



GUEST INFORMATION

A-Z

Adapters

Universal plug adapters can be requested at the reception. This device allows you to use various types of power plugs (e.g. UK, US, EU standards), so you can easily operate any electronic equipment brought from abroad at our hotel. It is especially useful if your charger or device is compatible with multiple international standards.

Additional services

Our hotel offers a wide range of additional services to ensure your comfort, including laundry and ironing services, wake-up calls, as well as wellness and beauty treatments.

For more information or to request any of these services, please contact the reception.

ATM

A 24-hour ATM (cash machine) is available in front of the hotel's main entrance. You can use it to withdraw cash.

Attractions

Hévíz and its surroundings offer a wealth of attractions. We've compiled a list of recommended places to visit during your stay:

In Hévíz:

- Hévíz Lake: The world's largest biologically active natural thermal lake, offering a pleasant water temperature of 24–38 °C year-round. Its unique composition is especially suitable for relieving musculoskeletal, rheumatic and joint problems, and for treating skin conditions (0.5 km).
- Hévíz Pedestrian Street: Lined with charming shops, restaurants, and cafés (0.5 km).
- Dr. Schulhof Vilmos Promenade: A scenic walkway surrounded by beautiful parks and flower paths around the lake (0.6 km).
- Egregy Wine Hill: Cosy wine cellars, culinary delights, and stunning views (2 km).

Nearby attractions:

- Festetics Palace, Keszthely: One of Hungary's most beautiful baroque palaces with museums and a magnificent park (7 km).
- Lake Balaton shore, Keszthely: Beaches, promenades, and boat tours (7 km).
- Kis-Balaton (Small Balaton): A nature reserve rich in birdlife (15 km).
- Sümeg Castle: A medieval castle with spectacular historical shows (25 km).
- Tapolca Lake Cave: An underground cave system with crystal-clear lakes for boating (35 km).
- Szigliget Castle: Picturesque ruins with panoramic views over Lake Balaton (30 km).
- Badacsony: Famous Balaton wine region with hiking trails and wine cellars (35 km).
- Zalakaros: Spa and wellness complex (30 km).
- Rezi Castle: Ruins offering beautiful panoramic views (12 km).
- Mother Teresa Lookout Tower, Zalaköveskút: Scenic viewpoint with 360° panorama (15 km).
- Rezi Dino and Adventure Park: Dinosaur exhibits and adventure park for families (13 km).
- Peace Stupa, Zalaszentő: One of Europe's largest Buddhist stupas, a unique place for meditation (20 km).

Maps, brochures, and programme suggestions are available at the reception. Our colleagues are happy to help you plan your excursions and trips.

Audio and multimedia entertainment

Hotel Zena places great emphasis on providing guests with comfortable and modern options for audio and multimedia entertainment.

Android TV sticks are available at the reception, allowing guests to listen to online radio channels or use their favourite streaming services (such as Netflix, HBO Max, Spotify) on the in-room television with their own subscription.

To ensure data security, we kindly ask that you log out of all personal accounts before departure to avoid unauthorized access.

Additionally, tablets are available for rent during your stay for a deposit of EUR 200 per device. The deposit is fully refundable upon check-out, provided the device is returned undamaged. If needed, please contact the reception.

Bathrobe

You will find your bathrobe prepared in your room upon arrival. If you require a different size, please contact the reception. For your comfort, we kindly ask you to wear the bathrobe when using the wellness area.

Bathroom

Each room has a private bathroom equipped with a toilet, shower, hairdryer, and toiletries.

Please be cautious of slipping hazards and use the bathroom mat after showering.

Bicycle

Hévíz and its surroundings offer excellent opportunities for cycling, whether for sightseeing or exploring nature. Several rental services are available in the town, offering traditional and electric bikes.

At the Tourinform Office (Rákóczi u. 2.), various bicycles can be rented:

- Traditional bikes: 3,500 HUF / 3 hours, 4,900 HUF / 24 hours, 4,500 HUF / day (for 3 or more days)
- Electric bikes (e-bikes): NEUZER, BIANCHI trekking and MTB models, from 7,500 to 18,500 HUF/day

The rental includes free accessories such as child seats, helmets, and locks.

The HeBi system is a community bike-sharing network with stations at four locations in Hévíz.

To use it, a plastic access card is required, which can be obtained at the Tourinform Office upon presenting ID.

Bikes can be used for up to 4 hours a day. The reception will gladly assist you with organizing rental and providing cycling maps and route suggestions.

