



TAHITI-RESORT APARTMENTS

Hajdúszoboszló

Guest Directory

Contents

- [Contents](#) 15
- [Arrival](#)..... 16
- [Baby accessories and services](#) 16
- [Bathrobe](#) 16
- [Bathroom amenities](#) 17
- [Bedlinen](#)..... 17
- [Blanket](#)..... 17
- [Built-in sound system in bathroom](#) 17
- [CCTV](#) 17
- [Child policy / Extra bed policy](#) 17
- [Complaint and comments](#)..... 18
- [Damages](#)..... 18
- [Departure](#)..... 18
- [Elevator](#)..... 18
- [Emergency box](#) 18
- [Fire and emergency](#) 19
- [Fixtures](#) 19
- [Gift Voucher](#) 20
- [Hairdryer](#) 20
- [Heating and cooling system](#) 20
- [Hospitality](#) 20
- [Housekeeping service](#)..... 20
- [Internet](#)..... 21
- [Iron](#)..... 21
- [Key cards](#) 21
- [Kitchen amenities](#)..... 21
- [Kitchen cookware and tableware](#)..... 21
- [Kitchen - Machines](#)..... 22
- [Lost and found](#) 22

Night resting period	23
Parking	23
Pet friendly accommodation	23
Pillows	24
Programs	24
Reception	24
Recyclable garbage collection	24
Safe boxes	24
Safe relaxation	24
Sauna	25
Slippers	25
Smoking	25
Television	26
Towels	26
Usage of the jacuzzies	26
Rules of jacuzzi's usage	27

Arrival

Our guests can have access to their apartments from 14:00. Early check-in can only be provided based on availability of the apartments.

Baby accessories and services

Our apartment house has baby accessories, in case of availability we can provide the following items: highchair (with pillow or without that), baby crib (with bedlinen or without that), baby bath, toilet seat for children, potty and children's stool.

Bathrobe

One of the amenities in our apartments is that we are providing discussed size bathrobes during guests' stay on complimentary basis.

Please be informed that if we find the bathrobe is absent, or damaged, after the guest's departure we will charge the given bankcard with HUF 20 000/ bathrobe.

Bathroom amenities

The following bathroom amenities can be found in the bathrooms: 1 bar of soap and 1 small tube of 2 in 1 shampoo and body wash.

In case extra amenity is needed please inform the staff personally or send your request to the following phone number: +36 50 120 4585.

Bedlinen

Our housekeeping staff change the bedlinen upon request. We would like to reduce our impact on environment by saving water and energy in our laundry facilities, so please require the change of the bedlinen in case it is needed. If bedlinen change would like to be required, please contact housekeeping staff on phone (+36 50 120 4585) or personally.

Blanket

Blankets can be found in every bedroom's wardrobe. There are two different sizes of blankets: white-grey blankets (125*150 cm) and dark blue ones (200*220 cm).

Extra blankets are provided on demand basis. Please inform the staff personally or send your request to the following phone number: +36 50 120 4585.

Built-in sound system in bathroom

In every apartment's bathroom there is a built-in sound system on the ceiling. Guests can connect their mobile phone to sound system with Bluetooth. The mobile should pair the device, which is called BT. The loudspeaker works only if the ceiling lamp is switched on.

CCTV

To our Guests' safety, camera surveillance system is working in-house. Cameras are located on every floor's corridor, the garage and in the courtyard.

Child policy / Extra bed policy

Baby crib for children under 3 years is provided free of charge.

Extra bed's fee is HUF 9 000 / extra bed / night for children older than 3 or adults.

Complaint and comments

If there is any complaint or comments which Guests would like to share with the staff, we appreciate if it is announced at the time of your stay on the following phone number: +36 50 120 45 85.

Damages

Housekeeping staff checks the apartments after every guest's departure. In case of damages, the guests will be informed within 7 days after departure about the damage and the cost of the damage, which must be paid via bank transfer. Intentional damage to the apartment house's property will result in a criminal complaint. In such cases, the Service Provider is also entitled to enforce its claim for compensation for the damage caused.

Departure

Check-out time is until 10:00 am. Late check-out can only be provided based on availability of the apartments. In main season (between 15th June and 31st August) late check-out is available for extra fee.

Elevator

In the apartment house one elevator is operating. Guests are kindly informed that the elevator cannot be used by children (under 10 years) without adult supervision.

In case of power failure, the elevator stops immediately, and the car's emergency lighting is switched on automatically. In such or similar cases, use the alarm button (small bell) and the person on duty (0-24) will start releasing you immediately. Be calm (there is no danger) and follow the instructions of the elevator operator on duty.

You will find additional rules and operating instructions inside the elevator's car.

