a key card that opens the room. Depending on the occupancy of the hotel, we can make the room available to our guests prior to 02.00 pm, at the earliest from 11.00 am.

#### **Barrier-free room and barrier-free access inside the building:**

For our guests with limited mobility we have a ground floor room available at our hotel. Access is provided for them both inside and outside the building. Outside the room, in the basement, at the restaurant level, a barrier-free restroom is provided. We inform our dear guests that the wellness area is not barrier-free.

#### **Bathrobe**

If you need a bathrobe, please contact Reception (a deposit is required).

It is forbidden to take a bathrobe from the hotel area. For children - on request - we can provide a limited number of children's bathrobes. Please indicate your request in this regard at reception.

Bathrobes with our hotel logo embroidered in them can be purchased at reception.

#### **Bed linen change**

Bed linen is changed for environmental and energy saving reasons after 4 nights spent at our hotel. If you would like our colleagues to change the bed linen every day, please contact our receptionist.

#### **Bicycle repair rack**

The public bicycle repair rack has the tools you need to repair minor faults on your bicycle.

#### **Blanket**

Please contact reception for additional blankets.

#### **Breakfast**

In our restaurant we await our guests with brunch or buffet breakfast.

On weekdays and at weekends from 07.30 am to 09.30 am.

You can enjoy your breakfast also in your room. The breakfast menu available in the hotel rooms will help you order the service. Please call the front desk based on the sheet, tell us your wishes and order breakfast between 7:30 and 09:30 am. Please let us know if you wish to have in-room breakfast by no later than 6:00 pm the evening before.

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Please note that after the order the service will take about thirty minutes and a service fee will be charged for the service. (HUF 2,000/person/occasion)

### Camera system

For the safety of our guests, our building has a camera surveillance system installed in communal spaces, corridors, parking facilities, and on external street fronts.

### Check-in

Rooms can be occupied from 02.00 pm on the day of arrival.

We welcome our guests between 02.00 pm and 06.00 pm on the day of arrival. If you arrive later, please call us at +36 82 505 190 until 06.00 pm.

If a guest does not have an advance reservation, they can book the room at check-in by instant payment.

We also offer our guests an opportunity for an 'early arrival', which is available for an extra charge. Please fill in the registration form in order for us to comply with our legal obligations in Hungary.

According to the current legislation\*, from 1 September 2021, for all guests using accommodation services in Hungary, the accommodation provider must record their legally required personal data on arrival via a document scanner in the accommodation management software and then transfer the data to a storage location, the [Closed Guest Information Database \(VIZA\)](#).



### Children

We call parents' attention to the need for increased parental supervision, for the safety of their children! Any damage caused by children must be compensated by the parent!

### Children's bed

Children's beds are available at reception free of charge.

### Cleaning

Rooms are cleaned daily upon request. Our housekeeping staff cleans the rooms at the hotel between 06.00 am and 02.00 pm. Please indicate your cleaning request with a board hanging on the door handle. If you wish to relax, please indicate it with the "Please do not disturb" side of the label.

Extra cleaning fees are charged if the room furniture, carpets, textiles, curtains cannot be cleaned due to contamination that cannot be removed by standard cleaning.

Bed linen is changed daily upon request. With such a request, please contact reception.

Detailed information on changing towels can be found in the bathroom.

### Clothing

We ask our guests to comply with the general rules of the dress code. It is not possible to stay in the restaurant in bathrobes or bathing suits for consumption purposes

### Cold breakfast package

In case of departure before 07.00 am, based on an order placed the previous day, we provide a cold breakfast package instead of breakfast. Please indicate your request at reception at the latest by 08.00 pm on the previous day.

### Complaints

If you have any complaints or comments, please contact Reception during your stay in order for us to be able to resolve any problems as soon as possible.

### Conference Room

It provides an event and wedding venue for sixty persons on 80 m2 floor space, and it has direct connection to a separate, panorama terrace.

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### **Cots**

Baby cots can be requested at the reception free of charge.

### **Daily cleaning**

The common areas and rooms are cleaned every day between 6 am and 2 pm.

Please indicate your cleaning needs by placing a door hanger on the door handle or contacting the receptionist.