Discover Hévíz and its surroundings on two wheels!

Bicycle storage

A closed bicycle storage room is available for our guests. Hotel guests may store their own bicycles free of charge, ensuring secure and convenient storage during their stay. For access, please inquire at the reception.

Blanket

Extra blankets or duvets are available upon request. Please contact the hotel reception if needed.

Blood pressure monitor

A digital blood pressure monitor is available free of charge at the reception. If you need help using the device, our colleagues will gladly assist you.

Breakfast

Breakfast is served daily from 8:00 to 10:00 in our restaurant on the ground floor.

If you are leaving early, we can provide a cold breakfast package upon request.

Camera surveillance

For the safety of our guests and the property, a closed-circuit surveillance system operates in the hotel's common areas. The recordings are managed in accordance with applicable data protection laws and are used exclusively for security purposes. Recordings are stored for a specific period and are automatically deleted afterwards.

The detailed data protection policy regarding the camera system is available at the reception.

Car parking

Our hotel offers a camera-monitored parking area for 5 vehicles on-site.

Fee: HUF 3000 / car / night.

Please note that the hotel does not accept liability for any damage to vehicles parked in the lot.

A large public car park is located just 20 metres from the hotel at Nagyparkoló Square, with a daily fee of HUF 4400.

Car rental

Our partner companies offer car rental services under favourable conditions for both short- and long-term needs.

For assistance, please contact the reception – our colleagues are happy to help arrange everything.

Check-in

Check-in is available from 14:00 on the day of arrival. Our reception staff will be happy to assist you to ensure your stay starts as smoothly and comfortably as possible.

Check-out

Please vacate your room by 10:00 on the day of departure.

As a wellness hotel, we understand that you may wish your rest could last a bit longer – if we have availability, we will gladly allow you to stay until 12:00 free of charge.

After 10:00, if you would like to request late check-out, please let the reception know and we will do our best to accommodate:

- Until 12:00 free of charge (subject to availability)
- After 12:00, late check-out is available for an extra fee of HUF 15.000/room (subject to availability) In this case, your room will be available until 18:00, allowing you to enjoy our wellness facilities throughout the afternoon.

Child-friendly hotel

Our hotel is committed to ensuring the comfort of families with small children. We provide a clean, well-equipped, and comfortable environment for child care. Available equipment includes hygiene items, baby beds, mattresses, baby tubs, and high chairs. If you need any additional items, please inform the reception – we're happy to help. We believe that children's smiles brighten everyone's day, so we do our best to make even our youngest guests feel at home.

Cleaning

Daily cleaning service is provided (includes emptying bins, bed-making, changing used linens, refilling minibar on request). During daily cleaning, textiles left on the floor will be replaced. For any specific requests, please contact the hotel reception.

Clothes hanger

Each room is equipped with various types of clothes hangers for convenient storage:

- Standard hangers: for shirts and jackets
- Clip hangers: for trousers and skirts
- Soft-covered hangers: for delicate garments

If you need additional hangers, please contact the reception.

Clothing repair

A sewing kit is provided in every room for minor repairs.

If you require more extensive repair work, we recommend an external clothing repair service. For further details, please contact the reception.

Cold meal request

If you plan to travel early, please inform the reception by 7:00 p.m. the day before. We will prepare a cold meal package for you to take with you in the morning.

Currency exchange

Our hotel does not provide currency exchange services.

However, several reliable currency exchange offices are located near Hotel Zena.

- **Correct Change:** Located on the pedestrian street at Erzsébet királyné utca 10.
Opening hours: Monday to Friday, 09:00–17:00. Tel: +36 20 569 4334
- **Monéta Exchange:** Located at Nagyparkoló tér 32.
Tel: +36 30 936 4414

Both offer trustworthy service and competitive exchange rates.

Daily cleaning

Our rooms are cleaned daily between 9:00 a.m. and 2:00 p.m.

If you do not wish to use the daily cleaning service, please hang the "Do Not Disturb" sign on your door handle.

Daily towel change

Towels are changed every 3 days in our hotel. If you would like a daily change, please inform the reception.

Towels placed on the floor will be replaced in all cases.

With this practice, we reduce water and energy consumption, contributing to the conservation of natural resources.

Dental care kit

If you need a toothbrush or toothpaste during your stay, a dental care kit is available free of charge at the reception.

The kit includes basic items needed for daily oral hygiene. Please feel free to contact our reception staff if needed.

Do not disturb / Make up room sign

If you do not wish to be disturbed, please place the "Do Not Disturb" sign on the outside door handle of your room.

