

MAGNA APARTMENT

Balatonakarattyá

GUEST INFORMATION BOOK

Dear Guests,

A warm welcome to **Magna Apartment!**

We are delighted that you have chosen our apartment as the destination for your holiday.

We sincerely hope that your stay with us will provide you with peace, relaxation and many wonderful experiences at Lake Balaton.

Please make yourself at home! ❤️

In the following pages, you will find useful information about the apartment, its facilities and other important details to help make your stay as pleasant as possible.

Guest Information

Dear Guests,

Our aim is to ensure that your stay is comfortable, peaceful and filled with memorable experiences.

Please take a few moments to read this information booklet, which has been prepared to help you make the most of the apartment and discover the surrounding area.

We will do everything possible to ensure that your stay is enjoyable and trouble-free. Therefore, we kindly ask you to read, understand and observe the information and house rules set out in this booklet.

1. Important Contact Information

Accommodation Name: Magna Apartment

Address:

8172 Balatonakarattya
Bercsényi lejáró 1/4
Hungary

Contact Person: Nagy Szilvia

Telephone Availability: 24 hours a day

Website:

www.magnaapartman.hu

Telephone:

[+36 30 960 5825](tel:+36309605825)

Our accommodation operates as a **private accommodation**.

NTAK Registration Number: EG25113837

E-mail:

magnapartman@gmail.com

Emergency Telephone Numbers

- **General Emergency Number:** [112](tel:112)
- **Ambulance:** 104
- **Fire Brigade:** 105
- **Police:** 107

2. Arrival and Departure

- **Check-in:** from 3:00 PM
- **Check-out:** until 10:00 AM
- Upon arrival at the accommodation, we will welcome you personally. The host does not stay on the premises; therefore, please inform us by telephone at least **1 day before your arrival** of the exact time you wish to occupy the accommodation. Our colleague will be waiting for you and will hand over the apartment.
- On the day of arrival, please complete the check-in in the **VENDÉGEM** application (available for free download from the Google Play Store or the Apple App Store) and kindly present the confirmation upon arrival.
- The apartment key is usually handed over personally. Depending on the arrival time, however, it may also be placed in a key safe.
- If we are unable to welcome you personally, you may enter the apartment independently using a code access system. Before your first entry, you will receive the code for the key safe by telephone or e-mail on the day of your arrival.
- Upon departure, please hand the key over personally or return it to the key safe and lock it.
- If, for any reason, you were unable to complete the online check-in through the **VENDÉGEM** application, you are required to complete the Registration Form legibly upon arrival. The apartment owner will verify the information against your identification documents and upload the required data to the National Tourism Data Supply Centre (NTAK).
- The accommodation may only be used by the number of guests agreed upon in advance. The host is entitled to verify the number of guests without prior notice.
- Since **6 September 2021**, every guest is required to have an official identification document (valid identity card, driving licence or passport) scanned into the **VENDÉGEM** accommodation management system of the National Tourism Data Supply Centre (NTAK). If the document is not scanned during registration, we are not permitted to hand over the accommodation.
- Pursuant to **Act CLVI of 2016**, accommodation providers are legally obliged to record the data specified by law of persons using accommodation services in the storage system designated by the Hungarian Government for the purposes prescribed by law.
- Therefore, upon arrival, guests are required to present their personal identification documents (passport or identity card) for registration purposes, pay the full accommodation fee and the local tourist tax (IFA), if payable on site.

- In the event of the loss of any key provided, guests are required to notify the host immediately and reimburse the replacement cost and any related expenses, amounting to **HUF 15,000 per key**.
- Upon departure, please leave the apartment in a tidy condition and in its original state (dispose of rubbish in the outdoor waste container, switch off all lights, close all windows, leave the air conditioner switched on and set to **25°C**, and lock the entrance door).
- Early check-in and late check-out are available subject to availability and for an additional fee (<https://magnaapartman.hu>). Advance booking of these services is not possible. Please contact us by telephone before your arrival.
- **Key collection/return:** As agreed in advance.

Parking

- Free parking is available in front of the building, at the beginning of **Bercsényi Access Road**, in the parking area beneath the LED information display.

3. Wi-Fi

- **Wi-Fi network:** Magna
- **Password:** mmm99999

The Smart TV in the living room allows you to watch Netflix and all other internet-based services after connecting to the Wi-Fi network.

The television upstairs receives terrestrial channels only. The available channels are listed on the information sheet next to the television.

4. Using the Apartment

We kindly ask our Guests to use the house slippers provided in the entrance hall instead of outdoor shoes while inside the apartment.

