VANCSURA
PANZIÓ ÉS GYÓGYÁSZAT
www.vancsura.hu

Guest information A to Z

Air-conditioning : All our rooms are equipped with a temperature regulator for your comfort. Please use the regulator to set the air conditioning. If you have questions about the system please contact our reception for help.

Bathrobe: If needed, please contact the reception.

Bedclothes: Bedclothes are changed twice a week. On request and for extra charge we change them daily. To request, please indicate this at the reception.

Bicycle rental: Please indicate your needs at the reception, service available for a fee. Bicycles are provided with the help of partners, who bring the rented bikes to the pension and also transport them from here.

Blanket Modern duvets and blankets in good condition can be found in each room.

Upon request, we provide our guests with extra blankets. More information at the reception.

Breakfast We provide it on request, the kitchen can be used if needed.

Business service Printing, scanning is avaliable for extra charge. For further information and technical support please contact the reception. 7:00 - 10:00.

Car rental Please contact our reception if you need to rent a car.

Check-in On your date of arrival you can take over your room from 14:00 p.m. Earlier arrival is possible depending on occupancy, possible from 10:00 to 14:00.

Check-out On your day of departure until 10:00. Late departure is possible if the room is not reserved: until 17:00, 30€/room extra charge.

Cleaning service The rooms are cleaned daily between 8:00-16:00. If you have a personal request, please contact the reception.

Cosmetic mirror All the rooms are equipped with a cosmetic mirror.

Cot, extra bed Cot and extra bed may be requested at the reception.

Cultural programs At the reception we happily help you to find a cultural programme in the city which suits your interests.

Duvet Good quality duvet in each room, for extra blanket please contact the reception.

Emergency exit Please inform yourself from the plan where you can find the closest emergency exit to your room.

Emergency numbers General: 112

Extra bed Free service, please indicate at the reception

Food and drink service The dining room of our pension is open until 6 pm every day, inquire about our current food and beverage offer at the reception.

Guest complaint For detailed information about handling guest complaints please contact the reception.

Guest remarks Please share your remarks, oppinion with us, to help us improve our service. You can share your remarks in person, by filling out a questionnaire at the reception, via our website, per email, on our social media pages, or online travel agencies. Thank you for your feedback.

Hairdryer You can find it in every room.

High chair We provide free of charge in our restaurant on request.

Information about our city In the lobby you can find several magazines with information about our city. For further information please turn to our reception.

Internet High-speed cable internet and free Wi-Fi in the rooms and in the public areas. Internet terminal with printing possibility is available. VancsuraPanzio, 34567812

Iron and ironing board On request at reception.

Laundry Laundry service available for a fee, please ask at reception or staff.

Luggage room The luggage room can be used free of charge for the guests. In case of early arrival or late departure we can store your luggage here in safety.

Map At the reception you can ask for free city map.

Parking A limited number of parking spaces are available in the pension's own courtyard for a fee, on-street parking is free.

Payment methods Cash (forint, euro), NICE card, bank transfer.

Pension website Our website is www.vancsura.hu. On the website you can find possibility for direct booking and a detailed guest information.

Pillow At the request of our guests, we provide additional pillows.

Pool Heated pool, available to our guests free of charge between 7:00 and 19:00.

Printing service A service that can be requested for a fee, please indicate your need a

at the reception.

Mobile telephone It is avaliable at the reception, if you need to use it please let the receptionist know.

Minibar All rooms have a price list at the top of the fridge.

Reception service The reception is daily 08:00-10:00 and 17:00-18:00 open, and can be reached on the phone 24 hours a day. Tel:+36309472361

Radio Radio channels available via television. For details please check the TV channel leaflet.

Room key The locks of the rooms of our pension have magnetic cards. In case of a technical problem, please contact any of our staff for information. Please return your keycards to the reception when checking out. For lost room keycards the guest has to pay a fee.

Safe You can place your important belongings at the reception`s safe. We assume responsability only for personal belongings placed in the safe at the reception.

Sauna Finnish and infrared saunas are available for guests, reservation at the reception

Sewing kit In case you need a sewing kit, please contact the reception.

Shoe shine There is a shoe shine machine at reception and you can use it.

Shoe-polishing We provide it on request at the reception.

Sightseeing, trips The reception is at your disposal with program offers, a selection of sightseeing tours, and recommendations for boating and other water programs to provide other tourist information.

Smoking Smoking is allowed only in designated areas.

Taxi If you need a taxi please contact the reception. For your safe return, also ask for our offers for the return trip.

Television In every room there is a modern television with domestic and international channels. For details please have a look at the channel information list. Remote control located in the room. Our staff is happy to provide technical assistance.

Therapy Please be informed on the website and at the reception

Towel In each room there is one towel and one bath towel per person.
A separate towel can be requested for the pool.

Towel change Towels are every 3rd day changesd. If you need fresh towels daily, please inform the reception. This service is available for extra charge.

Transfer service Please indicate your needs in advance at the reception, we are at your disposal.

Umbrella You can borrow an umbrella at the reception.

Wellness service Use of the spa and pool is at your own risk. Booking an appointment at the reception. Opening hours daily 7:00-19:00

Window shade Each room has blcak out curtains.

We wish you a pleasant stay! Vancsura Pension and Therapi

+36309472362