If you would like your room to be cleaned, please use the "Please Make Up Room" sign in the same way.

You will find these signs in your room.

Dotto = sightseeing train

The Dotto sightseeing train offers a great opportunity for Hotel Zena guests to explore the city of Hévíz.

This rubber-wheeled train operates from April to October on three different routes, covering major sights such as the city center, the Thermal Lake, and the Egregy district.

The ride lasts approximately 45 minutes, and tickets can be purchased directly on the train.

Ticket prices: HUF 800 for adults, HUF 400 for children under 10.

The train has several stops, including Nagyparkoló and the Egregy wine cellars, offering convenient access to various parts of the town. The nearest stop to Hotel Zena is at the Ensana Health Spa Resort Aqua, just 200 meters from the hotel. Our reception is happy to provide further information on schedules and ticket purchase, and assist in organizing your sightseeing experience.

Drying rack

A foldable drying rack is available in each room for drying your clothes and swimwear.

If you need an additional one, please contact the reception.

Electric vehicle charging

There are several options for charging electric vehicles near Hotel Zena.

The nearest charging station is located at the Hotel Carbona Thermal Spa (8380 Hévíz, Attila utca 1.), just a few minutes' walk from Hotel Zena.

Four 22 kW AC chargers are available here, accessible 24/7. The charging fee is HUF 250/kWh.

If you need a faster DC charger, we recommend visiting the nearby town of Keszthely, approximately 10 km from Hévíz, where several fast charging stations are available for electric vehicles.

Electricity

The standard voltage in Hungary is 230V / 50Hz. Power sockets in the rooms follow the European Type F (Schuko) standard.

If your device uses a different plug type, universal plug adapters are available at the reception.

Please insert the plastic key card you received at check-in into the card holder next to the room entrance to activate the electricity in your room.

Elevator

An elevator is available in our hotel, operating from floor -1 to the 2nd floor.

Please do not use the elevator in case of fire or emergency – in such situations, use the staircase for safe evacuation.

Our elevator is equipped with state-of-the-art safety features to ensure your comfort and security:

- Emergency bell: Located inside the cabin for alerting and emergency calls
 - Manual emergency stop: Allows immediate stop of the elevator in case of emergency
 - Automatic leveling: In case of power outage or malfunction, the elevator automatically stops at the nearest level to ensure safe exit
 - Two-way communication system: Direct line to the reception or maintenance staff in emergencies
- Regular inspections and maintenance are carried out by qualified technicians in compliance with current regulations.

Please stay calm during emergencies and use the emergency button or the intercom system for assistance.

Emergency exit route

An emergency exit plan is displayed on the inside of your room door, showing the nearest exit.

In case of fire or other emergencies, please follow the marked route and leave the building immediately.

Please note that elevators must not be used in such situations.

Environmental protection

We are committed to environmental sustainability and aim to minimize our ecological footprint.

Please support us by conserving water and energy, and only requesting towel and linen changes when necessary.

Together, we can contribute to a more sustainable future.

Feedback, complaints

We value your satisfaction with our hotel.

Please share your feedback or suggestions at the reception or via email at zena@zenahotel.hu.

A guest feedback form can also be found in the room information folder — once completed, kindly return it to the reception or leave it in your room.

Your input helps us improve our services and ensure that all our guests have a pleasant and comfortable stay.

Fire alarm & fire safety regulations

Each floor is equipped with fire alarms and powder extinguishers.

Smoke detectors are installed in every room.

In case of fire, a siren will sound. Please follow the evacuation plan displayed on the inside of your room door and exit the building via the nearest staircase.

Important fire safety rules:

- The use of coffee makers, space heaters, hotplates, irons, and hair straighteners brought from home is strictly prohibited.
- Smoking is not allowed in the room.
- Flammable liquids may not be stored in the room.
- Malfunctioning electrical devices (e.g., lamps, switches, TVs) must be reported immediately to housekeeping or the reception.
- In case of fire, break the glass of the fire alarm panel located near the emergency exits — the signal will be automatically forwarded.
- Call the reception to report the fire's location.
- Do not use elevators during evacuation. Use the staircases as indicated on the emergency evacuation plan.

First aid kit

A first aid kit is available at the reception for your safety.

For minor injuries, cuts, scrapes, or other simple health issues, please contact our reception staff, who will gladly assist with first aid or help organize further care if needed.

Flowers, gifts

If you would like to order flowers or gifts during your stay, our staff will be happy to assist you with the arrangements.