Please use all furniture and equipment properly and take care of them as if they were your own.

When using the air conditioning, please keep all windows and doors closed.

Kitchen

The apartment has a well-equipped kitchenette where simple meals can be prepared.

When leaving, please return the kitchen in the same condition in which you received it.

Please:

- wash all dishes and kitchen utensils after use,
- switch off and clean the hob and all electrical appliances after use,
- empty the refrigerator before departure.

For your convenience, the kitchen is equipped with:

- Microwave oven (on top of the white chest of drawers)
- Air fryer (user manual in the small plastic sleeve on the top shelf of the kitchen cabinet)
- Four-burner gas hob
- Complimentary tea and Nescafé
- Frying pans and cooking pots
- Lemon squeezer
- Grater
- Small coffee maker for two persons

- Toaster
- Electric kettle
- Cutlery and wooden cooking utensils
- Trays and plates
- Glasses
- Kitchen tongs
- Strainer
- Beer and wine openers
- Peeling knife and large kitchen knives
- Can opener
- Ladles
- Selective waste bins under the sink (clean plastic, paper and mixed waste)

Please also note the following:

- Do not place metal objects or live animals inside the microwave oven.
- Please do not eat in the beds or on the sofa.
- Please use only wooden utensils in the non-stick frying pan. Otherwise, the non-stick coating may become damaged. When cleaning, do not use metal scouring pads. Soaking the pan in water is sufficient for easy cleaning.

Rooms

Upstairs there is a hallway with a chest of drawers and two bedrooms. Both rooms are air-conditioned. The apartment is primarily recommended for families, but it can also comfortably accommodate two or three couples.

- One bedroom is furnished with a **160 × 200 cm MALM double bed with storage drawers**, a chest of drawers, a table and two chairs. Upon request, a travel cot can also be provided and placed in this room.
- The other bedroom is furnished with a **140 × 200 cm MALM double bed**, a tall two-door wardrobe (which also contains a safe for valuables), a children's table and two small chairs. Although originally designed for children, adults can also sleep comfortably in this room.

Living Room

- An **L-shaped sofa bed** can serve as a sleeping place for **1–2 adults or up to 3 children**. It is also a comfortable place to watch television or enjoy board games together.
- Small table for board games and shared activities.
- Chest of drawers containing useful items (board games, notepad, pens, pencils, timeless publications, first-aid box, iron, hair dryer, curling iron and shoe-care products).

Dining Area

- L-shaped wooden dining table with **2 chairs and 2 folding chairs**, located in the same open space as the living room, where the television is also situated.
- High chair for children.

Bathroom

- Bathroom with shower, toilet and washbasin, including complimentary toiletries (toilet paper in the cabinet under the washbasin; drinking glasses; individually wrapped toothbrushes and toothpaste; liquid soap, shampoo and conditioner in wall-mounted dispensers).
- Baby bathtub available upon request.
- Additional outdoor toilet.

Bed Linen

- The beds are made and ready for use upon arrival.
- If the sofa bed is to be used, the bed linen will be placed in its built-in storage compartment.
- Upon departure, please remove the bed linen and place it on the floor.

Stairs

- **Please note:** the last step of the staircase is slightly higher than the others. For your safety, please pay particular attention when using the stairs.

Available for Children Upon Request

- Safety gate for the staircase.
- Travel cot.
- High chair.
- Baby bathtub.
- Water thermometer for checking bath water temperature.

5. House Rules

To ensure a pleasant and relaxing stay for all our Guests, we kindly ask you to observe the following house rules.

Smoking

- **Smoking and the use of any open flame are strictly PROHIBITED inside the building. This prohibition also applies to electronic cigarettes and IQOS devices.**
- Smoking is permitted **only in the designated smoking areas.**
- If smoking takes place inside the apartment, the smoke detector will be activated. A fee of **HUF 30,000 per occasion** will be charged for eliminating smoke odour, in addition to any costs incurred for laundering curtains and other textiles.
- We kindly ask our smoking Guests not to throw cigarette butts onto the ground anywhere on the property. Please dispose of them in the waste bins provided.
- Should any authority take action against the accommodation provider due to a violation of applicable regulations, the person responsible for the violation shall reimburse all related costs.
- Such violations may result in official reports and other legal proceedings, the costs of which shall also be borne by the person responsible.

Pets

- Unfortunately, **pets are not permitted** in the apartment.
- If a pet is brought into the apartment without prior permission, an **additional cleaning and disinfection fee of HUF 50,000** will be charged. Guests are also responsible for reimbursing any damage caused by the animal, including but not limited to damaged bedding, soiled mattresses requiring replacement, damaged furniture or furnishings, chewed items, or any indoor or outdoor damage caused by the animal.