Please do not use the lift in an emergency or in the event of a fire alarm!

Emergency box

Guests can find an emergency box on the wall in the kitchen. It contains the following items:

- Sterile fastening bandage (10 cm x 5m): 4 pcs
- Sterile fastening bandage (5 cm x 5 m): 2 pcs
- Sterile folded mull (50 cm x 80 cm): 3 pcs

- Sterile bubble sheet (6 cm x 6 cm / 100 sheets): 2 pcs
- Cut mull individually wrapped (10 cm x 5 m): 4 pcs
- Adhesive patch (1.25 cm x 5 m): 1 pc
- Triangular cloth: 2 pcs
- Foil gloves 1 pair: 1 pc
- Adhesive patch (6 cm x 10 cm): 2 pcs
- Safety pin: 4 pcs
- Scissors: 1 pc
- Disinfectant solution (30 ml): 1 pc
- Hand sanitizer sheet: 4 pcs
- Hygienic face mask (for ventilation): 1 pc
- Rubber surgical mouth mask: 1 pc
- First aid in pictures: 1 pc
- Table of contents: 1 pc

The housekeeping staff has additional bandage and sanitizer, please contact them for these items.

Fire and emergency

There is an escape route drawn on the inside of the apartment's front door. The full width of corridors (escape routes) and exits must always be left clear.

In the event of a fire, the smoke detectors will trigger the fire alarm immediately. If the fire alarm does not start for some reason, an emergency button and a fire extinguisher will be found in the corridors.

In accordance with the regulations, the emergency lighting in the stairwell and public areas illuminates the escape route in the event of a power failure.

Please do not use the elevator in case of fire or emergency!

Fixtures

We would like to draw your attention to the correct usage of the fixtures. The fixtures and setting (for example towels, blankets, bedlinen...etc.) are forbidden to remove.

It is not allowed to refurbish the apartments.

It is forbidden to bring and store flammable, explosive substances and vehicles (bicycle, motorcycle...etc.) in the apartments.

Guests must inform the staff in case they notice any failure in the apartment. Afterwards we are not able to accept any complaint.

Gift Voucher

Guests can buy gift voucher on Tahiti Resort Apartments Hajdúszoboszló's website. (<https://www.tahitiresort.hu/en/offers/online-voucher-purchasing/>)

Hairdryer

Hairdryers are found in every apartment's bathroom.

Heating and cooling system

Guests can control the heating and cooling system with the thermostats on the wall and with the remote control of the air-conditioning. According to the season the air-conditioning devices are set up to heating or cooling.

This set up must be the same on the thermostats and the remote control of the air-conditioning.

During summer, on hot days, it is not recommended (because of health reasons) to set up air-conditioning devices more than 6 Celsius degrees difference between the outdoor and the indoor temperature.

Hospitality

We would like to inform you that our apartments are self-catering. We are pleased to inform you, however that TESCO has delivery service to Hajdúszoboszló, with that you can easily order whatever you would like to buy.

Housekeeping service

Housekeeping staff (at least one person) works every day between 08:00 AM and 04:30 PM. To provide our guests a calm atmosphere to relax and avoid any unnecessary contact with our staff, our apartment house provides housekeeping service only every second day or upon request for every guest. Guests can inform the staff about their request to make-up the apartment by using the door hangers.

In case of a longer stay (more than four nights), the staff performs a full major housekeeping service (including a change of bed linen), time of the service will be agreed in advance with the guests to ensure an undisturbed rest.

If bedlinen or towel change would like to be required, please contact housekeeping staff on phone (+36 50 120 4585) or personally.

After 4:30 PM cleaning equipment as mop and broom can be found on the ground floor next to the back door behind the grey sliding door.

Internet

Every apartment has their own router and broadband internet connection. We would like to ask our Guests to use the internet network which is dedicated to the apartment. The WIFI codes are found on the key cards.

Iron

In the apartment house there is one iron and one ironing board for the guests, which would be provided upon request. Please inform the staff personally or send your request to the following phone number: +36 50 120 4585.

Key cards

The sterilized apartment key cards will wait for the guests inside their apartment on the dining table. The electric lock is open for 5 seconds after the guest typed the codes or touched key panel with the key card. After the right code is given or key card is touched to the key panel, door should be pulled a little bit and then pushed.

In case the apartments' key cards would be lost, the guests must inform the staff immediately on the following phone number: +36 50 120 45 85, and Service Provider is also entitled to enforce its claim for compensation for the lost key cards.