Please notify the reception in time so we can ensure the best selection and timely delivery.

Food allergies and other sensitivities

If you have any food allergies or dietary sensitivities, please inform the reception or the snack bar staff in advance. Our kitchen is prepared to accommodate special dietary requirements.

Gift voucher purchase

Surprise your loved ones with a massage or a relaxing stay!

Gift vouchers for our hotel services can be purchased quickly and conveniently at the reception or via email at zena@zenahotel.hu

Guest complaint handling

Our goal is for guests to leave our hotel fully satisfied. However, if any issue or inconvenience arises, we aim to resolve it as quickly and efficiently as possible.

The reception is the primary point of contact for handling complaints. Our colleagues are ready to assist and will do their best to find an immediate solution.

If the matter requires further discussion or if you wish to submit your complaint formally, you can send it in writing to management@zenahotel.hu

Guest questionnaire

Your feedback is very important to us.

A paper-based questionnaire can be found in the information folder in your room. Once completed, it can be handed in at the reception or left in the room.

This is a quick and easy way to share your impressions and suggestions during your stay. It allows you to provide detailed feedback on the condition of the room, the quality of service, or your overall hotel experience.

Every opinion matters! We continuously strive to improve our services based on your feedback, to make your stay even more enjoyable and comfortable.

Illness, health issues

For the comfort and safety of our guests, Hotel Zena provides detailed information on local medical services. The **local general practitioner** for our district is Dr. Noémi Katalin Kemes-Teleky, serving the 1st adult district of Hévíz. Her office is open on Mondays, Wednesdays, and Thursdays from 8:00 a.m. to 12:00 p.m., and on Tuesdays and Fridays from 12:00 p.m. to 4:00 p.m. She can be reached during these hours at +36 83 342 871. The Hévíz Medical On-call Service is located at József Attila Street 2.

Pediatric care is provided by Dr. Judit Kovács, a specialist in infant and pediatric medicine. Her consultation hours are Monday from 8:00 a.m. to 12:00 p.m., Tuesday, Wednesday, and Friday from 8:00 a.m. to 11:00 a.m., and Thursday from 10:00 a.m. to 1:00 p.m.

In case of **dental problems**, guests may contact Dr. Mariann Rita Horváth, the dentist responsible for the 1st mixed dental district of Hévíz. Her office hours are Tuesday and Wednesday from 8:00 a.m. to 3:00 p.m., and Friday from 8:00 a.m. to 12:00 p.m. The dental office is located in the indoor bath building of the St. Andrew Rheumatology Hospital and Spa in Hévíz. She can be reached during office hours at +36 83 501 700.

Emergency dental services are available on public holidays and weekends at Allfordent Ltd. in Keszthely (8360 Keszthely, Kossuth Lajos Street 7–9.) between 9:00 a.m. and 1:00 p.m. They can be contacted at +36 83 777 427. For **general on-call medical services**, please contact the **Central Medical Service** located at 8360 Keszthely, Ady Endre Street 2. They are available on weekdays from 4:00 p.m. to 10:00 p.m., on public holidays from 8:00 a.m. to 2:00 p.m., and for night service from 10:00 p.m. to 8:00 a.m. on weekdays and from 2:00 p.m. to 8:00 a.m. on public holidays. The contact number is 1830.

In-room safe

Each room is equipped with a securely mounted in-room safe for storing valuables with peace of mind. Please leave the safe door open upon check-out.

Information materials

At the reception, you can request programme suggestions, hiking routes, schedules, and information about attractions in Hévíz and the surrounding area.

Our staff will gladly assist you in navigating the city and provide personalised recommendations for discovering the region. Please feel free to contact our colleagues!

Key card / Room card

Each room is equipped with an electronic key card, which will be handed over to you upon check-in.

Please return your card at the reception upon departure.

In case of loss or damage, a replacement fee of HUF 5,000 per card will be charged.

To maintain the card's functionality, please avoid bending it or exposing it to magnetic objects.

Laundry service / Washing, ironing

Our hotel offers laundry services (washing and ironing) for an additional fee.

Please place the laundry bag and list found in the wardrobe at the reception by 10:00 a.m.

We will return your cleaned clothes to your room by 4:00 p.m. on the same day.

Ironing is available within 1 hour for an extra charge. For more information, please contact the reception.

Linen change

Bed linens are changed every 3 days in our rooms.

If you would like more frequent changes, please notify the reception.

