



DEAR GUEST,

Welcome to Hunguest Hotel Freya in Zalakaros. We hope that this Guest Directory will provide you with useful information about the services of our hotel. If you have any further questions or we can help you, please feel free to contact us! We are happy to accommodate you and we are ready to make your stay enjoyable and unforgettable.

Best regards,
Levente Perjési
director

HUNGUEST HOTEL FREYA

For the past decades, Zalakaros has won a deserved place among Hungary's bath towns. The small town of country Zala, famous for its thermal water and spa all over Europe, dates back to a history of more than 750 years. The charming little town is surrounded by vineyards and orchards, and the neighbouring forests provide clean air for the city, favourably influencing its beneficial climate. With its cleanliness, well-kept parks and green zones, the bath town provides an intimate, relaxed atmosphere. From the beginning of spring until the end of autumn, colourful flowers adorn the settlement, which in 2002 was deservedly awarded the title of "Hungary's most flowered town" and in 2003 that of "Europe's flowered town". Zalakaros was given the town rank in 1997. Those who have already been to Zalakaros and now return will be surprised by a plethora of changes and developments. The streets of the town are adorned with statues and monuments at every corner, marking the main stages of the town's life and history. You can take pleasant walks among the plant specialities of the arboretum situated in the centre of the town or in the well-kept promenades. Children will find beautifully designed playgrounds where they can relax with their parents or explore the settlement on a small train passing around the town. The HUNGUEST Hotel Freya is located in the centre of Zalakaros, famous for its thermal water, next to the spa, in a well-kept park. The hotel has 150 double rooms and 12 apartments with their own bathroom, separate toilet, wardrobe, balcony, telephone, television, and minibar. The rooms can accommodate an extra bed on request. Our hotel is in direct contact with the Zalakaros Bath, so our guests can have comfortable access to the medical treatments and the pools. The Hungarian National Holiday Foundation presented the Hunguest Hotel Freya with the award of "Hungary's Most Popular Hotel".

ZALAKAROS BATH

Based on the medicinal and thermal water gained as a result of mankind's passion to explore, the bath has been built, developed and expanded since 1965 in order to serve your needs to the fullest. The main goal of the Bath is to be the "Meeting Place of Generations", where, in addition to a wide range of medical treatments relying on medicinal water, it provides recreational, wellness, and fitness services, using thermal water containing valuable minerals, in the Therapy Block of the Adventure Spa.

The thermal bath located in a beautiful park setting, with its spa-water sitting pools, wave pools and multi-functional pools, provides relaxation, regeneration, and carefree fun in the water for all members of the family. Under medical supervision, curative treatments are provided to relieve pain the most effectively. The main building has spa-water sitting pools with different water temperatures and a sauna block with its own relaxation area. The building has a hydrotherapy section with tangentors, galvanic treatments, and a weight bath.

In the rooftop therapy block, massages, physiotherapy, and electrotherapy, mud and healing wrap spa treatments are served. Zalakaros water is suitable for the treatment of the following diseases: mus-culoskeletal, chronic inflammatory and degenerative joint disorders, nervous system disorders, changes in the heart and circulatory system, metabolic disorders, chronic gynaecological diseases. In addition, its water is excellent for rehabilitation and aftercare after accidents and orthopaedic surgeries. Contraindications: hypertension, severe heart complaints, acute inflammations, malignant tumours, and epilepsy. In the adventure spa hall, which offers wellness and fitness services, there is an irregularly shaped waveless thermal pool with 10 different water attractions. The adventure spa also includes a sauna. The outdoor adventure pools provide unforgettable entertainment.

The outdoor adventure pool and hydromassage pool, with their numerous attractions, provide pleasant and relaxing entertainment. A children's adventure pool offers carefree entertainment for the little ones. The most characteristic building of the Zalakaros Bath is the domed spa hall of the therapy centre with a spa garden directly connected to it. Thanks to their quiet surroundings and special soothing atmosphere, the spa hall and the garden are an oasis for those who wish to recover in Zalakaros. The group of indoor pools under the domes consists of three independent pools with different water fillings and different temperatures. Here, you can find a salt pool as well. The outdoor pool in the spa garden, surrounded by a well-kept rock garden, with its special atmosphere, awaits our guests who want to relax all year round, except for the cold winter months.

By the spring of 2019, it will be completely refurbished. In June 2005, the complex was expanded with a new adventure spa hall. Here both children and adults will find their favourite pastime activities. There is also an indoor and outdoor Water-Spider-Wonder-Spider Children's Empire and an outdoor slide park. Have a holiday in one of the most beautiful and largest adventure baths in Hungary, where swimming offers not only enjoyment but adventure as well. In the Zalakaros Bath, we are proud to present to our guests our new sauna world connected to the building of our adventure spa building, where the heat will have a refreshing effect on you! Here you will find everything that we warmly recommend to your whole body through your skin.