Kitchen amenities

Guests can find the following amenities in the kitchen:

- Tchibo coffee capsules
- Tea
- Prepacked sugar and milk powder
- Salt and pepper
- Dishwasher capsules

Kitchen cookware and tableware

Guests can find the following cookware and tableware in every apartment's kitchen:

- Cutlery: Tablespoon, knife, coffee spoon, fork, dessert fork, bread knife, cook's knife, paring knife.
- Turner, spoon, soup ladle, pasta server and cooking tweezers
- Wooden spoon

- Scissors
- Dinnerware and cookware:
 - Dinnerware: plates, side plates, deep plates, bowls
 - 4-piece cookware set: 2 litres saucepan with lid, frying pan (28 cm), 3 and 5 litres pot with lid
 - Serving / mixing bowl
 - Colander

- Glasses:
 - wine glasses (59 cl), grey glasses (45 cl), espresso cups (9 cl) with saucers, shot glasses (5 cl), mugs (25 cl), glasses (45 cl)

- Jug
- Knife sharpener
- Balloon whisk
- Can-opener
- Peeler
- Corkscrew
- Tray
- Chopping board
- Pot stands
- Place mats
- Kitchen roll with holder
- Microwave lid
- Storage containers for Tchibo coffee capsules, tea, sugar, and milk powder
- Spice jars (for salt and pepper)
- Dish drainer, dish-washing brush, plate holder, kitchen utensil rack, dish drying mat, dishwasher liquid and sponge.
- Aluminium foil

Kitchen - Machines

Following machines can be found in the kitchen:

- Microwave
- Hobs
- Kettle
- Toaster
- Tchibo coffee machine
- Under counter fridge with freezer compartment
- Dishwasher

Guests can find the user's guides to these machines in one of the drawers or on the shelf in the Livingroom.

Lost and found

If guest lost their belongings, please contact the staff on phone (+36 50 120 4585) or personally.

The lost and found belongings are stored for maximum one month. If it is required the service provider can send back the item to the guest via post, the post cost needs to be paid by the guest.

Night resting period

Between 22:00 and 08:00 everyone must be guaranteed the right to a peaceful rest, so we urge our guests to refrain from loud activities during the period mentioned above.

Regardless of the time limit, if someone makes an unreasonable noise in the accommodation that disturbs the peace of others, it will result in an infringement report.

Parking

At least one parking space is guaranteed to every apartment. In case the capacity of the apartment house allows, more parking spaces can be provided to one apartment.

Vehicles (maximum 2,8 meters high) can be parked in the inner court (4 parking spaces), in the garage (2 parking spaces) or in front of the apartment house (2 parking spaces). We provide the parking spaces for our Guests on complimentary basis.

The garage is equipped with electric car charger. The electric car charger can be used only if it is required at the time of the booking or before arrival. The electric wall plugs in the courtyard and the garage have not been developed for electric car charging, therefore electric car charging is only possible inside the garage by using the electric car charger.

In the area of the driveway and the parking lot, the current traffic rules apply. The speed limit is 5 km / h. It is not possible to carry out major installation, maintenance, or cleaning of the vehicle in the parking area. Minor repairs and maintenance are allowed if the cleanliness of the area is not endangered.

Pet friendly accommodation

Our apartment house also welcomes small pets like cats or smaller size dogs. We can only accept pets based on prior consultation (maximum one

pet / apartment) for extra cleaning fee of HUF 7 000 / pet / night. Please think about their sleeping place (dog or cat bed) and bring it with you.

Pillows

Extra pillows are provided on demand basis. Please inform the staff personally or send your request to the following phone number: +36 50 120 4585.

Programs

Current events and programs in Hajdúszoboszló and its neighbourhood can be found on the television on the ground floor.

Reception

There is no reception desk in the apartment house. In case of any requirement please contact us on the following phone number: +36 50 120 4585.

Recyclable garbage collection

All our Guests are politely asked to collect the plastic PET bottles, flacons, associated beverage cartons (tetra pack) and aluminium beverage cans in the yellow dustbin in the rubbish storeroom or to leave them under the kitchen sink next to the normal trash can.

Please leave the glass bottles under the kitchen sink next to the normal trash can, staff is taking care of the recycling of the bottles.

Safe boxes

The apartments' bedrooms have small safe built-in the wardrobe. The Service provider is not responsible for the property brought into the apartment and placed in the safe there. There is a user guide next to every safe. If there is a problem with the safe, please contact us on +36 50 120 45 85.

If the Guest wishes to secure a high-value object (maximum laptop size), he / she has the possibility to do so in the central safe located in the camera-monitored and closed room. The central safe can only be closed and opened by the staff on site in the time zone indicated by the Service Provider (between 08:00 and 16:30). In all cases, the receipt provided by the Service Provider must be signed immediately after the property has been placed and issued in the safe.