In order to protect the environment while maintaining hygiene, we kindly ask that you only request daily changes when absolutely necessary.

Lost & found

If you notice after your departure that you have left something behind, please contact us by email at zena@zenahotel.hu or by phone at +36 83 542 300.

We will store lost items for 3 months and, upon request, send them to you by post at your expense.

Luggage delivery

We are happy to assist you with your luggage upon arrival or departure.

If you require help transporting your luggage, please contact the reception.

Luggage storage

If you have already checked out but would still like to enjoy our wellness or other services, we are happy to store your luggage in a secure location at the reception.

A receipt will be issued upon drop-off, ensuring the safe return of your belongings.

Mattress protector

Each of our hotel rooms is equipped with hygienic, washable mattress protectors, ensuring both your comfort and the cleanliness of our mattresses during your stay.

Meal times

- Breakfast: 08:00 – 10:00
- All-day breakfast: If you are unable to come before 10:00, please let us know, and we will gladly provide your breakfast at a later time free of charge.
- Hot meals (à la carte) at the snack bar: 10:00 – 20:00

Our snack bar serves both breakfast and hot meals. We are happy to accommodate individual needs — please contact the reception in advance.

Medical service

In case of urgent health issues, several services are available to ensure immediate assistance. The **medical on-call service in Hévíz** is located at 8380 Hévíz, József Attila Street 2, and can be reached at +36 83 342 871. For more comprehensive care, the **central medical service** operates in **Keszthely** at 8360 Keszthely, Ady Endre Street 2, available by calling 1830. Their service hours are from 4:00 p.m. to 10:00 p.m. on weekdays, from 8:00 a.m. to 2:00 p.m. on public holidays, and during the night from 10:00 p.m. to 8:00 a.m. on weekdays and from 2:00 p.m. to 8:00 a.m. on public holidays. In the event of serious or life-threatening emergencies, please dial 112 immediately. For other urgent but non-life-threatening issues, you may call +36 92 321 000. This line connects to the **national ambulance dispatch center** in Zalaegerszeg, which will either send the appropriate emergency unit or provide medical guidance.

Minibar

Each room is equipped with a minibar refrigerator. The price list can be found next to the minibar.

To comply with hygiene regulations, the minibar products are available upon request.

If you would like to use this service, please contact the reception.

Our staff will deliver the selected items directly to your room's minibar, and the charge will be added to your room bill. The bottled water with the hotel logo is our complimentary gift to you.

Newsletter, website

We recommend subscribing to our newsletter on zenahotel.hu, so you can:

- Be the first to hear about our special offers and discounted packages
- Receive exclusive deals as a loyal guest
- Get useful travel tips

Don't miss out – be part of the ZENA experience online as well!

Newspaper / Press

If you would like to receive a daily newspaper or magazine during your stay, please inform the reception the day before. We will gladly arrange your requested publication for you.

Night entrance through the main door

The main entrance is locked every night, but guests can easily and conveniently enter.

Simply touch your room key card to the reader at the entrance, and the door will open automatically.

A security guard is on duty at the hotel overnight and is happy to assist if needed.

If you require help during the night, please call: +36 30 458 2239

Payment methods

The following payment methods are accepted at the hotel:

- Cash (HUF, EUR)
- Bank and credit cards (Visa, Mastercard, Maestro, AMEX, V Pay, JCB, China Union Pay, Dinersclub)
- Bank transfer in advance
- SZÉP cards issued in Hungary (OTP, K&H, MKB – accepted for accommodation, catering, and leisure sub-accounts)

Please settle your room charges and any additional consumption fees at the reception.

Pest control

To ensure comfort and hygiene, our hotel conducts regular pest control using environmentally friendly methods that are safe for guests and pets.

Pets

Hotel Zena is pet-friendly, and we warmly welcome your four-legged companions.

We understand that pets are part of the family, so we do our best to ensure they feel comfortable too.

We are happy to provide a bed and feeding bowls upon request.

Additional charge for pets: HUF 5,000/night. Please make sure your pet does not disturb other guests during their stay.

Pharmacy service

Several pharmacies are located near Hotel Zena for your convenience. The BENU Pharmacy Hévíz Tavirózsa, situated at Kossuth Lajos Street 5, is open Monday to Friday from 8:00 a.m. to 4:30 p.m., and on Saturdays from 8:00 a.m. to 12:00 p.m. Balzsam Pharmacy, located at Vörösmarty Street 14, welcomes customers Monday to Friday between 8:00 a.m. and 5:00 p.m., and on Saturdays from 8:00 a.m. to 12:00 p.m. Additionally, the Szent András Hospital Outpatient Pharmacy at Dr. Schulhof Vilmos Promenade 1 is available Monday to Friday from 8:00 a.m. to 3:00 p.m., and on Saturdays from 8:00 a.m. to 12:00 p.m. Please note that opening hours may vary on public holidays.

