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Welcome to the Aura Hotel in Balatonfüred.

First of all we would like to wish you a pleasant stay and an enjoyable time in our hotel.

In this guest directory We will try to answer all your questions, that might occur during your stay.

Please, read it carefully, because some information might be important for you.

On the first page you can find information about Veszprém county and Balatonfüred. The next pages will give you informations about our services.

It is important, that you read and keep the hotel's Fire Prevention Regulations.

Should you have any further questions, please, do not hesitate to call the Reception desk or ask the staff for help.

We wish you a pleasant stay, Aura Hotel Balatonfüred

Fill up, feel good!

www.aura-hotel.hu

• Balatonfüred

The town of Balatonfüred is located in the county of Veszprém. It is the capital of administrative district of Balatonfüred.

Referred as the “Capital” of the northern bank of Lake Balaton, it is also the oldest holiday resort around the lake. Regarding the number of nights spent at commercial hotels it is the sixth most popular city in Hungary. It is also a major sailboat marina.

• History

The surroundings of Balatonfüred were already inhabited by prehistoric men. The first known residents were the Romans, their presence is indicated on several excavated church ruins and tombstones. The first written record of its name dates back to 1211 and was mentioned on an estate register made by the Abbey of Tihany.

An upswing took place at the beginning of the 19th century, during the “Reform Era”. The town theatre - constructed entirely of wood - provided a major entertainment for the guests during summertime. In 1831 Sándor Kisfaludy opened the first Hungarian speaking permanent theatre of Transdanubia, built by donations, with the support of Tihany Abbey and the people.

• Sights of interest

On July 26. 1825 János Szentgyörgyi Horváth organized the first Anna Ball in his mansion in honor of his daughter Anna Krisztina. It has become a tradition and a major event, being held every since year . On István Széchenyi’s initiative - a Hungarian Count – the first steamboat of the Balaton named “Kisfaludy” was put into operation in 1846, followed by the construction of a shipyard later on.

Another major development period started at the beginning of the 1900’s by filling up the lakeshore reclaiming more land. A promenade was laid out, private villas were erected and the southern wing of the hospital was opened.

Following World War II. the next upswing stage started in the 1960’s. In 1966 the XXVII. FICC (International Camping Caravanning Club) Rally took place in the city, which demanded the construction of a camping site for 400 persons. In 1971 the town of Balatonfüred was declared the Number 1. Spa and Holiday Resort of Hungary. In 1987 Balatonfüred achieved the title of „International Town of Grapes and Wine”.

• Places to visit

- **Jókai Mór Memorial House:** Mór Jókai wrote his famous novel “The Golden Man” in this house, built in 1870. At present it is a memorial museum to visit.

- **Lóczy-cave:** The nearly 150 m long and 20 m deep special limestone cave was named after the world famous researcher of Lake Balaton, Lajos Lóczy. It’s really worth a visit.

- **Vaszary Villa:** One of the most prestigious and significant building of Balatonfüred. It houses mostly exhibitions of fine art and serves as a venue for evening events like literature and music performances.

- **Hospital for Cardiology:** (Bathhouse, Erzsébet Sanatorium, National Hospital) 1728 - the present day buildings were constructed between 1836–1871.

- **Nagyvendéglő:** (The “Big Restaurant”) - 1748 - the present day classicist building was constructed 1802–1848, part of the building is the “Kursalon” (opened 1879), famous for Anna Balls, and the roofed promenade (Panteon of Balatonfüred) - today Anna Grand Hotel.

- **Pálóczi Horváth Ádám Mansion:** rebuilt 1787–1867 by William Teasdale (engineer of the Chain Bridge in Budapest) - today János Ferencsik School of Music.

HOTEL SERVICE FROM A TO Z

- **Aid help** Should any problem arise, please turn to the Reception 0 - 24 hours.
- **Air-conditioning in room** All rooms are equipped with air conditioning, which can be individually controlled with the thermostat on the wall. Please use it with a closed door and windows.
- **Air-conditioning in the communal areas**
The restaurant, bar and lobby are all centrally air conditioned.
- **Bathrobe** One bathrobe per person is available in your room.
- **Bed linen** If you need an extra blanket, pillow or linen replacement, please make your request at the Reception desk or consult the chambermaids during the day.
- **Bed linen replacement daily**
We can replace your bed linen when requested. Please, let the receptionists or the cleaning staff know about your wish. You can get information about the fees at the Reception desk. After 3 nights the replacement is free of charge. Take care of our land! Protect the water sources with less washing.
- **Bible** Bible is available in the drawer of the bedside table.
- **Bicycle rent** Bicycles can be rented at the Reception.