Safe relaxation

One of our main missions is that our guests feel safe during their stay. Our guests' health is very important for us; therefore, the establishment's check-in and check-out system has been developed to minimize personal contact as much as possible between the staff and the guests.

In our apartment house there is no reception desk.

24 hours before arrival guests receive a unique code, which can be used to enter the house and the apartment. The sterilized apartment key cards will wait for the guests inside their apartment. After that the guests can use the apartment key cards and the code as well during their stay. Before departure apartment keys must be left inside the apartment.

Not only arrival and departure are contactless, but payment as well. All payment will be done before arrival via credit card or bank transfer. This way guests do not have to contact the staff personally, therefore they save time as they do not have to wait in the line at the reception when checking in or out.

All apartments are disinfected before guests' arrival.

To provide our guests a calm atmosphere to relax and avoid any unnecessary contact with our staff, our apartment house provides housekeeping service only on every second day or upon request. Guests can inform the staff about their request to make-up the apartment by using the door hangers.

Hand sanitizer station is available next to the main entrance inside the apartment house.

Sauna

In the courtyard we have a combined sauna, which you can use on complimentary basis every day between 08:00 AM and 4:30 PM. You will find the sauna sheets next to the beach towels in the wardrobes.

Slippers

Slippers are provided on demand basis. Please inform the staff personally or send your request to the following phone number: +36 50 120 4585.

Smoking

Smoking is only allowed in the designated areas. Designated area is in the parking area in the inner courtyard, it has been developed considering the legal regulations.

Smoking is not allowed inside the apartment house (in closed places).

In case of breaching the prohibition for smoking, and causing damage of furnishings, fixtures and fittings of the building, Guest is obliged to pay compensation before leaving. In case of smoking in apartment, the smoke alarm will instantly activate alarming the security service and the disaster management; in case of erroneous fire, the callout charge invoiced by the disaster management (minimum HUF 100 000 per occasion) will be charged to Guest, and an additional cleaning charge (HUF 20 000 one time) will also be charged when Guest leaves the accommodation establishment.

Smoking is permitted in the designated smoking areas and is strictly forbidden in any other places.

Television

The apartments have Philips TVs in the living room and in the bedrooms. You will find the user manual for the remote control in either the living room or bedroom drawer (there is only one button difference on the remote controls).

Televisions have an Internet connection (SMART TVs), so Guests can use the online movie stream service. Guests can log in with their own subscription. The resort does not have a subscription to these providers.

Towels

White towels in the bathrooms should be used in the apartment, and they are changed upon request. We would like to reduce our impact on environment by saving water and energy in our laundry facilities, so please require the change of the towels in case it is needed. If towels change would like to be required, please leave them on the floor and request cleaning service or please contact housekeeping staff on phone (+36 50 120 4585) or personally.

Yellow towels are beach towels, which can be found in the bedrooms' wardrobe next to the sauna sheets. They will also be changed upon request.

Transfer

We are pleased to help you to organize airport transfer between the apartment house and the following airports: Budapest International Airport (Liszt Ferenc International Airport); Debrecen International Airport and Aeroportul Internațional Oradea. Please contact us at least 24 hours

before transfer request, every day between 08:00 and 16:00 regarding this service on the following phone number: +36 50 120 4585.

Usage of the jacuzzies

The following apartments have their own balcony with a private jacuzzi: Apartment number 1, 2, 3, 4, 6.

Guests can take care of the good quality of the jacuzzi in case the following rules are compiled:

- Taking a shower is recommended before using the jacuzzi.
- Massage function on the jacuzzi can be started by pushing the button called „Pump“. After you used the jacuzzi, it is recommended to push
- The button of “Pump” twice, in that case it will automatically do a cleaning program, and it keeps the jacuzzi clean longer.

Housekeeping staff have to check the quality of water at least every 2 days, please provide them the possibility to check it. If they see that the water needs to be changed, we will inform you, and we will discuss when the change would be possible for them. (They would do it while you are out of the apartment because it takes approximately 2 hours).

Please be informed that in case the massage function is turned on in the jacuzzi, you will not be able to control the nozzles.

Rules of jacuzzi's usage

1. Guests can use the jacuzzi at their own risk.
2. Guests under the age of 16 can use the jacuzzi exclusively under permanent parental supervision.
3. The water depth of the jacuzzi is 0,87 meters.
4. The use of the jacuzzi is not recommended for patients with heart disease, high blood pressure(untreated), acute respiratory illness or during pregnancy.
5. It is forbidden to drink alcoholic beverages before and while using the jacuzzi.
6. The use of appropriate bathing suits is mandatory in all cases.
7. Showering is mandatory before using the jacuzzi.
8. Using the jacuzzi by animals is strictly forbidden.