Photocopying, printing, scanning

Our hotel reception provides photocopying, printing, and scanning services 24 hours a day. The fees are as follows: black-and-white printing or copying costs HUF 100 per page, colour printing or copying costs HUF 200 per page, and scanning costs HUF 100 per page. If you wish to use any of these services, please inform our reception staff.

Pillow | pillow menu

For your comfort, we offer a special pillow menu so you can choose the one that suits your needs best.

In addition to the standard pillows in each room, the following types are available:

- Duck feather pillow: Premium-quality, filled with natural duck feathers for soft and comfortable support for the head and neck.
- Grain-filled pillow: Made from natural materials, conforms to your body shape and sleep position.
- Memory foam pillow: Anatomically designed with high-quality memory foam to support proper spinal alignment and neck comfort.

Razor

Disposable razors are available at the reception free of charge.

Reception

Our reception is available 24 hours a day for any questions or requests.

- In-person service: 08:00 – 20:00
- Night service: 20:00 – 08:00 via phone at +36 30 458 2239
- Security: A night guard ensures peace and safety throughout the hotel

Repairs, maintenance

If you notice any malfunction of equipment in your room, please inform the reception.

Our maintenance staff will fix the issue as quickly as possible.

Restaurant table reservation | Special occasions

Upon request, we are happy to organize a candlelight dinner, birthday surprise, or any other special occasion.

Restaurant, snack bar

The restaurant is located on the ground floor and offers:

- Breakfast: 08:00 – 10:00
- À la carte hot meals: 10:00 – 20:00

Please feel free to contact our reception for any dietary needs or special requests!

Room service

You may order food and drinks from the snack bar to your room.

Please call the reception to place your order and inquire about available items and delivery time.

Room temperature

Each room is equipped with an individually adjustable heating and cooling system.

Air conditioning and heating are controlled manually via the control panel in the room.

For optimal efficiency, please keep windows closed when operating the climate control system.

If you have any questions or need assistance, feel free to contact the reception, housekeeping, or our technical staff.

Safe deposit

Each room is equipped with a securely mounted in-room safe for safely storing your valuables.

Please leave the safe door open upon check-out.

Sauna

Our saunas are operated only upon request. Heating takes approximately 20 minutes, so please inform the reception in advance if you would like to use them. This helps us conserve energy and reduce unnecessary emissions.

The sauna area is open daily from 09:00 to 20:00 and is free of charge for hotel guests.

Our sauna facilities include:

◦Finnish sauna (85–95 °C): Classic high-temperature, low-humidity environment to promote detoxification and relaxation.

◦Infrared sauna (45–50 °C): Deep penetrating heat stimulates blood circulation and detoxification at a gentler temperature.

◦Aroma sauna (48–60 °C): Natural essential oils combined with mild heat soothe the nervous system and enhance wellbeing.

◦Steam room (40–48 °C): High humidity steam cleans the airways and revitalizes the skin.

◦Ice fountain: Refreshing cooling experience after sauna use to boost circulation and support the immune system.

Please note: For health and safety reasons, children under 14 are not permitted to use the sauna area.

Further information is available at the reception.

Sauna ritual

Hotel Zena offers guided sauna rituals for an immersive sensory experience that goes beyond traditional sauna use. The combination of essential oils, music, and the sauna master's techniques creates a unique atmosphere. The session gradually intensifies the heat and aromas, resulting in deeper detoxification and relaxation. The sauna master ensures optimal conditions and leads the participants through the process.

Sauna rituals are available upon request, for a minimum of 5 participants, and at an additional cost.

Booking and scheduling can be arranged at the reception

Security system

Guest safety is a top priority at Hotel Zena.

- The hotel is monitored 24/7 by a closed-circuit camera system.
- A night security guard is on duty from 20:00 to 08:00.
- The car park is also under video surveillance.
- Each room is equipped with a security chain on the door.
- Emergency and fire alarms are installed in the hallways near the room entrances

Shoe care accessories

A shoe polishing kit is provided in the wardrobe of each room.

Additionally, an electric shoe polishing machine is available in the lobby.

If you need further assistance, please contact the reception.