Extra cleaning fees are charged if the room furniture, carpets, textiles, curtains cannot be cleaned due to contamination that cannot be removed by standard cleaning.

Bed linen is changed daily upon request. With such a request, please contact the housekeepers.

Detailed information on changing towels can be found in the bathroom.

### **Damages**

Any damage caused to your room or in the hotel area during your stay will be borne by you. The hotel is entitled to charge you for repair and replacement costs.

### **Departure**

We request that you leave your room by 11 am on the day of your departure. If you would like to use the room for longer, this is possible depending on occupancy, for an extra charge. Our receptionists can provide information about the possibilities.

### **Doors and windows**

Keep the room doors and windows closed at all times, and when leaving the room, please close the doors and windows.

### **Electricity**

In Hungary, the mains voltage is 220 - 240 V / 50 Hz. Type of plug at the hotel: Electrical connector type: Type F, which provides double-sided grounding. For safe use of other types of electronic devices, an adapter suitable for international use will be provided by us on request.

### **Electronic devices**

The electrical network has been designed taking into account the energy consumption of the devices installed/secured by the operator.

The use of electrical appliances brought from home is prohibited at the accommodation, except for the use of electrical appliances for personal hygiene purposes (e.g. electric shavers, toothbrushes, hairdryers and similar), as well as laptops, telephones, video cameras and photo cameras. Otherwise, the guest will be liable to pay compensation for any damage caused by the use of such devices.

### **Envelopes, stationery**

Can be found in the hotel rooms.

### **Escape route**

In case of a fire alarm, please immediately leave the building. The escape route is displayed on the entrance door of the room. In the case of fire, the elevator **MUST NOT** be used!

Please follow the instructions of the hotel staff in the event of a potential evacuation.

### **Event organization**

We undertake the full-scope, professional organization of events. Please contact Reception for more information.

### **Fire safety**

To avoid fires, the use of own electrical appliances (e.g. coffee maker, immersion heater, iron, etc.) in the room is not permitted.

It is prohibited to store flammable or explosive materials in the guest room.

Fire alarm equipment and dry-powder extinguishers are installed in the building. The rooms are equipped with smoke detectors. In case of fire our guests are warned by siren sound. In this case, please leave the building according to the escape route displayed in the rooms.

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In the event of a false fire alarm, our receptionist will inform our guests about the fact of the false alarm.

Please always switch off electrical equipment when leaving the room.

#### **First aid**

Our hotel reception has a first-aid kit to help you assist quickly with injuries. If the problem persists and the pain does not subside, please ask reception for help.

#### **Hair dryer**

It is available in the bathroom of the hotel room.

#### **"Haracsi" Guesthouse**

The Haracsi Guesthouse has 3 rooms with 3 beds and private bathrooms, so the rooms can accommodate a total of 9 guests. The living room can accommodate an additional 2 persons on a pull-out sofa. The guest house also has a fully equipped common kitchen and a communal area (living room) for dining and relaxation. For detailed information, please contact the hotel's Reception or visit the website <https://hotelkardosfa.hu/haracsivendeghaz>.



#### **Heating / cooling**

The hotel has central heating.

Air conditioning is also available in the guest rooms. They can be used for both heating and cooling. The appliance is operated properly when doors and windows are closed, the desired temperature can be set on the control panel located on the wall. The recommended heating/cooling temperature is 22 – 26 °C.

This temperature range provides a pleasant feeling of comfort.

Please contact Reception in case of any settings problems.

It is available in the bathroom of the hotel room.

#### **Insects, spiders**

Our hotel performs regular insect control to ensure undisturbed relaxation of our guests. Should you encounter them in spite of that due to the forest environment, we apologize for that. Our colleagues are readily available to remove any "intruders".

#### **Internet**

Free WIFI internet access is available throughout the hotel and certain parts of the park, the code for which will be given to you with your room card. If you are unable to connect please contact Reception.

#### **Ironing**

Please indicate your need for ironing at Reception. The clothes provided will be ironed according to agreement. Please only request ironing of a garment that does not require special care because our Hotel is not responsible for any damage resulting therefrom.

If you only need an iron and an ironing board, please indicate your request at reception.