There is a Finnish sauna, a steam bath and an aroma sauna. The needs of the sauna audience are served to the smallest detail by providing a hot and a cold plunge pool, a jacuzzi, an ice dispenser, and an exclusive infrared relaxation area.

Opening times

Restaurant

Breakfast 7.00–10.00

Lunch 12.00–14.00

Dinner 17.30 – 20.30

Lobby bar 7.00 – 23.00

Hotel services A-Z

Air-conditioning

Both the rooms and the public areas of our hotel are air-conditioned. The remote control of the air-conditioner is in the room. If you leave the room please turn off the device.

Allergen-free products

We offer a wide choice of allergen free products (gluten-free, lactose-free. etc.) at our restaurant. If you have any special request please inform the restaurant manager.

ATM

The nearest ATM is next to the entrance of the Post Office. [Zalakaros, Gyógyfürdő tér 2, 8749](#)

Bathrobe

It is available in the wardrobe of the room. If the size of the bathrobe is not suitable for you, please contact our reception staff or our chambermaids.

Bed linen

We change the bed linen in every 4th days. If you have any special request, please contact the chambermaids or the reception. Please, help our hotel operate in an environmentally friendly way, and only ask for the changing if it is necessary.

Billiards

It is available at the lobby for an extra charge. Please make your booking at the reception.

Blanket

It is available in the wardrobe of the room. Please contact the reception if you would like an extra blanket.

Bus schedule

Information at the hotel reception.

Check-in/check-out

Check in from 14.00, Check-out until 10.00.

Early check-in Available between 10:00 and 14:00, with a charge of 25% of the room rate for the first night of the reservation.

Late check-out

10.00–12.00 free of charge

Available between 12:00 and 18:00, with a charge of 50% of the room rate on the day of departure. If the room is vacated after 18:00, the full room rate for the next night will be charged.

Our hotel provides early check-in and late check-out options depending on room availability. Please always confirm with the reception.

Cleaning

Cleaning is done every day. If you place the 'Don't disturb' sign on the outer door handle, our colleagues will not disturb you. If you have any special request, please contact the chambermaids or the reception.

Complaints, remarks

If you have any complaint or remark, please inform the reception or the head of the related department about it.

Electric car charger

Electric car chargers are available in the Hotels car park. Paid Service.

Electric current

220V/50Hz alternating voltage (AC) is available everywhere in the building. Adapters for other voltages can be requested at the reception.

Lobby bar

On the ground floor of our hotel, From 7:00 to 23:00 we welcome our guests with coffee specialities, wide selection of drinks, cakes and snacks.

Lost and found

For lost or found items, please contact the reception.

Luggage service

If you need help with carrying your luggage, please contact the reception.

Luggage storage

Upon early arrival or late check-out, the luggage of our guests can be stored free of charge in our luggage room until check-in/departure.

Maintenance, damage

If you encounter a damaged, malfunctioning device of equipment, or one that needs repairing, please contact the reception.

Map

Available at the reception, and our colleagues are happy to help you with information on attractions and activities in the area.

Massage

On the ground floor of our hotel. Reservation required. Price list available at the reception. Parking Unguarded closed parking is available We charge a parking fee per car and per night. The hotel will not be liable for any damage caused by third parties at the vehicles or valuables left in the vehicles.

Payment methods

At our hotel, you can pay in cash (HUF, EUR), by credit or debit cards (VISA, AMEX, Maestro, Eurocard/Mastercard), by 'SZÉP' card or by using gift vouchers issued by Hunguest Hotels.

Pets

We allow dogs, that are supervised during the entire stay. We charge a fee per dog and per night. When leaving the room, please place the "Do not disturb" sign outside at the door. Unfortunately it is not possible with the dog to visit our restaurant and lobby bar (exception: service pets).

Extra bed/baby cot

On your prior request an extra bed or a baby cot are available.

Fire and emergency

Please, read the chapter 'Fire safety rules', and, in case of fire or emergency, act according to the rules and regulations described therein. The description of the escape route is located on the inner side of the hotel room door. Please, do not use the elevator in case of fire and emergency.

Foreign exchange service

There is no foreign exchange service at the hotel. The hotel bill can be paid in EUR as well.

Gift shop

Available on the ground floor, next to the elevators.

Gift voucher

Gift Vouchers are available on request. For more information, please contact the reception.

Gym

A well-equipped gym is available in the Zalakaros Spa. There is also a gym on the ground floor of our hotel, next to the elevators, with 3 cardio machines for active relaxation. Both of them are free of charge to our guests.

Hair dryer

It can be found in the bathroom of every room.

Internet

Our wireless network is available for free.

