

Guest information



The director's greeting

Dear Guest,

Welcome to the Hotel Pangea! We are honoured that you have chosen us.

We hope that you will have a great time here and experience the attentive care of our hotel staff, as well as the cleanliness and the comfort of our rooms. Enjoy the special experiences of the only thematic hotel of Nyíregyháza, as the Hotel Pangea is the hotel of the SóstóZoo!

The Nyíregyháza Zoo is the first zoo in the country where we show more than 5,000 animals in a natural 35-hectare oak forest, in spacious enclosures and by continents. The attractions include a glass tunnel spanning under a 500,000-litre shark pool, a 3,000 m² Asian jungle with a giant waterfall, and the winding bamboo bridge to admire the wildlife of Africa from above, while the hanging adventure trail showing South America's wildlife also provides an extraordinary experience.

The Nyíregyháza Zoo became the Tourist Attraction of the Year in 2017 and in 2021, and it has won the title of the best zoo in Europe several times, in the category of less than 500,000 visitors.

Hotel Pangea focuses on families with children; a place where everyone can meet the dinosaurs and play in the hotel's adventurous outdoor Dino playground. In our relaxation garden, you can recharge your batteries in a natural atmosphere and forget the tiring everyday life. Our indoor children's playroom waits for the little ones with skill development toys and toys for fun.

Take a picture with your children and with Pangus, the Hotel's mascot, or take home the Pangus plush toy!

The area around Nyíregyháza - Sóstógyógyfürdő offers numerous programs for the nature lovers and for those interested in cultural programs. If you wish to relax actively, explore the area's attractions on two wheels! Visit one of the excellent spas in Sóstó, or take a walk in the village museum, which evokes the atmosphere of old times.

Our Hotel is glad to serve as a venue for family or corporate events, and we can provide place for any program in one of our conference rooms. Our colleagues are happy to provide detailed information about the options.

While compiling our brochure, we tried to show you the diverse services of our Hotel, the sights and the program options of the area as completely as possible. We hope it will be useful to you and your holiday will be truly relaxing and unforgettable.

Please share your experiences and impressions on the Guest Rating Sheet placed in the room, or share your constructive comments with our colleagues.

On behalf of my colleagues, I wish you a pleasant holiday!

László Gajdos
Director

General information

Our Hotel is located in the most popular resort area of Nyíregyháza, on the Blaha Lujza promenade, on the shore of Lake Sóstó. There are rows of trees on both sides of the promenade, while the water surface of Lake Sóstó, and the fishing, resting and sunbathing piers built on the lake are the main attractions in this area. These elements return in the main façade of the building, as the columns supporting the balconies are like tree trunks; the balconies are like independent piers; and the glitter of the glass curtain wall that closes the interior is like a water mirror on the building.

Hotel Pangea is also an Ecocentre, because it invites the guests on a journey into the history of the Earth. The design and the furnishings of our rooms follow light and clean lines, and each room is inspired by a different animal. The silhouette of the animals appears on the walls of the room, in the bathroom and is projected in front of the rooms.

The central element of the Hotel is the 13-metre high Tree of Life, which is “home” to 509 living beings. The Tree of Life symbolizes the physical, the mental, and the spiritual levels, as well as the story of life from the birth to the passing. There are zodiac signs on the trunk of the tree, matching the given side and the given season.

The lobby and the T-Rex bar, the conference rooms and the restaurant are located on the ground floor of the building.

There are guest rooms and an indoor playroom on the first floor, while there are different room types on the second and the third floors.

In the 38-room Hotel Pangea, we can satisfy the needs of any circle of guests, because we have:

- 13 Standard Double rooms
- 20 Superior Double rooms
- 2 Open-plan Family rooms
- 2 Imposing suites with two rooms
- 1 Room for disabled guests

Considering large families, most of our double rooms can be connected to form family rooms. For business travelers, we offer accommodation in single rooms.

Our room rates include full buffet breakfast and rich buffet dinner, as well as unlimited entry into the Nyíregyháza Zoo as a unique gift. Our guests can use the room card received at the check-in to enter the SóstóZoo through our own gate during the opening hours.

