



GUEST DIRECTORY

Welcome to Duna Relax Hotel!

First and foremost, we wish all our dear guests a pleasant stay and a relaxing experience filled with wonderful moments!

In this guide, we aim to answer any questions that may arise during your stay.

We kindly ask you to read the following pages carefully, as they contain not only general information but also important details.

This guide provides a detailed overview of the hotel's services.

It is essential to read and follow the hotel's fire safety regulations. If you have any further questions that are not answered in this guide, please do not hesitate to ask our staff or contact the Reception.

**Wishing you a pleasant stay,
Duna Relax Hotel**

DUNA RELAX HOTEL ***** RÁCKEVE



2300 Ráckeve, Dömsödi út 1-3.



+36 24 523 230



www.wellnesshotel.hu



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HOTEL SERVICES A-Z

For any questions or requests, the Reception is available 24/7.
Please dial extension "100".

• **Air Conditioning**

All rooms are equipped with individually controlled air conditioning, adjustable via remote control. Please use it with doors and windows closed for optimal efficiency.

• **ATM**

There is no ATM in the hotel. However, in the town of Ráckeve, you can find MBH Bank, K&H Bank, and OTP Bank ATMs. For more details, please ask our Reception staff.

• **Bathrobe**

One bathrobe per guest is provided in the room.

• **Bathroom**

Each room has a private bathroom and toilet. A bathroom chair is available upon request—please contact the Reception.

• **Bathroom amenities**

- Complimentary set (shower cap, cosmetic tissues, cotton buds and pads, body lotion)
- Toothbrush glass
- Bathmat
- Hairdryer
- Power outlet
- Sanitary bag
- Washbasin
- Liquid soap, shower gel, and shampoo
- Towel rack
- Bathroom mirror
- Toilet paper and holder, toilet brush
- Shower or bathtub

• **Bar**

Our bar, located in the lobby, is open 24/7, offering a selection of drinks from our menu. Upon request, beverages can be served in your room.

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- **Bedding**

If you need an extra blanket, pillow, or a linen change, please request it at the Reception or from the housekeeping staff during the day.

- **Bicycle Rental**

Bicycles are available for rent at the hotel Reception.

- **Billing**

Billing is handled at the Reception

- **Breakfast**

A buffet breakfast is served daily from 7:30 AM to 10:00 AM in the hotel restaurant. If you prefer to have breakfast in your room, room service is available for an additional service charge.

- **Breakfast To-Go**

For early departures, a cold breakfast package can be requested instead of the buffet breakfast. Please place your request at the Reception by 5:00 PM on the previous day.

- **Business Center**

Our guests have access to an internet terminal located on the first floor in our Business Center, where they can also make photocopies, scan, and print documents. Our technical staff is available upon request.

- **Check-in**

Hotel rooms are available for check-in from 2:00 PM on the day of arrival. Early check-in is possible from 12:00 PM for an additional fee of 5,000 HUF.

- **Check-out**

On the day of departure, please vacate your room by 10:00 AM. If you wish to extend your stay, please inform the Reception in advance. Depending on availability, you may stay in your room beyond 10:00 AM for an additional fee:

- Until 12:00 PM – 8,000 HUF
- Until 6:00 PM – 18,000 HUF

- **Charging Station & Adapter**

A charging station for phones and laptops is available at the Reception. International adapters can be requested if needed.



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- **Currency Exchange**

Currency exchange is not available in our hotel. You may settle your bill in HUF or EUR.

- **Curtains**

All our rooms are equipped with both light-filtering and blackout curtains.

- **Daily Linen Change**

Linen is changed free of charge after 3 nights. If you require daily linen change, it is available for an additional fee. Please inform the Reception or the housekeeping staff.

- **Daily Towel Change**

To request a new towel, please drop your used towel on the floor. Be environmentally conscious! Fewer washes help protect nature.

- **Dining**

Mealtimes:

- Breakfast: 07:30 AM – 10:00 AM
- Lunch: 12:00 PM – 2:00 PM
- Dinner: 6:00 PM – 8:30 PM

- **Doctor**

If you experience any health issues, please inform the Reception so we can call a doctor or ambulance if needed. Medical Center: Ráckeve, Szent István tér 5. / +36 24 385 342

- **Dress Code**

For the wellness area, bathrobes are provided and placed in your room. Please leave them in the room upon departure. However, we kindly ask guests to wear appropriate attire in the lobby and restaurant, and to avoid entering in bathrobes, swimsuits, or towels.