Ironing room

It is located on every floor of our hotel. Please aware the safety rules. Please contact the reception if you would like an iron.

Key

When leaving the hotel, please drop off at reception. The keycard must be presented when requesting the room key. Please keep the keycard with you.

Kids club

It can be found on the ground floor of our hotel. Toys are not allowed to take away from the club. For current programmes, please contact the reception.

Pharmacy

Please contact the reception for information of direction and opening hours.

Phone

You can make domestic and international calls directly from your room. It will be charged to your room bill.

Photocopying

Available at the reception.

Pillow

Please contact the reception if you would like an extra pillow.

Programmes

You can get information about programmes and events at the reception.

Reception

We provide 24-hour reception service. ☎ 72000

Restaurant

Our Brisszing Restaurant located next to the lobby bar, on the 1st floor.

Opening hours:

Breakfast: 7.00 – 10.00.

Lunch: 12.00 – 14.00

Dinner: 17.30. – 20.30

Room service

We provide room service at the opening hours of our Lobby bar: 7.00–23.00 ☎ 72042, and Brisszing Restaurant: 7.00–21.00 ☎ 72041. Room service fee: 1500 HUF/occasion.

Safe

Please use the safe in the wardrobe of the room. The user manual is placed on the safe. If you have any problem, please call the reception. We take responsibility only the valuables, which was registered item by item.

Sauna

The sauna located in the Zalakaros Spa is free of charge, however the Saunaworld in the Spa is available at an additional cost.

Security system

Video surveillance and recording system operates at certain points of our hotel.

Sewing kit

We provide a sewing kit on request. Please contact the reception.

Shoe cleaning machine

Located in the lobby next to the Entrance.

Smoking

In accordance with the legal requirements, smoking is prohibited in all areas of the hotel. Violation of the policy will result in a 100 € fine. If the fire alarm is switched on by smoking, the fire service's exit fee will be charged to the responsible. Smoking is only allowed in the designated outdoor areas.

Taxi

Please contact our reception.

Toiletries

We can provide toothpaste, tooth brush or mini razor if necessary. Please contact the reception.

Towels

Towels available in the room and are changed if it is clearly indicated by throwing it onto the ground after use. Please, help our hotel operate in an environmentally friendly way, and only ask for the changing of your towels if it is necessary. Room towels cannot be brought into the Spa. You can request spa towels at the reception for an extra charge

Wake-up call service

24 hours service is available at the reception.

Zalakaros Spa

We provide unlimited entry for our guests during the opening hours of the spa. You can enter the spa through a tunnel with the help of your armband, received on arrival.

EXCURSION OPPORTUNITIES NEAR ZALAKAROS

BUFFALO RESERVE IN KÁPOLNAPUSZTA

In Kápolnapuszta, situated between Zalakomár and Balatonmagyaród, about 80 buffaloes live in reserves. A motorway leads to the reserve, where a car park, walking paths and a lookout tower await passengers, who can also enjoy the view of Balaton-felvidék (Balaton Uplands) in good weather.

FISHING LAKE IN GALAMBOK

In the vicinity of Galambok, there is a fishpond lying between picturesque forests and hills, which provides pleasant entertainment mainly for those who like fishing but can also be a shorter excursion or hiking destination. The fishing lake is home to carp, crucian carp, perch, grass carp, bream, pike and catfish. You can fish here from 1 May to 30 November from 04:00 am to 11:00 pm every day. Fishing tickets can be purchased on site at the fish guard from 06:00 am to 11:00 pm every day.

CYCLING ROUTES AROUND ZALAKAROS

1. Around Kis-Balaton (30 km) Zalakaros – Zalakomár – Bivalyrezervátum (Buffalo reserve) – Balatonmagyaród – Kányavári-sziget – Zalavár – Zalasabar – Nagyrada – Garabonc – Zalakaros
2. Towards Nagykanizsa: Zalakaros – Galambok – Nagyrécse – Nagykanizsa – Gelse – Kilimán – Orosztony – Zalasabar – Nagyrada – Garabonc – Zalakaros
3. Towards the hills in Somogy: Zalakaros – Galambok – Zalaszentjakab – Miháld – Pat – Inke – Iharosberény – Nagykanizsa – Nagyrécse – Galambok — Zalakaros

HÉVÍZ

The town of Hévíz is located in Zala County. Its main attraction is the hot water lake with a natural peat bed, which is unique in Europe, thanks to which the settlement is one of the number one tourist destinations in Hungary.

- Hévízi gyógytó (Hévíz Lake) (nature reserve)
- Szentlélek Templom (Holy Spirit Church)
- Dr. Schulhof Vilmos promenade

- Hévíz pedestrian street
- Fontana Motion Picture Theater
- Museum of Egregy
- Jézus Szíve Templom (Heart of Jesus Church)
- City Museum
- MÁV (Hungarian Railway Company) Steam locomotive torso
- Farmers' Market of Hévíz
- Statue of Christ

WALKS IN KANIZSA

1. Kanizsa, a town with county rights situated 16 kilometres away from Zalakaros, of about 54,000 inhabitants, is the centre of the region. You can spend your free time at the boating lake on the outskirts of the city in beautiful surroundings.