I and my colleagues do our best to make your holiday as pleasant as possible. If you have any comments or questions, please feel free to contact our receptionists, either in person or on the phone (extension 100).

Services, useful information A-Z

- **Accessibility**

Our hotel building is accessible for our guests in self-propelled wheelchairs or wheelchairs driven with assistance. On the first floor, there is a room for our disabled guests, which has a wheelchair accessible shower enclosure with handrails and a special washbasin.

- **Adapter**

Our guests can request a compatible adapter for their electrical appliances at the reception free of charge.

- **Air conditioning / heating**

The public areas of the Hotel are air conditioned, and our rooms have individually adjustable thermostats.

- **Allergen-free products**

Gluten-free and lactose-free products can be requested from our colleagues during the meals, or in advance.

Animal, pet:

- Pets are not allowed to enter the Zoo and the Hotel!

ATM

- The nearest ATMs are located at the main entrance of the Zoo and at the main entrance of the Aquarius Adventure Spa.

- **Baby-friendly services**

You can request the following objects at the reception or while you reserve the room, free of charge: baby cot, baby bathtub, potty, toilet seat reducer, anti-slip mat, diaper waste bin, and step-up stool for children between 0-2 years of age. The colleagues in our Hotel's restaurant help you warm up the baby food. If you need a thermometer, please contact our receptionist. For the safety of our youngest guests, our rooms are equipped with contact protection devices. Baby carriers are available at the reception, free of charge.

- **Bar**

The T-Rex Bar in our Hotel's lobby waits for our guests on every day of the week from 12:00 noon to 10:00 p.m.

- **Bathrobe**

You can ask for a bathrobe at the reception, free of charge.

- **Bathroom chair on request**

Please inform our receptionist if you need a bathroom chair. It is free of charge.

- **Bathroom fixtures and extras**

Mirror, movable shaving - cosmetic mirror, cosmetic tissue, toothbrush cup, hand towel and bath towel, bath mat, shower cap, body lotion, hair dryer, shampoo and shower gel, soap, trash bin, spare toilet paper.

- **Bible**

You can find it in every room, in the desk drawer.

- **Business Center**

Free printing with proper discretion and security, use of laptop.

- **Bicycle rental**

You can rent our adult and children's bicycles, seasonally, at the reception for a special fee.

- **Blanket**

You can find it in the closet in every room; additional ones are available on request.

- **Breakfast**

In our restaurant, we offer you rich buffet breakfast every day between 07:00 a.m. and 10:00 a.m. Depending on the capacity, our guests can choose from an equivalent breakfast menu in the off-season.

- **Business Center**

Free printing with proper discretion and security, use of laptop.

- **Car rental, taxi order**

Please ask our Hotel's receptionists for help.

- **Change of bed linen**

In the hotel rooms, bed linen is changed at least twice a week, and even daily, on special request. Please contact the receptionist with your request.

- **Charging station for electric cars**

You can find a two space charging station at the Hotel's parking lot.

The parking spaces are only provided for the duration of the charge, upon completion of the charge we would like to ask our guests to transfer to another parking space. The service comes at an additional fee, which can be arranged directly at the vending machine. Usage of the electric charger happens at your own risk. We do not accept any liability for any damage or errors that may occur.

- **Check-in / early check-in**

The hotel room can be occupied from 2:00 p.m. on the day of arrival once the guest has shown their valid personal identification card. Early check-in is possible at an additional cost, subject to availability.

- **Check-out / late check-out**

Please leave our rooms by 10:00 a.m. on the day of the departure. Subject to availability, late check-out is possible at an additional cost.

- **Cosmetic and hygiene products**

A toothbrush set and a shaving kit are available at the reception for an extra charge.

- **Complaints, remarks**

If you have any complaints or remarks, please contact our receptionists during your stay so that we can solve any problem as soon as possible.