- **Emergency Exit**

Please follow the evacuation route displayed on your room door.

- **Events & Conferences**

Duna Relax Hotel is an ideal venue for business meetings, family gatherings, and special events.

For more information, please contact our Reception staff.

- **Extra Blanket**

Additional blankets are available upon request at the Reception.

- **Fire Safety**

The entire hotel is equipped with smoke and fire detectors. In case of fire or emergency signals, follow the evacuation route displayed on your room door.





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- **First Aid**

The designated first aid station is located at the Reception

- **Gift Voucher**

Give the gift of relaxation and experiences-conveniently, without the hassle of shopping and waiting in line! Surprise your loved ones and acquaintances with a Duna Relax Hotel gift voucher, available for purchase at the Reception or on our website. Our staff is happy to assist you.

- **Guest Assistance**

Assistance is available 24/7 at the Reception.

- **Hairdryer**

Available in every bathroom.

- **Housekeeping**

Our housekeeping staff provides daily cleaning in guest rooms every morning. For longer stays, bed linen is changed every third night or daily upon request. Towels and bathrobes are replaced daily upon request. If you do not require housekeeping services, please place the designated sign on your door handle. Thank you!

- **Indoor and Outdoor Recreational Activities**

- Table soccer (foosball)
- Table tennis
- Carrom board
- Board and card games
- River cruise (for an additional fee)

- **Information Materials**

Brochures with program recommendations and maps are available at the Reception.

- **Internet & IT Services**

Our rooms, conference halls, and public areas are equipped with wireless internet.

Wi-Fi Access:

- Username: **dunarelux**
- Password: **drlxwifi**

- **Ironing**

Please inform the Reception if you need an iron. An iron and ironing board can be provided upon request.



- **Ironing Service**

Please notify the Reception if you require ironing services. Our staff will collect your clothes for ironing and return them to your room. This service is available within one hour between 6:00 AM and 6:00 PM. Please inquire at the Reception for pricing

- **IT Assistance**

For technical support, please contact the Reception.

- **Laundry Service**

Our hotel offers dry cleaning, laundry, and garment cleaning services. If you wish to use this service, please notify our staff.

- Regular laundry service: If requested before 9:00 AM, your laundry will be returned within 9 hours.
- Dry cleaning: Requires 24 hours.
- Price list is available at the Reception.

- **Local Attractions**

For information about sightseeing and local events, please ask our Reception staff.

- **Luggage Storage**

Guests' luggage can be securely stored in the luggage room upon request.

- **Luggage Transport Service**

Please contact the Reception for assistance with luggage transport. Our staff is happy to help.

- **Minibar**

Each guest room is equipped with a minibar. Consumption is charged daily.

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- **Newsletter**

You can subscribe via our website.
(<https://wellnesshotel.hu/en/newsletter/subscribe.php>)

- **Parking**

The hotel's front parking area and the external parking lot next to the hotel are monitored by security cameras and are available free of charge.

- **Payment Methods**

We accept cash, bank and credit cards (Visa, Mastercard, Maestro), as well as SZÉP cards (K&H, MKB, OTP) and gift vouchers.

- **Pets**

Pets are welcome for an additional fee, except for guide dogs, which are accommodated free of charge. For pricing details, please check our website or ask our staff.





- **Photocopying**

Available at the Reception.

- **Pillows**

Additional or alternative types of pillows are available upon request at the Reception.

- **Post Office**

Address: Kossuth u. 24., located beyond the Árpád Bridge.

Opening Hours:

Monday: 8:00 AM – 6:00 PM

Tuesday to Friday: 8:00 AM – 4:00 PM

Saturday: 8:00 AM – 12:00 PM

- **Radio**

Radio stations can be accessed via the TV channels. A list of available stations is included at the end of this guide.

- **Reception**

Our Reception service is available 24/7. For any questions or requests, please contact our staff by dialing “100” from your room phone.

- Check-in and check-out are available at any time.
- Billing is handled at the Reception.

- **Room Service**

Room service is available from the room service menu by dialing extension 100 between 6:00 AM and 10:00 PM.

- **Safe**

For the security of your valuables, please use the safe provided in your room.

A central safe is also available at the Reception upon request.

