



## *Guest Information Sheet*

Dear guests,

We are delighted to welcome you to Tihany Yacht Club! In the following document, we have compiled some useful tips and information to help ensure that your stay with us is as pleasant as possible.

Our reception desk is open from 8 a.m. to 8 p.m. For inquiries outside these hours, we can be reached by telephone or email.

**Reception desk: +36 70 426 6949, [hotel@tyc.hu](mailto:hotel@tyc.hu)**

**Wi-Fi:** Tihany Yacht Club

**Password:** Tihany0018

**Company data:**

Peninsula Resort Zrt.

1037 Budapest, Seregély street 3-5.

Tax number: 26149428-2-41

**Address:**

8237 Tihany, Rév street 7.

**Activities:**

There are hiking trails in and around Tihany, and our reception staff can provide you with walking sticks (both adult and child sizes are available).

The reception staff can also help you with electric and sailboat rentals. If you have a boating license great, but if not don't worry, we can help you rent a boat with a captain.

A kayak and SUP rental shop is located right next to the hotel.

For additional activities, see the brochures and pamphlets at the reception and in the lobby, while our reception staff is at your disposal for any additional information.

### **Adapter:**

If you find the number of available sockets to be insufficient, please request an extension cord from our reception staff.

**Please note!!! If you connect a device to the hotel's electrical network that causes an overload or a short circuit, the hotel may claim compensation for any damage that may result.**

### **Air conditioning:**

Your room and communal areas are equipped with individually controlled air conditioning units. If you have any questions about the use of these units, please speak with the reception staff.

A remote control for the air conditioning unit is provided in each room. If the remote control is not there, please notify a staff member as soon as possible.

### **Blanket:**

In addition to the blanket available in the room and the extra quilt in the closet, it is possible to request additional blankets. Please contact our reception staff with your request.

### **Boat rental:**

If you would like to go sailing and have a sailing license, our reception staff can help you rent a boat. If you are not qualified to drive a sailboat, it is also possible to rent a boat with a captain.

### **Camera system:**

For the security of our guests, there is camera surveillance in the hotel's common areas, parking lot and street front. Please consult our Data Protection Policy for more information on the operation of the cameras.

### **Check in:**

You may check in to our hotel between 3 p.m. and 8 p.m. at the reception desk. In the case of late arrivals, please notify the staff at least 24 hours in advance.

### **Check out:**

Please vacate your room by 10 a.m. on your departure date. If you would like to occupy your room longer, this may be arranged (for a fee, and depending on availability) between 10 a.m. and 3 p.m. Guests who are still occupying their room after 3 p.m. will be charged for an additional night. For more information, speak with the reception desk staff.

### **Children and babies:**

The restaurant offers a highchair and the option to warm baby food.

### **Cleaning:**

Our staff cleans the rooms daily between 8 a.m. and 4.30 p.m. To request room cleaning, please use the sign hanging on the doorknob, and turn it to the "Please make up my room" side. If you would prefer not to be disturbed, please turn the sign to the "Please do not disturb" side. You will find the

door hanger sign in your room, hanging on a coat hook or placed on the desk.

If the furniture, carpets, upholstery, or curtains are soiled during your stay to a degree that cannot be removed by ordinary cleaning, we will charge an additional cleaning fee.

### **Cleaning products:**

Shampoo and shower gel are provided in each room of our hotel according to the number of guests. In addition, toothbrushes, toothpaste and shaving products can be purchased at reception. Please contact our reception staff if you need any of these.

### **Complaint:**

If you are not completely satisfied with one of our services, please report the issue immediately to the relevant staff, their supervisor, or the reception desk.

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

Copying, printing, and scanning services are available for a fee at the reception desk. Please ask the reception staff for assistance.

### **Cots:**

In certain rooms, a cot can be rented for an additional charge. For more information, please speak with our reception desk staff.

### **COVID-19 measures:**

We at the Tihany Yacht Club take the health and safety of our guests very seriously, especially during the pandemic. To ensure an optimal stay for you, we take the following measures:

- frequent disinfection and cleaning of common areas
- regular airing of rooms and common areas
- regular maintenance of A/C filters
- hand sanitizer available in 3 locations in the hotel
- free disposable masks provided at the reception desk
- pens and room cards provided to guests are regularly disinfected.

If you feel unwell, please notify the reception desk immediately and do not leave your room until medical assistance has arrived.