- **Cleaning**

In our hotel rooms, we make the beds and clean the rooms every day between 10:00 a.m. and 4:00 p.m. If you do not need cleaning, please place the “Do Not Disturb” hanger sign on the outer handle, with the appropriate side facing the corridor.

- **Dinner**

In our restaurant, we are offering our guests rich buffet dinner every day between 6:00 p.m. and 9:00 p.m., and during the winter: between 6:00 p.m. and 8:30 p.m.

- **Doctor / dentist / pharmacy**

- Jósa András Hospital:

Address: 4400 Nyíregyháza, Szent István Street 70

Medical service for adults, phone number: 06-42-402-377

Medical service for children, phone number: 06-42-445-500

- Nearest pharmacy:

Sóstó Gyógyszertár Bt., 4431 Sóstógyógyfürdő, Berenát Street 25

- On-duty pharmacy (24/7):

Korona Pharmacy, 4400 Nyíregyháza, Szabadság Square 12/A

- **Duvet**

Additional duvets are available on request. Feel free to contact the receptionist with such a request.

- **Electrical connection**

220 V can be used in the rooms and the bathrooms. Please insert your room card into the card slot next to the door to activate the power supply of the room. Free wall sockets are found in the room, and right next to the bed.

- **Emergency telephone number**

In the event of an emergency, dial the emergency number 112.

- **Event organization**

Our conference rooms can serve as venues for corporate and private events for up to 100 people. Contact our receptionists for more information.

- **Extra bed**

Please indicate your need for an extra bed at the reception. It is a service for a fee, please indicate your need at the reception.

- **Fire extinguishers, fire protection**

Fire extinguishers, hydrants and fire alarms have been installed in accordance with fire regulations. The escape routes on the walls of the rooms indicate the escape routes to be followed in the event of a fire alarm.

- **First-aid**

A thermometer, a blood pressure monitor, bandages and plasters are available at our reception.

- **Indoor playroom**

Our guests can use it free of charge on the first floor of our Hotel between 07:00 a.m. and 9:00 p.m., and open it with the room card.

- **In-room extras**

Our in-room extras (romantic, birthday, extras for kids, fruit plate) can be requested from our receptionist at an additional cost and by prior arrangement.

- **Internet**

— Free wireless WIFI is available in our public areas and in the rooms.

How to connect:

Username: PANGEA_GUEST

Password: Pangea38

— Free LAN internet connection via wired connection. Ask our receptionist for help.

- **Iron, ironing board**

Please ask for it at the reception (it is free of charge). We will place it in your room, on request.

- **Lift**

You will enjoy using our sightseeing lifts which do not work in case of power failure and fire.

- **Lobby**

In our hotel lobby, there is the 13-meter high Tree of Life which symbolizes the cycle of life and shows more than 500 living beings.

- **Lost and found**

Please contact our receptionist if you find any unattended objects.

- **Luggage delivery service**

Our colleagues will help you carry your luggage, free of charge. Please contact them.

- **Luggage room**

Our closed luggage room on the ground floor can be used at any time, free of charge, with the help of our receptionists. You will receive your luggage with your luggage ticket.

- **Magazine / newspaper**

You can borrow weekly and monthly magazines at the reception, free of charge.

- **Minibar**

There is a minibar with drinks and snacks in each room.

- **Mobile charger**

Our guests can request a compatible adapter for their electrical devices (mobile phone, laptop) at the reception, free of charge.

- **Nappy changing table**

There is a separate nappy changing table in the Hotel's communal toilet.

- **Opening hours**

- Breakfast: 7:00 a.m. – 10:00 a.m.
- Dinner: 6:00 p.m. – 9:00 p.m., during the winter: 6:00 p.m. - 8:30 p.m.
- T-Rex drink bar: 12:00 noon – 10:00 p.m.
- Restaurant: 12:00 noon-10:00 p.m.
- Room service: 06:00 a.m. – 10:00 p.m.
- Playroom: 7:00 a.m. – 9:00 p.m.

- **Parking**

Our parking lot can be used free of charge for your cars and minibuses, it is a fenced-in area monitored by a camera, but not guarded.