- Vasember – ház (Iron Man House)
- Castle Gate Monument
- Lower Town Church and Monastery
- Commercial Casino
- Synagogue and Jewish community house
- South Zala Savings Bank and Bazaar
- Insurance Palace
- Turul bird
- Upper Town Church
- Hevesi Sándor Cultural Centre
- Holy Trinity Statue
- Monument to the 17th meridian
- Financial Palace
- Town Theatre
- Batthyány Castle
- Granary and a Small Castle
- Ornamental fountain
- Townhall

HIKING OPPORTUNITIES NEAR ZALAKAROS

1. Zalakaros Bath – Zalakaros Forest Park System – Pálos Mill – Garabonc.
2. Zalakaros Bath – Zalakaros Forest Park System – vineyards – Fishpond in Galambok – Galambok.
3. Zalakaros Bath – Zalakaros Forest Park System – Zalamerenye – Pálos Mill – Zalakaros Forest Park System – Zalakaros Bath.

KIS-BALATON

In the past, Lake Balaton was an open-water bay that has become a floodplain over time. Since the last century, much of the water has been continuously drained, and it has been declared a nature reserve. Today it is a paradise for birds. Great egrets, cormorants, spoonbills, comet herons, hooded grebes, grey and red herons, coots, reed thrushes, reed warblers, and large owls farm here.

NAGYKANIZSA – BOATING LAKE

The Boating Lake, situated 5 kilometres away from the city centre, in the direction of Kaposvár, on the left side of the road, provides hiking and fishing opportunities for hikers. There is a lookout 500 meters away from the lake, which offers great views of the surroundings and Nagykanizsa.

KESZTHELY- WANDERING IN THE TOWN

The settlement with nearly 23,000 inhabitants is one of the most populous towns on the shores of Lake Balaton. It is a cultural and educational centre, rich in traditions, and a university city. Due to its charming townscape, monuments, museums and outstanding cultural events, it is currently one of the most visited settlements on Lake Balaton.

- Gothic Parish Church
- Equestrian statue of II. Laczfi István
- Holy Trinity Statue
- Pedestrian street
- Pethő House
- Synagogue
- Main entrance to the Castle
- Festetics Castle
- Library, Mirror Room

- Castle Park
- Statue of Count György Festetics
- Steam Engine
- Georgikon Farm Museum
- Balaton Museum
- Pier, boat station
- Dolls' Museum
- Marzipan Museum

TELEPHONE USER GUIDE

For an outgoing external call, dial 0 first to get an external line.

For domestic calls, you also first get an external line by dialling 0, then 06, the area code, and the phone number.

For international calls, 0, 00 the country code, the area code (without dialling 0 at the beginning), and the phone number.

The bill for telephone calls is automatically added to the room bill at the reception

Reception 72000

Restaurant 72041

Lobby-bar 72042

Emergency 112

Zala Volán (Coach Company) Information Desk +36 93-311-420

MÁV (Hungarian Railway Company) Information Desk +36 93-311-059

Tourinform Office +36 93-340-421

Zala County Travel Information +36 92-311-552

Liszt Ferenc International Airport +36 1-296-96-96

FIRE SAFETY REGULATIONS

We wish you a pleasant stay at the Hunguest Hotel Freya! If you have any questions or requests, we are at your disposal! DEAR GUESTS, in order to protect you and our hotel from fire, we kindly ask you to observe the following regulations:

- Any activity that could cause a fire or explosion is prohibited in the rooms, in the associated and common areas of the hotel building.
- It is forbidden to bring in or use pyrotechnic substances, flammable liquids, gas cylinders, equipment and devices operating with them in the hotel building or in the rooms!
- No smoking in the lifts, rooms, and beds!
- It is forbidden to use coffee machines, overhead stoves, irons, radiators and other heat generating equipment in the rooms or on the balcony!
- You can iron in the ironing rooms located on every floor, but you must turn off the power when you finish ironing.
- Electrical equipment (TV, radio) must be switched off when not in use, other devices, e.g. the curling iron, the hairdryer, and the electric razor must be pulled out of the sockets.
- During the heating period, it is forbidden to place combustible material, sprays, nail polish, etc. onto the radiators!
- Anyone who detects or becomes aware of a fire or the imminent danger of a fire in the hotel is obliged to report it to the hotel reception at the number of 72000, using primarily the telephone in the rooms!
- The hotel guests are alerted by the hotel receptionist and our staff in live speech