### **Emergency phone numbers:**

112 – General emergency assistance

104 – Ambulance

## **Crib:**

To request a crib, please speak with the reception staff. A fee is applicable. Our colleagues will provide information on our current prices.

## **Cuisine – Füge Restaurant:**

Our restaurant offers all meals as well as à la carte options; however, please note our opening and closing hours:

Breakfast: 8 a.m. to 10 p.m.

Lunch: noon to 3 p.m.

Dinner: 6 p.m. to 10 p.m.

## **Departure:**

Please vacate your room by 10 a.m. on your departure date. If you would like to occupy your room longer, this may be arranged (for a fee, and depending on availability) between 10 a.m. and 3 p.m. Guests who are still occupying their room after 3 p.m. will be charged for an additional night. For more information, speak with the reception desk staff.

## **Dockage for guest boats:**

Guest boats may also dock at our marina, but only at pre-arranged times. Please contact the Marina Manager for an appointment. Further rules applicable to the use of the marina can be found in the Tihany Yacht Club's 2020/2021 Marina Rules.

## **Dogs and other pets:**

We are happy to welcome guests accompanied by their small-sized pets. Please inform us in advance if you are bringing a pet, which is subject to an additional fee. For information on current rates, please speak with our reception staff or consult our price list and our house rules regarding pets.

You may walk your pet around the Tihany Yacht Club marina; however, we ask that you do not bathe your pet at the marina. The Hotel Club Tihany beach does not allow dogs, however, there is a beach in Tihany that is especially adapted for dogs, called Belső Tó (Inner Lake).

## **Emergency exits:**

Please take the time to check the floor plan posted on the back of your room door, which shows the nearest emergency exits on your floor.

## **Fire prevention:**

To reduce the risk of fire, the use of personal electric heating appliances (e.g. coffeemakers, immersion water heaters, irons, etc.) in hotel rooms are not permitted.

The building is equipped with fire alarms and fire extinguishers, and there are smoke detectors in the rooms. In case of fire, a fire alarm will sound. If you hear the fire alarm go off, we ask that you leave the building in accordance with the evacuation map posted in your room.

In the event of a false alarm, we will notify our guests accordingly.  
Please always turn off all electric devices when leaving the premises.

### **Fishing:**

Fishing is not permitted at the marina, except for specially designated areas. For any questions regarding fishing, please speak with marina or the reception desk staff.

### **Free help lines:**

Ambulance – 104

Police – 107

Firefighter dispatch – 105

General emergency assistance – 112

### **Full-board:**

All of our room rates include breakfast. For evening and midday meals, please make your order in advance. Our reception staff can provide you with more information on current rates for meals, depending on age groups.

### **Füge Restaurant**

Our restaurant offers all meals as well as à la carte options; however, please note our opening and closing hours:

Table reservation: +36 70 742 9224

Breakfast: 8 a.m. to 10 p.m.

Lunch: noon to 3 p.m. (table reservation needed)

Dinner: 6 p.m. to 10 p.m. (table reservation needed)

### **Half-board:**

All of our room rates include breakfast. For evening and midday meals, please make your order in advance. Our reception staff can provide you with more information on current rates for meals, depending on age groups.

Please book table every day for dinner

### **Hotel telephone numbers:**

#### **Marina:**

Marina Manager: Miklós Ekker: +36 70 626 3626

Harbourmaster: +36 70 661 7634

#### **Reception:**

Front Desk Manager: Brigitta Csiki: +36 70 626 3664  
Reception: +36 70 426 6949  
Security (24/7): +36 70 626 3534

**Restaurant:**

Restaurant staff: +36 70 742 9224

**Internet connection**

We offer wireless internet connection in the common areas and rooms of the hotel. The Wi-Fi password is: Tihany0018

**Infant bed:**

Infant beds are available (a fee applies). To request one, please speak with the reception staff.

**In-room beverage package:**

Our hotel offers an in-room beverage package for our guests, which can be ordered in the restaurant or by calling the restaurant's phone number.

**Invoices:**

To speed up the check-out process, we ask that you please inform us at check-in of any invoicing requests (what name the invoice should be made out to, how you will be paying, etc.) We accept all modes of payment for your stay. Our reception staff can provide you with detailed information about the exact cost of your stay and can print out a draft invoice as well as an itemised list of the cost of restaurant meals consumed.

**Kettle:**

You can request a kettle at the reception desk between 8 a.m. and 8 p.m.

**Key card:**

Your key card opens the following:

- the door to your room;
- the vehicle gate at the main entrance;
- the main entrance gate for pedestrians; and
- the gate to the neighbouring Club Tihany beach.