Shoe horn

A shoe horn is placed in the wardrobe for your convenience.

Slippers

Slippers are available upon request. Please contact the reception to request a pair.

Smoking

In accordance with the current Hungarian law (Act XLII of 2012), smoking is strictly prohibited throughout the entire hotel building. Designated smoking areas are located outside the main entrance.

Please do not smoke in your room, as all rooms are equipped with smoke detectors that may trigger an alarm even with minimal smoke. Violations may result in additional charges. We greatly value maintaining a smoke-free and healthy environment for all our guests. Thank you for your cooperation and understanding.

Solarium

The solarium is located on level -1. Fee: HUF 690 / 5 minutes. Please contact the reception to use this service.

Special dietary needs

If you have any food allergies or specific dietary needs, please let the reception know in advance.

We are happy to accommodate vegetarian, vegan, lactose-free, or gluten-free meals upon request.

Taxi & transfer

Several local taxi services are available in Hévíz for our guests.

You can reach the following providers directly:

- Hévíz Taxi: +36 30 555 3410
- Happy Taxi Hévíz: +36 30 202 2266
- Taxi – György Nemes: +36 30 267 0987

You may also request a taxi at the reception, where our staff will be happy to assist you.

Telephone

The in-room telephones allow for internal calls. The reception can be reached at extension 300.

Television

Hotel Zena rooms are equipped with modern television sets that offer a variety of local and international channels for all age groups.

The televisions can be equipped with Android TV sticks, allowing guests to access their favorite content via their own streaming accounts (such as Netflix, HBO Max, Spotify).

For data security, please remember to log out of all personal accounts before departure.

For more information or to request a device, please contact the reception.

Thermal lake

The world's largest biologically active natural thermal lake awaits visitors year-round in the heart of Hévíz.

The lake's water temperature ranges between 24–35 °C and is ideal for treating musculoskeletal and rheumatic disorders. Bathing in the lake is a pleasant experience in every season.

A wide range of therapeutic treatments is available at the Lake Spa, based on traditional Hévíz medical practices. Balneotherapy treatments include medicinal water tub baths, mud packs, and carbonated baths — all of which support joint recovery and physical regeneration.

Hydrotherapy (such as underwater exercise, traction baths, and whirlpool baths) helps reduce strain on joints and muscles.

Electrotherapy treatments like ultrasound, galvanic therapy, and magnetotherapy relieve pain effectively, while medical massage and individual physiotherapy improve physical mobility.

The wellness area also features saunas, massage services, beauty treatments, a salt cave, and experience pools.

The Lake Spa is located at Dr. Schulhof Vilmos Promenade 1. For up-to-date opening hours and ticket information, please ask at the reception – we're happy to help organize your visit.

Thermometer, antipyretic

A thermometer and antipyretic (fever-reducing medication) are available upon request at the reception.

If needed, please contact our staff.

Ticket reservation

If you would like to book tickets for a concert, performance, museum, or excursion, our reception staff will gladly assist you.

Tourist tax

Tourist tax is not included in the room rates. For the current rate, please inquire at the reception.

TV remote control

To ensure the health and safety of our guests, the TV remotes are thoroughly disinfected after each stay.

Umbrella

Umbrellas are available free of charge at the reception. Please return them after use so the next guest can also stay dry.

Wake-up call

If you would like a wake-up call, please fill in the request form found in the in-room folder and hand it in at the reception. We will call you on your room phone at the requested time.

Water

Tap water in Hévíz is perfectly safe to drink.

A complimentary bottle of mineral water is provided in the minibar fridge for each guest.

If you would like additional bottles, please inform the housekeeping staff.

Wellness

The Hotel Zena wellness area is the ideal place for both physical and mental relaxation, where guests can enjoy the benefits of the pool and sauna world free of charge. The wellness area is open daily from 9:00 a.m. to 8:00 p.m. Guests can unwind in the massage pool (32–34 °C), equipped with underwater jets to relieve muscle tension and stress, or in the experience pool (32–34 °C), which features a neck shower and whirl bed for enhanced relaxation. The sauna section includes a Finnish sauna (90 °C), an infrared sauna (55 °C), a light therapy sauna (60 °C), an aroma steam room (40–48 °C), and an aroma sauna (48–60 °C). The area also features walls made of Parajd salt bricks, which are beneficial for the respiratory system, as well as an ice fountain that offers a refreshing cool-down after sauna use. As a unique highlight, the wellness area is adorned with a natural moss wall imported from Scandinavia. This living installation not only creates a visually soothing atmosphere but also contributes to air purification and humidity regulation within the space.