#### **Jacuzzi**

The lovers of warmer water temperatures (32 °C) and underwater massage may dive into the Jacuzzi next to the pool.

#### **Key card**

A key card operates the lock mechanism of our hotel rooms and the basement locker door. The doors will and can only be opened with a card: the card must be inserted into the slot at the top of the locking mechanism and pulled out with a slow motion; a green light will flash on the switch for a few seconds, then the door can be opened. The key cards of all our guests open the doors to the basement locker room. If you are in the room, please insert the card into the card holder located on the wall next to the door, "Room guard", which will provide the room with electricity.

When you leave the room, please take your card with you in all cases.

We kindly ask our guests to pay attention to the integrity of the card.

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#### **Key card holder/Room guard**

Located next to the room door. Please insert your card in the holder slot so that the electrical appliances and luminaires can function in your room. The presence of electric power is indicated by the green light on the card holder.

#### **Laundry service**

If you leave your clothes before 09.00 am, we will put your clean clothes in your room as per our agreement. Please use the laundry bag available in your room. For more information about our current prices, please contact reception. Please only have clothes washed that do not require special care.

#### **Lost/found items**

Please inform Reception. According to our regulations, all items found are kept for 3 months. Within this time, we can mail them upon request if you pay for the postage. If you have provided your real contact details on the registration form, we can notify you about any items forgotten in the room.

#### **Luggage transport services**

Upon arrival, if required, we assist with the loading of luggage.

#### **Maintenance**

Please indicate at Reception if any devices are out of order or need to be repaired in your room.

#### **Map**

In the lobby of the reception area you will find an information map of the nearby sights.

A map of eight hiking trails leaving from the hotel is available online and a printed version can be requested at reception.

<https://hotelkardosfa.hu/szallodankrol/programok/turak>



#### **Massage**

Please indicate your massage needs upon room reservation. Please contact our receptionist for current prices and the booking of appointments.

#### **Medical emergency**

The telephone number for the single primary care emergency system for both adults and children is uniformly: 1830. During the call, an ambulance service professional will assess the patient's condition and offer the best solution for the given situation. This may include advice by telephone, referral to a care centre, sending a physician on call or, in an emergency, alerting an ambulance. The single on-call system is available between 4 pm and 8 am on weekdays and a 24-hour service on weekends and public holidays.

#### **Minibar**

All our rooms have a minibar, which offers basic mineral water free of charge. (2 bottles / room)

#### **Night rest**

Please refrain from any noisy activities after 10.00 pm to ensure the night rest of other guests.

#### **Parking spaces**

Free parking is provided in our partially monitored car park. When parking, please pay attention to best possible use of parking spaces. Our car park is unguarded, we do not assume any responsibility for any potential damages.

#### **Payment methods**

Payment can be made in cash (HUF and EUR), by credit card (we accept VISA/Mastercard/Maestro/Amex) and OTP, MKB and K&H SZÉP cards.

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**Pets**

Guests arriving with small "pets" (dog, cat) are kindly requested to inform Reception in advance of the arrival of their pet. For the sake of relaxation of our favorites and our Guests, please bring your animal with the appropriate documentation and devices required for them (such as collar, leash, pet carrier) for your stay at our Hotel. Please note that pets are not allowed in the restaurant and wellness area. No plates or food are provided by us for pets. Dogs should only be walked on a leash in the forest.

**Phone**

All rooms offer direct domestic and international calls. The fee for the call is automatically charged to your room account. The charges for the phone are provided in the enclosed brochure. Calls between rooms can be made by dialling the relevant room number free of charge.

Domestic calls: After pressing the 0 button, domestic phone numbers may be dialled

Calls abroad: In the case of a phone line obtained by pressing the 0 button, by pressing the 0 button twice, international phone numbers can be dialled

Incoming calls are transferred to you from reception. Should you have any questions regarding the use of the phone, please contact reception!

The fees of outgoing domestic and international calls are automatically charged to the room's account. Please contact reception for more information.

In addition to the phones located in the rooms, calls may also be made from reception.

The hotel extensions contained in the table can be dialled from the rooms directly and free of charge.