Quiet Hours

- There is no specific quiet-hours policy within the apartment; however, we kindly ask all Guests to respect the peace and quiet of the neighbourhood, especially during the evening and night-time hours, in accordance with generally applicable regulations.
- During the holiday season, evening events, live music performances, concerts and theatre performances are regularly held nearby on Thursdays, Fridays and Saturdays. We recommend purchasing tickets in advance and enjoying these local programmes.

Early Departure

- In the event of departure before the end of the booked stay, **no refund of the accommodation fee will be provided.**

Liability

- The accommodation provider accepts no liability for accidents or material damage resulting from improper use of the apartment or its equipment.
- Guests are financially responsible for any damage caused through improper use and shall reimburse the accommodation provider directly.
- We reserve the right to refuse accommodation. Guests who are intoxicated or display aggressive behaviour will not be accepted.
- If police intervention becomes necessary due to a Guest's behaviour, the Guest shall bear all related costs, including any fines imposed by the local municipality.
- If any authority imposes sanctions on **Magna Apartman** due to a Guest's unlawful conduct, the Guest responsible shall reimburse all fines, costs and expenses arising from such proceedings.
- The accommodation provider accepts no responsibility for valuables left in the apartment. However, every effort will be made to ensure a safe and pleasant stay. Lost property will be retained and returned to its owner upon a later visit; items will **not** be sent by post.
- Upon departure, the apartment will be inspected. If any damage is identified (for example to glasses, plates, televisions, windows, furniture or other equipment), the resulting costs shall be payable by the Guest before departure.
- If the apartment (both inside and outside) requires extraordinary cleaning due to the Guest's conduct (including, but not limited to, vomit, bodily fluids, blood, beverage stains, unwashed dishes, heavily soiled walls or furniture), the Guest shall bear all costs relating to cleaning, repainting, repair, replacement of damaged furnishings and restoration.
- If you notice any malfunction or damage during your stay, please inform the accommodation provider immediately. Complaints reported only after departure cannot be accepted.
- Please note that the apartment owner cannot accept liability or pay compensation for damages resulting from circumstances beyond his or her control, including but not limited to natural disasters, hailstorms, fire, power outages, pandemics or geopolitical conflicts (including war).

Valuables

- We accept no responsibility for personal valuables brought onto the property (such as jewellery, mobile phones or laptops), nor for vehicles parked on the public street. We recommend storing all valuables in the in-room safe.
- If you find any lost property, please hand it over to the accommodation provider.

Use of Equipment

For your comfort, additional household equipment is stored behind the curtain, including:

- Mop bucket and mop
- Ironing board
- Clothes drying rack
- Broom
- Dustpan and hand brush
- Small vacuum cleaner
- Coat stand

- Umbrella

We kindly ask you to:

- use all furniture and equipment only for their intended purpose;
- not remove towels, blankets, bed linen or any other equipment from the apartment;
- not move furniture to other rooms, or, if moved, please return everything to its original place before departure;
- report any damage or malfunction as soon as possible.

Cleaning

The apartment is cleaned before each arrival. During longer stays, cleaning is carried out in accordance with the applicable Hungarian Government regulations as follows:

- Guest rooms are cleaned **at least once a week**, together with the replacement of bed linen and towels.

Each Guest receives:

- 1 duvet;
- 2 pillows;
- 1 hand towel;
- 1 bath towel.

The apartment is always thoroughly cleaned before the arrival of new Guests.

If you require additional cleaning, please inform our colleague in advance. The following charges apply:

- Room cleaning: **HUF 6,000 per room**
- Bathroom cleaning: **HUF 6,000**
- Complete apartment cleaning: **HUF 30,000**
- Bed linen replacement: **HUF 2,500 per person**
- Towel replacement: **HUF 500 per towel**

If you require laundry service, please let us know. Please hand your prepared laundry to our colleague, who will wash it for you.

- Laundry service (maximum 5 kg): **HUF 15,000 per load**

A clothes drying rack is available behind the curtain.

Please dispose of household waste in the outdoor waste bin and place recyclable waste in the designated recycling containers, no later than your departure.

Please note that insects, especially ants, are attracted to sweets and food crumbs. Therefore, we kindly ask you not to eat in the beds or on the sofa and not to leave bags containing food on the floor. Please store food in closed containers or hang bags where possible.

