



# Guest Information Guide A-Z



## GUEST INFORMATION A-Z

Dear Guest,

a very warm welcome to the Tihany Yacht Club!

Below, we have put together some useful information to help make your stay at our hotel as pleasant as possible. Our reception team is personally available to assist you daily between 8 a.m. and 8 p.m.

Outside these hours, we can be reached by phone or e-mail in case of emergency.

### Important Phone Numbers:

Reception: **+36 70 426 6949**  
(During the day: 8 a.m. - 8 p.m.)

Security service: **+36 70 626 3543**  
(During the day: 8 p.m. - 8 a.m.)

Restaurant /

Table Reservation: **+36 30 625 5910**

Marina manager: **+36 70 626 3526**

Free emergency hotline: **112**



Tihany Yacht Club  
Password: Tihany0018

Company datas:

TYC Hotel Kft.

8237 Tihany, Rév utca 7.

12646087-2-19

### **Air Conditioning**

Your room and the common areas are equipped with an individually adjustable air-conditioning system. If you have any questions regarding its operation, please contact the reception. The remote control for the air-conditioning unit is part of the room equipment. If it is missing from your room, please inform our team as soon as possible.

### **Arrival (Check-in)**

Check-in is available daily during our hotel's opening hours between 15:00 and 20:00. If you plan to arrive later, please inform our team at least 24 hours in advance, if possible. In accordance with the applicable legal regulations, we will require your identification documents in all cases.

### **Baby Cot**

Please let the reception know in advance if you require one.

### **Baby Food Warming**

Please contact the reception if you would like baby food to be warmed.

### **Baggage Service**

Upon request, we are happy to assist you with bringing your luggage to your room upon arrival and with bringing it down from your room upon departure. Our reception team will be pleased to assist you.

This service is free of charge and available within the hotel only.

### **Baggage Storage**

In case of early arrival or late departure, we will safely store your luggage until your room is ready or while you relax at the beach before travelling onward. Please contact the reception with your request.

### **Billing / Invoice Details**

To help make check-out faster and smoother, we kindly ask you to let us know your billing preferences at check-in (for example, the name the invoice should be issued to and your preferred method of payment).

You may settle your bill at any time during your stay within the reception's opening hours. Our reception team will be happy to provide information about the exact charges posted to your room account.

Upon request, we can also print a pro forma invoice and a detailed list of food and beverage consumption before payment.

### **Board / Catering Options**

Our room rates always include breakfast; however, half board is also available upon request.

For further details, please contact the reception.

### **Boat Rental**

If you would like to go sailing and hold a valid boating licence, our reception team will be happy to assist you with renting a boat.

If you do not have a licence to operate a sailing boat, it is also possible to rent one with a captain.

### **Camera System**

For the safety of our guests, a CCTV surveillance system operates in the building's common areas, the parking area, the exterior street-facing areas, and throughout the entire Marina.

Further information regarding its operation can be found in our privacy policy.

### **Children & Babies**

High chairs are available in the restaurant, and baby food warming is also available. You will also find colouring sheets and a few toys in our hotel's lounge area.

### **Chargers (for various electronic devices)**

We can help charge your devices at the reception using the chargers available to us.

However, we cannot accept responsibility for their condition or safety.

Unfortunately, charger rental is not available.

### **Charging Station (for electric vehicles)**

Electric vehicle charging is available within the hotel premises.

When using the charging station, please follow the instructions displayed on site. The charging stations are not the property of the hotel, therefore we cannot accept responsibility for them. This service is available for an additional fee. Charging of e-bikes is possible in the designated locked storage boxes.

### **Club Delikát Shop**

A convenient shopping option is available near the main entrance for our guests and can be reached within a few minutes, either by car or on foot from our hotel.

Address: 8237 Tihany, Rév utca 3

**Opening hours (high season only): Monday to Sunday: 08:00–20:00**

### **Complaints / Feedback**

If you are not satisfied with any of our services, please contact the relevant team member, department manager, or inform the reception immediately.

### **Copying / Printing / Scanning**

Copying and printing services are available free of charge up to 5 pages. Additional printing is available at the reception for an extra fee.

### **Departure (Check-out)**

Please vacate your room by 11:00 a.m. on the day of departure.

If you would like to stay longer, this is possible subject to availability between 11:00 and 15:00 for an additional charge.

After 15:00, the charge for an additional night applies.

If you only wish to continue using the beach area, we can provide an access card for an additional fee.

Our reception team will be happy to provide further information about the available options.

## **Emergency Exit**

Please check the floor plan displayed on your room door, where the nearest emergency exit is clearly marked.