Wellness policy

To ensure a pleasant and hygienic experience for all guests, please observe the following rules:

- Saunas are operated only upon request; please notify reception in advance (approx. 20 minutes heating time).
- Swimwear is mandatory in the wellness area.
- We recommend arriving in a bathrobe.
- Please keep shared areas tidy and avoid loud behaviour.
- Children under the age of 14 are not allowed in the sauna area.
- The wellness area is open daily from 09:00 to 20:00

WIFI (Usage and data policy)

1. Introduction

This policy provides detailed information on the terms of use of the wireless internet connection (Wi-Fi) provided by Hotel Zena, as well as on the related data processing practices.

By using the Wi-Fi service, users accept the terms of this policy and agree to comply with them.

2. How to access the Wi-Fi

Guests and visitors of Hotel Zena may use the Wi-Fi service free of charge.

Network name: zenahotel

Password: available at the reception or on designated information materials.

Upon login, users must accept this policy, which may be recorded digitally or on paper.

3. Terms of use

The Wi-Fi service may only be used for lawful and ethical purposes.

It is strictly forbidden to engage in unlawful, immoral, or rights-infringing activities, including:

- Downloading or distributing copyrighted content
- Participating in any illegal online activity
- Intentionally overloading the network
- Attempting unauthorized access, hacking, or spreading malicious software

The hotel is not liable for availability, performance, or data loss related to the Wi-Fi service.

Users acknowledge that the network is a shared resource and are required to ensure uninterrupted access for others.

4. Types of data collected and purpose of processing

During use of the Wi-Fi, the hotel may collect the following data:

- Time and duration of connection
- MAC address of the user's device
- IP address and traffic data
- Technical data related to network usage

These data are used exclusively for:

- Ensuring network security and stability
- Preventing and investigating misuse or unlawful activity
- Fulfilling legal obligations

The retention period for this data is determined in accordance with relevant legal regulations.

5. Data protection and security

The hotel is committed to protecting users' personal data and applies all reasonable technical and organizational measures to maintain data security.

Data are handled solely by authorized personnel and are not disclosed to third parties unless required by law.

The hotel's data processing practices comply with the EU General Data Protection Regulation (GDPR).

6. Disclaimer of liability

The hotel assumes no responsibility for data loss, unauthorized access, or security incidents resulting from use of the Wi-Fi network.

Uninterrupted or continuous service is not guaranteed.

Users are solely responsible for the content they access and their online activities conducted via the internet connection.

7. Changes to the policy

The hotel reserves the right to modify this Wi-Fi usage and data policy at any time, especially in response to legal changes or security requirements.

The current version of the policy is available at the reception, on the hotel's website, and at other designated locations.

8. Contact and further information

If you have any questions about this policy or data processing, please contact the hotel reception, or reach us via:

- Email: zena@zenahotel.hu
- Phone: +36 83 542 300
- Mailing address: Hotel Zena, LAJU Kölcsönző és Szolgáltató Kft., 9400 Sopron, Bécsi út 4521/3. hrsz.

By accepting this policy, the user acknowledges that the Wi-Fi service is used at their own risk and agrees to comply with the above conditions.

Windows

Hotel rooms are equipped with modern, thermally insulated windows.

Please close the windows while using the air conditioning or heating for optimal energy efficiency.

Do not lean out of the windows, and always ensure they are securely closed before leaving the room.

Wine cellars | Egregy

Egregy Wine Hill, located about 2 km from the hotel, offers a scenic setting with charming wine cellars and family-run taverns. You can enjoy local wines and traditional Hungarian dishes in a relaxing vineyard atmosphere.

We recommend visiting in the late afternoon or evening to fully enjoy the sunset and cozy lights of the cellars.

Our reception is happy to help arrange transportation or suggest the best venues.

ZENA Beauty

At Hotel Zena, we place special emphasis on beauty care and complete physical and mental refreshment.

We offer professional services for guests looking for a little pampering or a complete style change.

In our massage department, qualified therapists ensure deep relaxation.

Our various treatments – including relaxing, refreshing, and regenerative massages – help restore physical and mental balance.

Our barber shop reimagines traditional barber services with a modern twist.

We offer stylish haircuts, shaving, and beard grooming for our male guests in a pleasant and refined environment.

In the women's hair salon, we use modern techniques and professional products for hairstyle updates, hair care, or a complete makeover.

Our experienced hairdressers are happy to help you find the style that suits you best.