Rates

Low and Mid Season

- **HUF 35,000 per apartment/night** (1–4 guests)
- Additional guests (maximum 2): **HUF 6,500 per person/night**

High Season

- **HUF 45,000 per apartment/night** (1–4 guests)
- Additional guests (maximum 2): **HUF 7,500 per person/night**

Reservations are subject to availability and prior confirmation by the apartment.

Bookings are accepted **from Sunday to Sunday** based on written confirmation.

For reservations, please contact us in advance:

Telephone: [+36 30 960 5825](tel:+36309605825)

E-mail: magnapartman@gmail.com

Holiday Periods (High Season Rates Apply)

Period	Holiday
23–25 October 2026	Hungarian National Day (23 October – long weekend)
23–28 December 2026	Christmas – Closed, not bookable
31 December 2026 – 3 January 2027	New Year's Eve & New Year – Closed, not bookable
25–29 March 2027	Easter
30 April – 2 May 2027	Labour Day (long weekend)
22–24 May 2027	Pentecost
20–22 August 2027	Saint Stephen's Day (National Holiday)
22–24 October 2027	Hungarian National Day (23 October – long weekend)
23–28 December 2027	Christmas – Closed, not bookable
30 December 2027 – 2 January 2028	New Year's Eve – Closed, not bookable

The **local tourist tax (IFA)** of **HUF 700 per person per night (for guests over 18 years of age)** is payable separately upon arrival.

Additional Charges

- Stay extension: **HUF 45,000 per apartment/night**

Accommodation rates **do not include meals or the tourist tax (IFA)**.

Payment Methods

- Cash
- Bank transfer
- SZÉP Card (OTP, MBH, K&H)
- Bank card

Please note: The local tourist tax (IFA) **cannot be paid with a SZÉP Card**.

Other Information

- Household waste may be disposed of in the bins provided in the kitchen and throughout the apartment. When the bins become full, please empty them into the outdoor waste container. Replacement rubbish bags are available under the kitchen sink.
- The owner reserves the right to terminate the accommodation agreement if the Guest fails to comply with the House Rules, disturbs the peace or causes damage.
- Whenever leaving the apartment, please ensure that all doors and windows are closed and that electrical appliances, including irons and portable heaters, are switched off.
- Bringing flammable, explosive or strongly odorous substances into the apartment is strictly prohibited, particularly because the building is constructed of wood.
- The fire extinguisher is located next to the curtain concealing the storage area.
- The first-aid kit (black, yellow or red) is located on the top shelf of the white chest of drawers in the living room.
- For your enjoyment, a selection of board games is available on the top shelf of the white chest of drawers in the living room.
- If you would like to read during your stay, you will find several books and magazines on the middle shelf of the same chest of drawers. Pens and pencils are also provided.

6. Our Surroundings – Balatonakarattyá

Magna Apartman enjoys an excellent location where the proximity of Lake Balaton and the peaceful surroundings provide the perfect opportunity to relax and recharge.

Nearby you will find:

- Grocery store (approximately 1 km; a Penny supermarket is expected to open approximately 15 m away from September 2026)
- Bakery (3 km)
- Souvla Bistro (25 m)
- Ice cream shop (100 m)
- Fishing shop (5 m)
- Beach equipment shops (5–10 m)
- Bicycle rental and repair service (15 m)
- Beach (300 m)
- Beautiful walking routes along Lake Balaton
- Sightseeing boat cruises departing from Balatonaliga or Balatonkenese (5–7 km)

Balatonakarattyá is famous for its spectacular high cliffs, panoramic views, peaceful nature walks and unforgettable Lake Balaton experiences. During the season, live concerts and cultural events are held every Thursday, Friday and Saturday evening.

7. Natural Wellness

Within the same building, Guests also have access to natural health and beauty services.

Available services may include:

- Therapeutic massage
- Natural lifestyle consultation and therapies
- Health assessments (3D cellular wellness analysis)
- Relaxing cosmetic treatments
- Pedicure

All services are available **by prior appointment only**.

Each Guest receives a **gift voucher worth HUF 5,000**, redeemable towards an **EWS Health Assessment** during their stay or within **three months**, subject to prior appointment.

8. Environmentally Friendly Hospitality

Please help us protect our environment by:

- switching off lights when they are not needed;
 - using water responsibly;
 - making use of the selective waste collection facilities.
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We Wish You a Pleasant Stay!

By using the accommodation, Guests acknowledge that they have read, understood and accepted the House Rules.

We sincerely hope that your stay at **Magna Apartman** will provide both physical and mental relaxation, and that you will leave with many wonderful memories of Lake Balaton.

We look forward to welcoming you – and welcoming you back – to Magna Apartman!

Magna Apartman

Balatonakarattyá, August 2026