

■ Guest Service Directory - COVID-19



DEAR GUESTS,

For your safety and the safety of our employees, we are strictly adhering to hygiene regulations and are implementing all necessary measures to prevent corona virus infections at our adventure baths, the Oriental Spa, and our hotel. However, in order to be successful in preventing the spread of the virus, we need your help too – please follow our hygiene instructions carefully. We wish you a safe, relaxing, and enjoyable stay!

What measures are we implementing for your safety?

RESTAURANTS AND BARS

- In the transitional period, instead of the usual buffet service, we are providing table service based on the current menu.
- In our restaurants, we disinfect chairs and tables after each guest.
- Our waiters will serve you in masks and gloves.
- We are placing our tables at a distance of at least 2 meters from each other.
- If you would like to have your meals in your room, we are providing ROOM SERVICE between 08:00 - 10:00 hours and 18:00 - 21:00 hours for the price of 2000 HUF. You can order breakfast to your room by filling out the "Breakfast room service order form." Please hang the filled out form on your room's door handle, give it to our receptionists until 19:30 on the preceding evening, or place your order via telephone until 09:30 on the day you wish to order room service. To place your order, please call extension 642 on the phone.

Opening hours of the restaurants and bars during the transitional period are as follows:

Duna restaurant

Breakfast: 07:00 – 10:00 (10:30 on weekends)
Dinner: 18:00 – 21:00

Colorado Fine Dining A la Carte

This restaurant is temporarily closed.

Lobby bar

Every day: 8:00 - 22:00

Oriental Bar: located in the Oriental Spa's bathing area

Every day: 9:00 - 18:00

ROOMS

- We clean our rooms daily.
- In addition to regular cleaning methods, now we are also disinfecting our rooms with ozone technology which eliminates 99.99% of pathogens!
- Furthermore, we are making sure to "air" rooms for at least 12 hours before the arrival of a new guest in order to facilitate more efficient protection.
- In order to implement social distancing, we always leave an empty room between two occupied rooms.
- We take care to disinfect your room key-card.
- If requested, sheets, blankets, and towels in your room will be changed daily free of charge.
- In order to reduce the risk of infection, our minibar service is temporarily unavailable. For minibar products, please contact the reception desk.
- In order to avoid standing in line, it is possible for guests to check out at the reception desk in the evening before their departure.
- Contact free checkout: when you check out, you can leave your key-card in a designated box, reducing the need for interpersonal contact.

OUR EMPLOYEES AND COMMUNITY SPACES

- We are disinfecting frequently used spaces and surfaces (e.g. railings, door handles, and elevator buttons) hourly.
- We have installed hand sanitizer dispensers at showers and sinks, in community spaces, and at the restaurant entrance.
- Our employees have received training on how to prevent the spread of the virus.
- We are constantly monitoring the health of your employees.
- We are providing face masks and gloves for employees who are in contact with guests.
- We are also providing masks for our guests if requested. In case you need a mask, please contact our colleagues at the reception desk (602).

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WELLNESS, FITNESS

- We monitor the hygiene of the water in our pools hourly.
- We took care to determine the capacity of our pools so that each person has at least 4 m2 of free water surface area.
- The fitness room can be used by a maximum of 10 persons at any given time. Guests are allowed into the fitness room on a "first come, first served" basis.
- On the sports courts (squash, tennis) only the 2 people participating in the game can be present.

Opening hours of the Oriental Spa wellness and fitness center during the transitional period: 07:00-21:00
Pool area is open until 20:30.

AQUAWORLD WATERPARK

- The giant slides are open between 10:00 - 20:30 hours.
- We disinfect the railings, bathrooms, sinks, door handles, and dressing rooms several times a day.
- We are managing the water in the pools with special care.
- Opening hours of the Aquaworld adventure spa during the transitional period are as follows: 07:00 – 21:00 (the pool area is closed at 20:30)
- Opening hours of the Fast & Fine self-service restaurant (located in the adventure baths area): 11:00 – 20:00 daily.
- Opening hours of the Coffee & Bar (located in the adventure baths area): 10:00 – 19:30 daily.
- Opening hours of the Cool Bar (located in the outdoor pool area): 11:00 – 17:30 daily

PLAYGROUNDS, BONGO KIDS CLUB, GAMING ROOM

- Bongo Kids Club indoor playhouse operates only out hotel guests, but child supervision is not available at the moment. Open every day: 9:00 AM - 9:00 PM
- The Gaming Room in the corridor of the apartment section is open between 08:00 – 23:00 hours.
- Please disinfect the devices and machines before and after use with the disinfectants placed there for this purpose.
- The playgrounds, toys, and furniture in our garden are thoroughly disinfected several times a day

What can you do for your and other guests' safety?

- Take special care to adhere to hygiene requirements.
- Always keep appropriate distance from others and adhere to guest limits (except people from the same household).
- Use the hand sanitizer dispensers placed around the hotel and spa.
- Please disinfect the devices and machines in the fitness room before and after use with the disinfectants placed there for this purpose.
- Wash your hand thoroughly before and after workouts, meals, as well as before and after using playground toys.
- Shower and use the foot-wash before and after using the pools.
- It is obligatory to wear slippers in the pool, spa, and wellness areas.
- Avoid handshakes and other physical contact with others.
- Use handkerchiefs when coughing or sneezing.
- Please take care to disinfect your child's hands as well.
- If you experience symptoms of the virus (weakness, fatigue, breathing difficulties, diarrhea, loss of appetite, dry cough), please remain in your room and call the reception desk at extension 601

Thank you for your cooperation and we wish you a pleasant stay!