Extension	Room	Extension	Room	Extension	Room
100	Reception	109	9	217	17
101	1	110	10	218	18
102	2	111	11	219	19
103	3	112	12	220	20
104	4	213	13	221	21
105	5	214	14	222	22
106	6	215	15	223	23
107	7	216	16	115	Restaurant
108	8				

**Photocopying**

Photocopying and printing are available at reception for a fee. Please ask reception for help and information about the relevant conditions.

**Playground**

The playground in the park may be used by adult supervision.

**"Please Do Not Disturb"**

If you do not wish to be disturbed, please use the "Please do not disturb!" label placed in the room. Please hang the label on the door handle.

**Radio**

You can listen to the radio through the television.

**Receiving visitors**

Hotel rooms are available for the number of guests indicated in the booking. The accommodation provider has the right to check, without prior notice, whether the accommodation is occupied by the number of guests paid for.

Guests are welcome to receive visitors in the Hotel Kardosfa common room by prior arrangement with Reception.

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## HOTEL ★★★ KARDOSFA

Visitors can only enter the guest room after checking in at Reception and they cannot stay in the room after 8 pm. In case of violation of this rule, Reception will charge an accommodation fee according to the current price list.

The guest is responsible for the behaviour of the visitor, including any damage caused.

### Rent a Bike

Bicycle rental orders are picked up at Reception. Due to the limited number of bicycles available, we kindly ask our guests to notify us of their request the day before.

### Restaurant

Our non-smoking, air-conditioned restaurant seating 54 people is recommended for those who wish to leave behind the hustle and bustle of the city and would like to enjoy the flavours of domestic, international cuisine and local specialties. Our terrace overlooking the hotel park makes the 'proximity' of nature even more intimate.

Opening hours: every day	07.00 am to 09.30 pm
Breakfast:	07.00 am to 09.30 am
Lunch:	12.00 pm to 02.00 pm
Dinner:	17.30 pm to 20.30 pm

Please do not bring FOOD AND BEVERAGES brought elsewhere to the hotel.

### Room service

Provided from 07.00 am to 09.00 pm. Please indicate your request at reception until 08.30 pm.

### Rooms

We have 23 air-conditioned rooms and 48 beds in our hotel for our guests. Upon request, all of our rooms can be supplied with an extra bed.

Single room (1 person)	2 pcs
Double room (2 persons)	9 pcs
Double room with balcony (2 persons)	3 pcs
Double hunting room (2 persons)	4 pcs
Three-bed room (3 persons)	2 pc
Double room, two-roomed (2 persons)	1 pc
Family room (4 persons)	1 pc
Barrier free room (2 persons)	1 pc
	23 pcs

Please always keep the door to your room closed, please always check that the door is locked and close the windows as well when you leave the room.

### Safe/Room safe

In your room, a safe is available to store your valuables and cash. The safe is located in the wardrobe. Please contact Reception in case of any problems. Our hotel is not responsible for valuables stored outside the safe.

You can enter the user code every time you close it. Close the safe door and enter any 3-6-digit user code, then press the "#" (LOCK) button. The safe closes and displays the word "CLOSED". After closing, the new user code is displayed once again on the display. The safe can be opened at any time with the new user code.

### Sauna

Our hotel offers the following saunas in the wellness section: Finnish, infra. The rules governing the use of saunas can be found in the wellness Rules of the House and are displayed next to the saunas.

### Sewing kit

A free sewing kit at the Reception is at our guests' disposal free of charge.

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#### Hotel Kardosfa

7477 Zselickisfalud, Kardosfa puszta 1. GPS: N 46° 24'32" E 17° 75'72"

SEFAG Zrt. – Hotel Kardosfa 7400 Kaposvár, Bajcsy-Zs. u. 21.

+3682 505190; +3682 505191; +3630 2047278

info@kardosfa.hu; recepcio@kardosfa.hu.

www.hotelkardosfa.hu

#### Guest Information and Policies

2025. 07. 01.

11/19 old.



#### **Shaving kit**

Can be purchased at Reception. The shaving kit consists of a small safety razor and a 15 ml shaving foam, both high quality products.

#### **Shoe care set**

In the hotel room there is a shoe brush and a shoe polish sponge available.

#### **Sights and programs**

Information brochures and program brochures can be found in the hall area of reception, with additional information provided by our receptionist staff.