We ask that you please take your key card with you whenever you leave your room. Our staff may ask you at anytime, anywhere on the hotel premises, to present your key card and key card holder to verify that you are an authorized guest of the hotel.

If you experience any issues with the lock or key card and are unable to open your room using the key card, please speak with our staff at the reception desk.

### **Laundry service:**

We provide laundry service for our guests. Please inquire at the reception about the terms and conditions of service, and the current price list.

### **Lost & Found:**

Any misplaced items that we find in the rooms or anywhere on the premises of the hotel will be kept for a period of three months, during which time we can return your belongings to you by post, after you have paid the postage costs in advance. If you provide your phone number on the check-in sheet, we will be able to reach you by telephone if you leave anything behind in your room.

### **Luggage room:**

To assist with early arrivals or late departures, you may store your luggage in a safe place with us while you wait for your room to be available, or if you are going to the beach before your departure. Please ask at the reception desk for more details.

### **Luggage delivery service:**

Our hotel provides luggage delivery from reception to your room and back, on date of departure. This service can be requested at the reception at least 24 hours in advance, by specifying your name, room number, date and time. It can be ordered by phone or via the reservation interface, without the need to specify the room number, prior to arrival. The service is free of charge.

### **Marina:**

The marina is a charming spot, perfect for a pleasant walk or for fishing in the designated areas. For information in connection with docking your boat, please speak with the marina manager or check out our website.

The marina cannot be used for bathing or for washing pets. However, our hotel guests have free access to the nearby beach at Club Tihany. The nearest beach that accepts dogs is at the Belső Tó (Inner Lake) in Tihany.

### **Meals:**

All of our room rates include breakfast. For evening and midday meals, please make your order in advance. Our reception staff can provide you with more information on current rates for meals, depending on age groups.

### **Modes of payment:**

You may pay in cash (HUF or EUR), with forint exchange rates calculated on the current daily mid-market rate of the National Bank of Hungary, or by credit card (we take the following cards: Master Card, Master Card Electronic, Maestro, Visa and American Express) as well as OTP, MKB and K&H SZÉP cards.

## **Parking:**

The designated parking spaces near the main entrance of the hotel are reserved for hotel guests and can be used free of charge if you book directly on our website. However, spaces are limited and must be reserved.

## **Pillow:**

In addition to the pillows provided in the room, it is also possible to request additional small and large pillows. Please contact our reception staff with your request.

## **Public transit:**

Scheduled buses serve the town of Tihany and leave from the bus stop located directly across from the Club Tihany entrance. The "Dottó" sightseeing train departs every 15 to 20 minutes and takes visitors on a tour of the local sights. The nearest station is at the market next to the ferry. Current timetables are available at the reception desk.

## **Restaurant reservations:**

To reserve a table at the Füge Restaurant, speak with a member of our staff or call +36 70 742 9224. Our chef awaits you with a variety of freshly prepared daily specials!

## **Smoking:**

All of our rooms are non-smoking. On the hotel premises, smoking is only permitted in designated areas, at least 5 meters away from the entrance doors.

## **Taxi:**

Our reception staff is happy to assist you in finding a reliable taxi service.

## **Telephone service:**

A local mobile phone is available at the reception desk of our hotel, which can be used by our guests on request.

### Telephone charges:

Domestic calls: 100 HUF / minute

International calls (EU): 500 HUF / minute

International calls (outside EU): 2 000 HUF / minute

## **Technical problems:**

If there are any technical problems with your room, please contact the reception desk so that our staff can remedy the issue as soon as possible.



### **Transportation:**

Scheduled buses serve the town of Tihany and leave from the bus stop located directly across from the Club Tihany entrance. The “Dottó” sightseeing train departs every 15 to 20 minutes and takes visitors on a tour of the local sights. The nearest station is at the market next to the ferry.

### **Valuables:**

The hotel management will only take responsibility for items placed in our central safes. Please see reception for further information regarding the operation of the safes.

### **Visitors:**

If you have visitors during your stay at our hotel, we ask that you receive them in the common areas of the hotel. Visitors must register at the reception desk before going to your room and may not stay in your room after 8 p.m. Failure to comply with this regulation will result in a charge for a full night's stay in accordance with our current rates.

### **Wake-up service:**

You can order a wake-up service from our reception staff every day between 8 a.m. and 8 p.m. Please contact reception if you would like to request this service.

***Enjoy your stay!***