## **Emergency Number (Free): 112**

## **Extension Cord / Power Strip**

If you find the number of available power outlets insufficient, please request an extension cord or power strip from our reception team.

## **Attention!**

If you connect a device to the hotel's electrical system that causes overload or a short circuit, the hotel reserves the right to claim compensation for any resulting damage.

## **Extra Blanket**

In addition to the blanket provided in the room and the extra blanket available in the wardrobe, you may request additional blankets from the reception or our housekeeping team.

Some of our rooms offer the possibility of renting an extra bed, subject to fire safety and security regulations.

For further information, please contact our reception team.

## **Fire Safety**

To help prevent fire hazards, the use of personal electrical appliances in the room (such as coffee makers, immersion heaters, irons, etc.) is not permitted. The use of open flames in the rooms is strictly prohibited.

The building is equipped with fire alarm systems and fire extinguishers. Each room is fitted with a smoke detector.

In the event of a fire, guests will be alerted by a siren alarm.

In such a case, please leave the building following the emergency escape route plan displayed on your room door.

In the event of a false alarm, our guests will be informed accordingly.

Please ensure that all electrical appliances are switched off whenever you leave the room.

## **Fishing**

Fishing is not permitted within the Marina area.

For any questions related to fishing, please contact our Marina Manager or the reception.

## **Guest Harbor / Guest Berth**

Our Marina is also able to accommodate guest berths for visiting boats.

Use is possible by prior arrangement only.

For detailed information, please contact our Marina Manager.

Further regulations relating to the Marina can be found in the Tihany Yacht Club Marina Rules.

## **Housekeeping / Cleaning**

Rooms are cleaned daily upon request only.

Please indicate your housekeeping request during the morning by using the sign that can be hung on the door handle.

Otherwise, our team is not permitted to enter the room.

An additional cleaning fee may apply if furniture, carpets, textiles or curtains become stained in a way that cannot be removed by standard cleaning.

## **Important Hotel Phone Numbers**

Reception (daytime 08:00–20:00): **+36 70 426 6949**

Security Service (night 20:00–08:00): **+36 70 626 3543**

Marina Manager: **+36 70 626 3526**

## **Internet / Wi-Fi Internet Access**

Wireless internet access (Wi-Fi) is available in the common areas as well as in the hotel rooms.

**Wi-Fi password: Tihany0018**

## Key Card

Your key card can be used to open the following access points:

- the door of your room
- the main entrance vehicle gate
- the guarded and fenced parking area opposite the main entrance
- the pedestrian gate at the main entrance
- the gate leading to the Club Tihany beach

Whenever you leave your room, we recommend that you take your key card with you together with the card holder.

Our staff may ask you at any time within the hotel premises to confirm your right to stay at the hotel by presenting your key card and card holder.

If you notice any issue with the lock or the key card and are unable to open your room door, please contact the reception or the security service.

## Leisure Activities

Our hotel offers a variety of complimentary indoor and outdoor activities, including:

- table tennis
- mini football
- table football
- board games
- badminton
- volleyball

Guests wishing to relax may also use the sun loungers and the sun deck / bathing pier.

For an additional fee, we also offer e-bike rental, subject to availability.

In addition, the services of the neighbouring Tihany Wimbledon Sports Centre are available for an extra charge, including:

- tennis
- squash
- bowling
- billiards

Furthermore, our guests may enjoy discounted massage services and use of the gym at the nearby Club Tihany Hotel.

For further information, please contact our reception team.

## Lost & Found

Items left behind in the hotel room or elsewhere in the building are kept for 3 months. Within this period, we can send them to you upon request, provided that the postage costs are paid in advance. If you provided your phone number on the registration form, we may also contact you by phone regarding any items left in the room.

## Marina

Our charming Marina is perfect for a pleasant walk.

Swimming in the Marina and bathing animals are not permitted.

For information regarding boat berthing, please contact the relevant member of our Marina team.

**Marina Manager: +36 70 626 3526**

**Harbour Master: +36 70 661 7634**

## Parking

Parking is available within the hotel premises for an additional fee, subject to availability.

For current rates, please contact the reception or visit our website.

Our unguarded parking spaces in front of the main entrance may be used free of charge, subject to available spaces.

The guarded parking area secured by a barrier in front of the hotel is available free of charge exclusively for registered Marina guests.

## Payment Methods

Payment may be made in cash (HUF and EUR), by bank card (MasterCard, MasterCard Electronic, Maestro, Visa and American Express), and by SZÉP card (OTP, MBH, K&H).