#### **Slippers**

Can be purchased at reception.

#### **Smoking**

Smoking is prohibited in the building! All our hotel rooms are non-smoking. Smoking is only possible in designated areas, at the main entrance, in the garden arbour. Guests will be held liable for damages caused to the furnishings due to smoking.

#### **Sports equipment, games**

For the of the tennis courts, badminton games devices, fun board games, cards are provided at reception. Hiking sticks and picnic bags are also available at the hotel for rent.

#### **Stationery and notepad**

Can be found in the hotel rooms and the Haracsi House.

#### **Swimming pool**

At the hotel's wellness area there is a swimming pool of 50 m<sup>2</sup> water surface and 1.5 m depth available. Deckchairs by the pool, and the outdoor terrace of the spa area provide an opportunity to relax, sunbathe and rest.

Indoor devices must not be taken outdoors!

#### **Tanning salon**

For those who wish to tan we recommend our standing solarium. 6-minute coins are available at reception. The machine starts 2 minutes after the throw-in of the chip and it switches off automatically.

#### **Taxi/Transfer**

Our receptionists are happy to help you.

#### **Television**

Our rooms are equipped with state-of-the-art LCD TVs. In-room televisions are equipped with pre-programmed channels. Programs are free of charge.

#### **Toothbrush set**

Can be purchased at Reception. Includes a long, clear plastic toothbrush and a small tube of toothpaste.

#### **Towels**

For the convenience of our guests, 1 bathroom towel, 1 towel per person and 1 bath mat per bathroom shall be provided. Detailed information on changing towels can be found in the bathroom.

For the use of the wellness area, bath towels and white sauna sheets are available to our guests on request at our reception, against a deposit.

Our colleagues will check the apartment left upon departure.

The hotel is entitled to invoice guests for textiles missing from the room after departure.

#### **Umbrellas**

Guests can ask for an umbrella at reception.

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**Wake up call:**

Wake-up calls may be requested at Reception.

**Wellness area**

The wellness area is the place for rest and relaxation, the location serving your recreation and energising.

Opening hours: every day                      9:00 am to 8:00 pm

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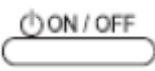
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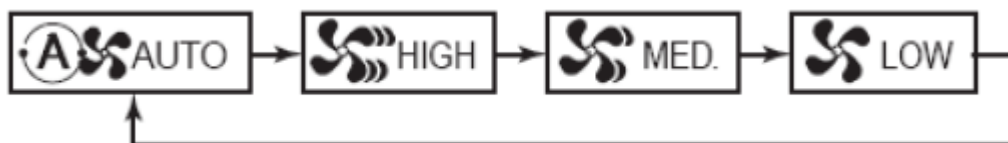
### Air Conditioner Instruction Manual

The operating modes that can be set on the remote control depend on the settings of the central remote control. Some functions are disabled by the central remote control. When certain buttons are pressed, the mode restriction symbol will flash on the display.

#### 1 START

Press the  button.  
The operation indicator light is switched on and the device is activated.

#### 2 Selection of air flow speed with the push button.



Pressing the button changes the operating modes in the order shown in the picture.  
When the air speed is set to "AUTO", the fan speed varies depending on the room temperature.  
By default, this function is set on the central control unit. We recommend using this feature.

#### 3 Please set the required room temperature with the temperature adjustment **TEMP.** **TEMP.** buttons.

#### 4 STOP

Press the  button.  
The operation indicator light goes out and the device stops.

### **Etiquette, Wellness rules of the house**

Your relaxation and comfort is our primary goal. Therefore, we respectfully request that you keep the following rules in the entire wellness area.

#### **Private life**

The wellness area is the place for rest and relaxation, the location serving your recreation and energising. Please respect the silence, just as the guests' rest. Please turn down your mobile phone and avoid the use of any video cameras or other electronic devices. In the entire wellness area, smoking is prohibited!

#### **Log in**

The purchase of entry cards and room reservation also means the acceptance of the Rules of the House.

Children under 14 are only allowed to stay in the wellness area when accompanied by a responsible person over the age of 18. We reserve the right to refuse access of and expulsion of guests in inadequate hygienic and health conditions or under the influence of alcohol or other drugs. The wellness area may only be used by healthy persons.