The hotel does not take responsibility for valuables left in the room.

- **Sewing Service**

A sewing kit is available upon request, and we also offer minor clothing repairs. Please inquire at the Reception for details.

- **Shoe Cleaning**

A shoe-cleaning machine is available in the lobby. Additionally, a shoe-cleaning cloth and brush are provided in your room's wardrobe.

- **Shoehorn**

A shoehorn is provided in your room for your convenience.

- **Slippers**

Slippers are available upon request at the Reception.

- **Smoking**

As a wellness hotel, we are a non-smoking property. We kindly ask our smoking guests to use the designated smoking area. In compliance with legal regulations, smoking is only permitted in the designated smoking area 5 meters from the hotel entrance. Thank you for your understanding.





- **Souvenirs**
- **Sports equipment available**
- **Stationery & Notebook**
- **SZÉP Card Payments**
- **Taxi**
- **Telephone**
- **Television**
- **Toiletries**
- **Towels**
- **Transfer Service**
- **Trash Bins**
- **TV Channels in Hotel Rooms**
- **TV Guide**

In the display case located in the lobby, you can find souvenirs featuring our hotel's logo and photographs, which are available for purchase at the Reception. For further information, please contact our staff.

- Bicycles
- Nordic walking sticks
- Table tennis paddles & balls

A pen and notepad are provided in your room.

We accept K&H, MKB, and OTP Széchenyi Pihenőkártya (SZÉP Cards) for payments.

If you would like to order a taxi, our staff will be happy to assist you.

Each room is equipped with a telephone. A public telephone is available at the Reception.

All our rooms are equipped with LCD color televisions with remote controls.

The following toiletries are available at the Reception: shower gel, shampoo, body lotion, razor, toothbrush, and toothpaste.

Each room is equipped with one bathmat and, per person, one hand towel and one bath towel. Please place used towels on the floor to request new ones. Be environmentally conscious! Less washing helps protect nature.

If you require a transfer, please inform the Reception.

Trash bins are available in every room and bathroom.

You can turn on the TV using the remote control. We offer both Hungarian and international TV channels. If you experience any issues with the device, please inform the Reception, and our staff will gladly reprogram the channels for you.

You can view current and upcoming programs on your TV. The channel list is available at the end of this guide.





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- **Umbrella**

Umbrellas are available at the Reception upon request.

- **Wake-up Call**

Please contact the Reception, and our staff will be happy to assist you.

- **Website**

Visit our website to check current promotions and package deals:
www.wellnesshotel.hu

- **Wellness**

Our wellness facilities are open from 10:00 AM to 9:00 PM.

- The indoor jacuzzi features automatic functions operating from 10:00 AM to 9:00 PM.
- Saunas are available between 10:00 AM and 9:00 PM.
- On the day of departure, guests may use the wellness area free of charge until 6:00 PM.

- **Window**

All hotel rooms are equipped with soundproof windows and doors.





FIRE SAFETY REGULATIONS

Please allow us to introduce you to some fire safety regulations:

- Hotel facilities must be used only for their intended purpose.
- It is prohibited to bring flammable or hazardous materials into the hotel.
- The use of electric cooking or heating appliances in rooms is not allowed.
- The hotel and room terraces are non-smoking areas.
- Do not dispose of cigarette ashes or matches in flammable waste or trash bins.
- In case of fire or emergency, take your personal belongings and identification documents, and exit the building following the evacuation plan displayed on your door.
- Before leaving, please close the windows in your room.
- In the event of a fire, always follow the instructions of the hotel security staff and personnel. If you notice a fire or any signs of fire, please inform the hotel Reception immediately.

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SERVICES

• ROOM RATES

For information about our current room rates, packages, and special offers, please visit www.wellnesshotel.hu, where you can also subscribe to our newsletter.

• Our rates include the following services:

- Accommodation in air-conditioned, twin-bed rooms equipped with LCD TVs
- Extensive buffet breakfast and dinner
- Unlimited access to the wellness area
- Unlimited internet access
- Complimentary parking

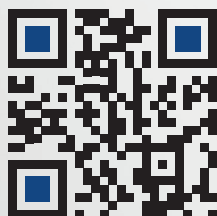
Duna Relax Hotel

2300 Ráckeve, Dömsödi út 1/a.

Tel: +36 24 523 230

www.wellnesshotel.hu

repcio@wellnesshotel.hu



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