

Our Services A-Z



hevizthermal.eu

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Our services have been arranged into alphabetical order for your convenience, please click on the letters below to navigate directly to the relevant section:

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A-C

Air conditioning and heating

In our resort all rooms and community space are air-conditioned. The temperature is individually controlled in each room with air conditioning and heating. Please always turn off the AC when you do not need it or when you leave your room for environmental protection.

Baby cots / extra beds

Baby cots and extra bed is available in our resort. Please request at the Reception. Free of charge service.

Balcony

4 Double bed rooms await our guests with spacious, furnished private balconies.

Bathroom

Accessories and decorations include mirror, movable cosmetic and shaving mirror, towel and bath towel, hair dryer, towel dryer, waste basket, combined shower gel shampoo, liquid hand wash soap.

Bedding Replacement

In our resort rooms, bed linen is changed in every 3 days. Please contact the Reception with your request or if you'd like to request bed linen change at other times.

Blankets

An extra blanket is provided upon request. Please feel free to contact the reception with your request.

Breakfast

We offer our guests a buffet breakfast in our restaurant from 8:00 AM to 10:00 AM.

Change money

Please exchange money exclusively in banks and in official money exchanges only! You can pay with both EUR and HUF currencies in our resort. Please ask for the current exchange rate at the reception.



Changing towels

We change our room towels twice a week. On request we provide daily change. Please indicate your request at reception. We charge an extra fee for causing unusual contamination.

Check-out

Our guests are kindly requested to leave the rooms no later than 10:00 AM on the day of travel. In case of departure after 16:00 PM, we charge a full daily room rate.

Children's Games

Please contact the reception with your request. Free of charge service.

Complaints

Please do not hesitate to contact the reception during your stay so that we can resolve any complaint and comments as quickly as possible. The homepage of our resort will give you the opportunity to provide feedback and comments even after you leave our resort:
<https://hevizthermal.eu/elerhetoseg/>.

Credit Card

We accept Mastercard/Maestro, Visa, Visa Electron and OTP, MKB and K&H SZEP cards

Crib extra bed,

Please contact the reception with your request. Free of charge service.

D-G

Electrical connection

220V electric equipment can be used in the Rooms and bathrooms.

Environment

Protect our environment! Please only use as much energy and water as you need for comfort.

Fire extinguishers, fire protection



Fire extinguishers, fire hydrants and fire alarms are installed in accordance with fire safety regulations. Escape routes at designated escape routes in corridors and exits.

Garden grill

We have free outdoor barbecue and kettle cooking and cauldron. Our guests can use them for free of charge. We also have briquettes, firewood for a small fee. Cooking and firing can only be done at the designated cooking area. For more information, please contact the Reception.

Golf club rental

Please contact the reception with your request. (Paid service.)

Golf simulator

Please contact the Reception with your request. (Paid service.)

I-L

Information

Program opportunities in the neighbourhood are available in our program brochures at our reception. For more information, please contact the Reception.

Iron - ironing board

We can provide you with Iron and ironing board at the reception on request.

Karaoke corner

We have Karaoke set for your entertainment. For more information, please contact the Reception. (Paid service)

Lobby Bar

Lobby is open 24/7 for all-day dining.

Lockable room for storing sports equipment

We can provide you with a lockable room for your sporting equipment upon request at the reception.

Lost and Found



Please call the front desk anytime and anywhere if you do not find your personal belongings or if you find any unattended item.

Luggage Handling

Upon request we help you to deliver your luggage to your room at the time of check-in or to your car when you check-out.

Luggage Room

We have a luggage room if you need to lock your luggage before check-in or after check-out. Please contact Reception with your request.

M-O

Maxi bar

The Maxi bar at the reception area is available during the operation hours of our reception. The purchased items are charged daily to your room.

Meeting Rooms

Resort is an excellent location for organising venue and indoor small private events for up to 30 persons. Our restaurant is 40 m² with natural light and shading and can be easily converted into a classroom or community room. The restaurant is air conditioned and we have an outdoor terrace with benches and tables as well for outdoor activities. List of available equipment: projector, internet access, various table sizes.

P-S

Parking

For those arriving by car, we provide a car park for free of charge. The parking place is a camera-monitored area. Our resort can provide parking for 1 bus and 15 cars.

Phone

You can request telephone at the reception and initiate calls exclusively to Hungarian landline numbers only. For further information, please call the front desk. Call charges are fixed by an automatic counting system and charged to your room charges.

Razor



Please request at the reception. It is free of charge.

Reception

Our reception is open from 8: 00 to 16:00. Our receptions speak Hungarian and foreign languages as well. After official reception hours, on-call reception service is available 24 hours on our central phone number + 36 83 900 066.

Refrigerator

Each room has a freezer for free use. Feel free to store your food in the fridge.

Resort rooms

Our resort has superior double (King Size) and separate 2 bed rooms. In all cases, the room rate includes buffet breakfast and VAT. All our rooms can be darkened and air conditioned with heating. The rooms have a bedside table, a reading lamp, a suitcase, a wardrobe, nightstand, a comfortable seating area, a free socket and a cupboard.

Restaurant

Breakfast every day 08: 00 - 10:00 hrs. All-day use of restaurants and common areas without limiting the consumption of your own food.

Safe

Free in-room safe is available in all guest rooms in the wardrobe. The resort is only responsible for valuables and cash placed in the safe deposit box up to the statutory amount.

Security

Our resort is equipped with closed-circuit security cameras to monitor the community spaces and resort entrances. Records are treated in accordance with statutory regulations and only authorized persons can view them. The guest room door can be opened with a key, which can be taken at the reception on arrival.

Sewing

Free sewing kit is available at the reception at our disposal.

Shoe Shine

A free shoeshine is available for our guests. Please contact the Reception with your request.



Smoking

All rooms are non-smoking in the resort.

Sports equipment Our

The resort offers various sports equipment for our guests. The following sports equipment hire is possible, golf clubs, golf simulator, board games, cards, table tennis, badminton racket and ball.

T-Z

Table tennis

We have an outdoor table tennis facility. Please contact the Reception with your request. Free of charge for our guests.

Taxi

In case you need taxi, please contact the reception desk.

Toothbrush, Toothpaste

Toothbrush and/or toothpaste at the reception if you need. This service is free of charge.

TV, radio

Television channel information can be found on our web site (<https://hevizthermal.eu/tv/>). There are more than 800 Hungarian and foreign TV and radio channels, and each room has a flat-screen 40 "TV. You can listen to radio on television channels. The Lobby Bar/Restaurant also offers cable TV service to our guests.

Umbrella

Please request at the reception. It is free of charge.

Upstairs terrace

We have a large terrace with panoramic views to the spa. We have comfortable chairs and tables on our terrace facing the Thermal Spa to enable our guests to relax in a natural environment.

Wash - dry cleaning



Request washing at the reception. We offer washing service for garment, which does not require special treatment only without financial liability.

Website

You can book your room on our website: www.hevizthermal.eu and find more information about our resort, package offers and you can also view our photo gallery (<https://hevizthermal.eu/fotok/>).

WIFI

Is available everywhere in the resort for free of charge. The user name and password can be requested at the reception. We have a PC or Lap-top available for our guests to use at the reception for free of charge. Only web browser based services are available.