#### **Clothing, hygiene**

Slippers and swimsuits must be used in the pool area. Street footwear must not be worn in the pool and sauna area! Please do not enter the saunas in slippers and please spread a bedsheet on the benches. Sauna towels are available at reception. Please use the shower before using the swimming pools or the sauna.

#### **Behaviour, accidents and injuries**

Please walk with caution in the entire wellness area due to risk of slipping. It is prohibited to run around and especially to jump into the pools. The Hotel shall not be responsible at all for any injuries or accidents that may occur in the wellness area. All our guests may exclusively use the wellness facilities at their own risk. The use of inflatable water devices or other objects is only possible subject to prior authorisation by reception.

The rules for the capacity of the pools must be observed.

#### **Valuables**

The Hotel cannot be held responsible for any missing or damaged personal valuables. We therefore request our kind guests to leave their valuables in the rooms or the safety deposit box. If it does not work, please submit your valuables for safekeeping at reception.

#### **Reservation**

Booking is recommended to be made in advance for massage or wellness services, because only in this case can we guarantee the fulfillment of the service concerned at the given time. Of course, the service can also be used without booking, but only if there is spare capacity.

If you are not a resident of the hotel, please make your reservation in person or via the hotel telephone number or the Internet.

#### **Cancellation of reservation**

If you must cancel your massage reservation, please call the reception desk or cancel in person no later than 12 hours before the booked services.

### **General rules for the use of the spa, Rules of the House**

The general rules for the use of the spa are regulated in the Rules of the House. The Rules of the House, as well as tables containing the water depth and temperature are displayed in visible places in the spa area. The Rules of the House contain the following:

The spa may only be used in compliance with the Rules of the House. Those who fail to observe the Rules of the House, may be prohibited by the spa manager to use the service.

It is prohibited to enter the swimming pools and saunas with a contaminated body.

Only pools filled up to operating water level and operating with continuous overflow should be used.

It is prohibited to dwell in pools that are being filled up or discharged.

The pools should be supervised by a lifeguard throughout their entire operating time - especially at the large pool.

In order to protect the health and physical integrity of persons using the services of the public bath, the public bath may not be visited by:

- persons suffering from fever, infectious gastrointestinal and skin diseases
- persons suffering from diseases involving a convulsive state, loss of consciousness, striking or extended abnormal lesions,
- intoxicated,
- persons under the effect of drugs or intoxicating drugs.

Children under the age of 6, and children under the age of 14 who cannot swim, may only use the pool under adult supervision.

Before using the pool, the shower and the foot wash basin must be used.

Deep water only available for those who can swim! Water depth of the pool: 150 cm

In the pool and the sauna soaps and other cosmetics products must not be used!

In the pool area and the sauna, the consumption of food or drinks is prohibited!

It is prohibited to take any contaminants into the pool or the sauna!

In the spa area smoking is only permitted in designated locations.

In the spa area, waste, paper, trash may only be disposed of in the waste collection containers.

Animals/pets are prohibited in the bath area! (Exception: dogs and guide dogs for the blind for the security service with guard dogs to carry out their duties)

Valuables may not be brought to the spa area, they must be deposited in the valuables safe designated for this purpose. (reception)

Guests can dress in the rooms or in the locker room located in the basement for outside guests.

In the event of any physical injuries suffered by spa guests, the first aid assistant and the spa manager leader must be notified immediately!

Guests are entitled to make a complaint about the method of service, its quality or the behaviour of the staff as well as regarding the operation of the spa, to be submitted to the spa manager.

Anyone who deliberately damages or misappropriates the spa's equipment, may be obliged to provide compensation for the damage, and infringement proceedings may be initiated against them.

The pool and the sauna may only be used wearing bathing suits that do not violate public morals, the use of bathing suits is compulsory for all guests (also children).

It is prohibited to enter the pools with rubber rings or air mattresses, or to jump into the water, or to disturb other bathers.



### **Finnish sauna Rules of the House**

Everyone may only use the sauna at their own responsibility!