- **Payment methods**

In our Hotel, you can pay in cash (HUF, EUR), or we accept the following cards: Mastercard, Maestro, Visa, SZÉP (Széchenyi Holiday) cards (SZÉP cards issued by OTP Bank, K&H Bank and MBH Bank).

- **Pillow / Pillow selection**

All pillows in our rooms are anti-allergenic. Different types of pillows (with various stuffing) are available on request (air memory foam, foam pillow, half-down pillow, bamboo memory pillow).

- **Playground**

Our outdoor Dino playground in the Hotel's back garden can be used free of charge every day of the year.

- **Phone**

You can call internal extensions from the phone in your room (you will find the numbers on the handset). If you wish to make an external call, press 0, then dial the desired number.

Important country codes:

Romania 40 Slovakia 421 Czech Republic 420 Austria 43 Germany 49

- **Reception**

Our Hotel's reception is open 24/7, all year round. Our receptionists welcome our guests in Hungarian and in another foreign language.

- **Religion**

Nyíregyháza Roman Catholic Church - Patrona Hungariae Cathedral
Nyíregyháza Lutheran Great Church
Nyíregyháza-Sóstó Reformed Church

- **Restaurant**

Our restaurant is open every day of the week between 12:00 noon and 10:00 p.m. For table reservations please call our extension 403.

- **Room service**

Our guests have the option to have meals in the room during the day between 06:00 a.m. and 10:00 p.m.; they can choose from our room service menu and order on the phone extension 403.

- **Safe**

Each room has an in-room safe where you can store your valuables.

- **Security**

In our Hotel, a camera system at the reception and security guards monitor the entrances and the exits of the Hotel.

- **Services at the reception**

Please contact our receptionist with your requests: taxi ordering, information on local attractions, ticket booking, information brochures, maps.

- **Sewing kit**

Please ask for it at the reception (it is free of charge).

- **Slippers**

Please ask for slippers at the reception; they are free of charge.

- **Stationery, envelope, notebook**

You can find them in each room, in the room folder, in the drawer.

- **Smoking**

In accordance with the provisions of the Act XLII of 1999, smoking is prohibited in the entire area of the Hotel, including the balconies of the rooms. Smoking is only allowed in the designated areas, outside the building. If anyone smokes in the area of the Hotel, in the room or on the balcony, the Service Provider will charge an extra cleaning fee of HUF 50,000/day. The payment of the fee does not release the guest from the legal consequences of the violation of the provisions of Act XLII of 1999, as well as of the relevant and applicable laws and regulations.

- **Shoe cleaning**

The shoe shine machine in the hotel lobby can be used free of charge.

- **Shoe polish and shine kit, shoehorn**

They are found in the closet of the hotel room.

- **Table reservation**

Our receptionists will help you reserve a table in our restaurant or in the different restaurant units.

- **Taxi, shuttle service**

If you need a taxi or a shuttle, please contact the receptionist.

- **Towel change**

In our hotel we change the room towels every three days during your stay. On special request, we change the towels daily, please indicate it by throwing the towel on the floor.

- **TV / radio**

For information on the available channels, please read the room folder.

For more information on the masses and church services, please ask the receptionist.

- **Umbrella**

Our hotel provides umbrellas for our guests, in a limited number, free of charge. Please inform our receptionist if you need an umbrella.

- **Videogames, sports equipment etc.**

Available at the reception, free of charge: Xbox, badminton, table tennis, deck of cards, balls.

- **Wake-up call**

Please inform our receptionists what time you would like them to wake you up.

- **Washing, ironing, dry cleaning**

Services for a fee. Please give our colleagues your laundry by 10:00 a.m. every day, together with the laundry bag and the laundry list you can find in your room.

- **Website**

You can book a room our Hotel's own website directly (www.pangeahotel.hu); find more information about our Hotel and view our photo gallery there.

- **Zoo**

The guests of our Hotel can visit the Nyíregyháza Zoo free of charge during the opening hours. The free visit to the zoo is available from 2:00 p.m. on the day of the check-in until the end of the opening hours on the day of the check-out.