The EUR-HUF exchange rate is calculated based on the current daily middle exchange rate of the Hungarian National Bank.

For further information, please visit: [www.mnb.hu](http://www.mnb.hu)

## **Pets**

Our hotel is happy to welcome guests arriving with small pets, subject to prior arrangement and an additional fee.

For our current rates, please contact our reception team or refer to our price list and the pet policy / house rules for pets on our website.

Within the Tihany Yacht Club Marina area, pets must be kept strictly on a leash and in accordance with the house rules. Bathing pets is not permitted.

Pets are not allowed within the neighbouring Club Tihany Resort area.

Dog-friendly bathing areas within Tihany can be found **at the Inner Lake (Belső-tó) or at the public beach in Sajkod.**

## **Pillows**

In addition to the pillows already available in your room, you may also request additional large or small pillows.

Please contact our reception team or housekeeping staff with your request.

## **Printing / Copying / Scanning**

Copying and printing services are available free of charge for up to 5 pages. Additional printing is available at the reception for an extra fee.

## **Programs & Excursions**

There are several hiking opportunities in Tihany, and we can provide hiking poles for both adults and children at the reception.

Subject to availability, we also offer e-bike rental for an additional fee.

Our reception team will be happy to provide further details.

Our team can also assist with the reservation of boats and sailing boats.

Kayak, SUP and windsurf equipment rental is available at the beach area, approximately 50 metres from the hotel.

Information brochures and programme guides are available at the reception desk and in the lobby area.

Our reception team will be happy to provide further assistance and recommendations.

## Reception / Important Phone Numbers

Reception (during the day 08:00–20:00): +36 70 426 6949

Security Service (during the night 20:00–08:00): +36 70 626 3543

Marina Manager: +36 70 626 3526

## Restaurant

In our hotel, you may enjoy breakfast, lunch, and dinner à la carte.

Please note that our restaurant is not open all day.

**Breakfast daily: 08:00–10:00**

**Half-board dinner: 18:00–20:00**

**À la carte service and bar:**

**Sunday to Thursday: 12:00–21:00**

**Friday and Saturday: 12:00–22:00**

## Smoking

Our rooms are non-smoking.

Smoking is permitted only in the designated smoking areas of the hotel and at least 5 metres away from the entrance doors.

In the event of smoking in the room, the hotel will charge an additional cleaning fee of HUF 10,000.

## Steam Iron

A steam iron can be requested at the reception daily between 8 a.m. and 8 p.m.

## Table Reservation

A table reservation in our restaurant can be made in person with our team or via the following contact details:

**Phone: +36 30 625 5910**

**E-mail: catering@tyc.hu**

## Taxi

Our reception team will be happy to assist you in selecting a reliable transport service or ordering a taxi.

## Technical Issues

Please report any technical issues in your room to the reception so that our team can arrange repairs as soon as possible.

## Toiletries

Each room in our hotel is prepared with shampoo and shower gel according to the number of guests staying in the room.

In addition, you may request further items such as a toothbrush, toothpaste, or shaving kit at the reception.

## Transportation

Within Tihany, you may use the scheduled local bus services, with the nearest stop located opposite the gatehouse of Club Tihany.

Alternatively, you may use the Dottó sightseeing train, which operates every 15–20 minutes during the high season (subject to weather conditions) and takes you to the main attractions.

The nearest stop is at the market next to the ferry terminal.

## Valuables

The hotel accepts responsibility only for valuables stored in the safe located in the luggage room.

A short guide on how to use the safes can be found in the luggage room, or you may ask our reception team for assistance.

## Visitors

We kindly ask our guests to receive visitors in the hotel's common areas (restaurant, lounge).

Visitors may enter hotel rooms only after registering at the reception and may not remain in the room after 20:00.

In the event of non-compliance, the reception will charge an additional accommodation fee according to the current price list.

### **Wake-up Service**

You may request a wake-up call from our reception team daily between 8 a.m. - 8 p.m.

Please contact the reception to arrange this service.

### **Water in the Room**

On the day of arrival, our rooms include one complimentary 0.75 L bottle of still mineral water per guest.

### **Water Kettle**

A kettle may be requested at the reception daily between 8 a.m. and 8 p.m.

A romantic couple is seen from behind, embracing on a boat deck. The man is wearing a dark blue t-shirt and light-colored trousers, while the woman is wearing a striped top and blue jeans with a grey crossbody bag. They are looking out at a large white sailboat on the water under a clear sky. The scene is bathed in warm, golden light, suggesting late afternoon or early morning.

**We wish you a  
pleasant stay:**

**TEAM OF  
TIHANY YACHT CLUB**