- **Breakfast** Substantial buffet breakfast is offered to our dear guests in our restaurant every day 7:30 - 10:30 am. You also have the option to have your breakfast in your room for an extra service charge.
- **Check in / Arrival** Our guests can occupy the hotel room on the day of arrival from 2pm. They can store their luggage in the luggage room before they occupy their rooms.
- **Check out / Departure** On the day of check-out, we kindly ask you to leave your room until 10am. If you wish to extend your departure time, please consult with the Reception about the possibilities and extra charges. To find out more about the availability of a late checkout or extension on the day of departure, please contact the Reception.
- **Cleaning** The rooms are cleaned every day. If you need extra cleaning, please inform the Reception about it.
- **Cold Breakfast package** Upon request, cold packed breakfast is available instead of hotel breakfast on the day of departure. Please place your request by 5 pm on the previous day.
- **Computing help** Should any IT problem arise, please contact the Reception desk.
- **Concierge Service** If you would like to inquire about different programs, sights of the region or ticket reservations, our colleagues at the Reception desk will be at your service.
- **Credit card** The following credit cards are accepted by our hotel: Visa, Visa Electron, MasterCard, Maestro.
- **Currency exchange** In our hotel, there is no possibility for currency exchange. You can settle your bill in HUF or EUR. The change will be given to you in HUF or in the given currency. The type of currency return will depend on how your invoice is issued.
- **Curtain** Each room is equipped with transparent and dim curtains.
- **Dietitic meals** Please check with the Reception for available diatetic services.
- **Doctor** Please contact the Reception desk if you have any health problems so that our colleagues can call for a doctor or an ambulance.
Emergency medical service: Balatonfüred, Csárda u. 1. Tel: +36 87 580 888
- **Electric roller** Electric rollers can be rented at the Reception.

- **Electricity** Voltage in Hungary is 220V/50Hz.
Adapters, telephone chargers are available at the Reception.
- **Event** The Aura Hotel is the ideal venue for business or family events. For further information, please contact our staff at the Reception!
- **Extra blanket** It can be requested at the Reception
- **Fire** The whole area of the hotel are equipped with smoke detectors. In case of fire when hearing the alarm bell, please take the escape route, which is shown on the door of your room.
- **Fire exit** Escape route is indicated on the sign placed on the door of your room.
- **Fitness room** It is available free of charge for our guests every day from 8 am to 8 pm
- **Gift Certificate** Surprise your loved ones and friends with an “Aura Hotel ” gift voucher for fun, relaxation and comfort. Please contact our staff at the Reception, who will happily support you with the purchase of the voucher. Our staff is at your disposal at the Reception regarding the purchase.
- **Hair dryer** A hair dryer is available in every bathroom.
- **Heating** The desired temperature in your room can be set by the thermostat fixed on the wall. It only works if the windows and doors are closed.
- **Information materials** Programs flyers, maps, schedules, restaurant offers are available at the Reception.
- **Internet** We ensure free wi-fi access in the rooms and communal areas.
- **Internet terminal** For using the internet - if required - we can also provide a laptop with a printing capability. Please contact the Reception!
- **Invoicing** It takes place at the Reception desk.
- **Ironing** If you have items to be ironed, please contact the Reception desk. We can provide you with a flatiron and an ironing board.
- **Ironing service** Please indicate your ironing needs at the Reception, our colleagues will pick up your clothes. After ironing your clothes will be returned to you in your room. About the fees please contact the Reception.

- **Laundry** Our hotel manages cleaning, washing and ironing of your clothes. If you need this service please contact our colleagues. The price list is displayed at the Reception.
- **Laundry bag** It's in the closet. Please place the clothes to be cleaned in the laundry bag. The cleaning costs are to be paid on departure at check-out.
- **Lobby** You can enjoy the offers of our drinkbar in the hotel lobby.
- **Lobby bar** Bubble Bar is opened every day between 10 am and 10 pm 8:00, we also provide room service
- **Lost properties** In case you lose or find something, please inform the chambermaids or the Reception desk.
- **Luggage rack** It can be found by the wardrobe in your room and it is suitable for storing packages and parcels.
- **Luggage room** If you wish to leave your luggage in the hotel after moving out of your room, the luggage room at the Reception desk is at your disposal.
- **Luggage transport** If you need assistance for luggage transport, please contact the Reception.
- **Meal times** Breakfast is from 6:30 am to 10:30 am, dinner is from 6:30 pm to 9:30 pm. You can have lunch in our Bubble bar every day from 12 am to 5 pm. Room service is also available.
- **Newsletter** You can register for it through our website.
<https://aura-hotel.hu/newsletter-subscribe.html>
- **Newspaper** Daily newspapers can be found in the lobby, weekly newspapers can also be read digitally here.
- **Nordic Walking Sticks** Nordic Walking Sticks can be rented at the Reception
- **Parking** The parking fee is in the outdoor parking place with gate, and secured by camera: 1st June – 31st August: 3 000 HUF / car / night
1st September – 31st May: 2 500 HUF / car / night If you book your room directly, we can offer you - 50% discount from the parking fee.
- **Payment methods** You can pay in cash (HUF, EUR), by credit card, by SZÉP card. Invoicing takes place at the Reception desk.
- **Pets** We are sorry but pets are not allowed.