It is PROHIBITED for children under 14 years to use the sauna. Children between the ages of 14-18 may use the sauna under permanent supervision by a parent accompanying them, and at the responsibility of such parent.

*The use of the sauna is **contraindicated** in cardiac, circulatory and respiratory failure, cancers, incontinence, acute inflammatory disease, tuberculosis, thrombosis, severe varicose veins disease, infectious diseases, infectious skin diseases, increased thyroid function, epilepsy, cardiac arrhythmia, febrile disease, uncontrolled high blood pressure, exhaustion and pregnancy.*

The **longest contiguous length of stay** in the sauna for healthy people is recommended to be **10-12 minutes**.

In the sauna it is not allowed to use slippers or other footwear! Please pay special attention as in the sauna the floor may be wet, so there is a greater risk of slipping! *Please pay special attention due to slipping hazard!* In order to avoid accidents, in addition to those mentioned above, please adhere to the instructions of the staff and the warning signs!

The **use** of sauna **towels** provided by the hotel is **MANDATORY** in the sauna. Towels or sauna towels must be used when sitting down on the sauna bench. The towel, or the sauna towel should be placed to avoid contact of the body surface with the sauna bench.

After the use of the sauna, the towel must be placed in the towels bin located in front of the entrance door.

**Please report any extraordinary events** - personal injury, fire, presence of dangerous instruments or objects - **to the staff**, who are authorized and required to take action.

Guests are kindly requested not to disturb those in the sauna by noisy, immoral behaviour, or inappropriate conduct!

If a guest using the sauna is feeling unwell, he/she can ask the lifeguard for help by pressing the emergency bell. The bell may only be used for this purpose, otherwise the pool master is entitled to suspend the service, and exclude the person concerned from the service.

Prior to entering the sauna, guests are required to take a shower using shower gel, and towelling themselves dry is recommended.

**The following is not permitted:**

to enter the sauna and its environment with fragile items/bottles, cups, etc./ or anything liable to cause accidents or injuries,

for children under the age of 14 to be in the sauna,

to disturb the relaxation of those in the sauna,

to eat and to drink alcoholic beverages in the sauna,

to use the sauna under the influence of alcohol or narcotic drugs,

for any person using the sauna to pour any liquids, chemicals or even sauna oil on themselves, to pour those within the sauna or over the sauna stove.

it is prohibited to wear jewellery or glasses in the sauna, as they may cause burn injuries.

Anyone who deliberately damages or misappropriates the spa's equipment, may be obliged to provide compensation for the damage, and infringement proceedings may be initiated against them.

In the sauna, prior to the use of water or essential oils, we should ask whether it is not disturbing for those using the sauna service at the same.

All persons using the sauna must observe the Rules of the House!

### **Infra sauna Rules of the House**

The infra sauna may only be used by our kind guests at their own risk.

The **use** of sauna **towels** provided by the hotel is **MANDATORY** in the sauna.

Only healthy persons are allowed to use the infra sauna.

In the sauna it is not allowed to use slippers or other footwear!

Rubbing gloves - sponges, etc. may not be used.

Prior to entering the sauna, guests are required to take a shower using shower gel, and towelling themselves dry is recommended.

Children under the age of 14 may only use the sauna under parent supervision or supervision by a person of age.

The sauna is the place of tranquillity and relaxation, and it is prohibited to disturb the relaxation of others in any way.

#### **The following is not permitted:**

to enter the sauna and its environment with fragile items/bottles, cups, etc./ or anything liable to cause accidents or injuries,

for children under the age of 14 to be in the sauna,

to disturb the relaxation of those in the sauna,

to eat and to drink alcoholic beverages in the sauna,

to use the sauna under the influence of alcohol or narcotic drugs,

for any person using the sauna to pour any liquids, chemicals or even sauna oil on themselves, to pour those within the sauna or over the sauna stove.

it is prohibited to wear jewellery or glasses in the sauna, as they may cause burn injuries.

The emergency bell may only be used in the case of indisposition or emergency.

Recommended duration at a time: 20-40 minutes

Maximum number of persons at a time: 2 persons.

Guests are entitled to make a complaint about the method of service, its quality or the behaviour of the staff as well as regarding the operation of the spa, to be submitted at Reception.

## Guest Information and policy

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