- **Photocopying** It is available at the Reception.
- **Pillows** If you find our pillows are not what you like we are happy to offer you that may be more suitable:
 - Plume pillow
 - Small pillow with lavender
 - Small pillow with aloe vera
 - Satin wool cushion
- **Please do not disturb** If you do not want to be disturbed, please hang the sign on the door handle.
- **Pure Spa Wellness** There is unlimited use of the Pure Spa Wellness section: Finnish sauna, infra sauna, Stollen sauna (a dry sauna with stone walls, heated up to 100 °C), steam bath, drinking fountain, ice fountain, dip pool, 34 -36 °C pleasure pool, outdoor pleasure pool (available seasonally)
- **Radio** Radio stations can be listened to on the television, the channel guide can be found in the back of the guest directory.
- **Room furniture** 2 chairs, 2 beds, 1 table, 1 table lamp, socket, colour LCD television set, 2 bedside tables, wardrobe, dressing mirror, 2 reading led lamp, 1 minibar and 1 room-safe.
- **Reception** Our Reception service is around the clock (24 hours). Should you have any questions, please dial "9" from your room to reach the Reception. We ensure continuous check-in and check-out.
Invoicing: It takes place at the Reception.
- **Safe** The hotel rooms are equipped with a safe.
- **Sanitary items** They are available for purchase at the Reception (body lotion, razor, toothbrush, toothpaste, tissues, feminine hygiene products, etc)
- **Schedule info** Schedule information on public transportation is available at the Reception for buses, trains, ferries etc.
- **Sights in the area** You can get information about programmes and current events in the area from our colleagues at the Reception desk.
- **Shoehorn** A shoehorn is available in your room
- **Shoe cleaning** A shoe cleaning machine in the lobby and a shoe cleaning cloth in the room are available. To use our shoe cleaning service please contact the Reception.

- **Slippers** If requested, they are available at the Reception, 990.-HUF/piece
- **Smoking** Our hotel has 40 non-smoking rooms. Smoking is only allowed in designated areas.
- **Stationery, notepad** These items are available in your room.
- **Taxi** If you would like to order a taxi, our colleagues at the Reception desk will be ready to help you.
- **Technical failure** In case of a technical failure, please inform the receptionist.
- **Television** Every room has a LCD television set with a remote control.
- **Telephone** It can be found in every room.

- **Television channels in the room**

You can find the current programs on tv. There is a channel information sheet by the TV set. Should any problem arise, please turn to the Reception.
- **Thermometer** It can be requested at the Reception desk.
- **Ticket** Tickets (e.g. entering tickets) can be arranged through the Reception.
- **Towels** In every room you can find 1 bath mat, besides 1 face towel and 1 bath towel, 1 wellness towel, for each person. If you need a clean towel, please leave the old one on the floor. Take care of our environment and protect it with less washing!
- **Transfer service** In case you need one, please inform the Reception.
- **Trash** You can find a dustbin in each room and bathroom.
- **Umbrella** Can be requested at the Reception desk.
- **Wake-up Call** You can order it through the Reception.
- **Wardrobe** The wardrobe in your room has hanger bars and shelves.
- **Website** On our website you can read about our current deals and package offers. www.aura-hotel.hu
- **Window** Each room of the hotel is equipped with soundproof windows.
- **Writing paper** It is available in your room.

EMERGENCY EXITS, ESCAPE ROUTES

Please let us introduce you to a few fire safety requirements:

- The hotel premises can be used only in accordance with their purpose.
- Combustible, flammable substances are forbidden to be brought in.
- It is forbidden to use in-room heaters and electric cooking appliances.
- The hotel and the room terraces are non-smoking.
- It is prohibited to throw cigarette ash, matches or combustible waste into the trash bin.
- In case of fire alarm take your personal values and ID card with you and leave the building following the map of escape routes placed on the inner side of the room door.
- Before leaving please close the windows of the room.
- Please always follow the instructions of the safety services of the hotel and the staff. If you notice fire or fire conditions, please inform the hotel Reception.

• Room rates

You can find informations about our current packages and special offers here: www.akademiahotel.hu, where you can also subscribe to our newsletter.

• Our prices included the following services :

- Accommodation
- Boutique buffet breakfast in the L'Aura restaurant
- Boutique buffet diner in the L'Aura restaurant
- unlimited use of the Pure Spa Wellness section: Finnish sauna, infra sauna, Stollen sauna (a dry sauna with stone walls, heated up to 100 °C), steam bath, drinking fountain, ice fountain, dip pool, 34 -36 °C pleasure pool, outdoor pleasure pool (available seasonally)
- bathrobes in the rooms
- unlimited wireless access to the internet in the entire territory of the hotel (Wi-Fi)