Hydra
Spa

WELLNESS BOOKING SYSTEM

User Manual

A complete guide for reception and spa management: bookings, roster, services, availability, branding and settings.

Reception · Spa management · Administration

November 2026

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About this manual

This manual is for the staff of the hotel's spa and wellness department: the receptionists who handle bookings, and the managers who look after the services, opening hours, roster, and system settings.

- The **operating rules** in detail (how the system calculates available times, when emails are sent, etc.): Functional specification.
- Installation, operation, and development: Technical guide.
- Handling of personal data: Data protection overview.

> **About the screenshots.** The screenshots were made with fictitious sample data and the branding of an example hotel, “Hotel Hydra”. The logo, colors, treatments, and settings of your own interface may differ; the names of the buttons and menu items are the same. On the settings pages (for example the booking rules), the screenshots show sample values, not the system's defaults; the defaults are given in the text. The screenshots show the Hungarian interface. The admin interface is available only in Hungarian, so this manual quotes on-screen labels in Hungarian, exactly as they appear, followed by an English translation in parentheses — for example, **Foglalások** (Bookings). The guest pages are also available in English and German.

Notation. Chapters marked “(Admin)” are available only to users with the **Admin** role; the **Megtekintő** (Viewer) role can look at them but not change them (see 3.2).

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CHAPTER 1

Quick overview

TASK	WHERE	DETAILS
Reviewing today's and upcoming bookings	**Foglalások** (Bookings) → Lista, Naptár, or Hét (List, Calendar, or Week)	4.
Finding a guest's booking (name, email, booking number)	**Foglalások** → the search box	4.5
Taking a booking requested by phone or in person	**Foglalások** → **Hét** → click a free hour	5.1
Moving an appointment, changing the treatment or the therapist	**Szerkesztés** (Edit) on the booking	5.2
Cancelling	**Lemondás** (Cancel) on the booking	5.4
After the treatment: completed / did not show up	**Megtörtént** (Completed) / **Nem jelent meg** (No-show) in the day's list	5.5
Blocking out a period (break, maintenance)	**+ Új zárolás** (+ New block; it takes the selected therapists' time, so selecting everyone closes the spa)	5.7
A break that repeats every week (e.g., lunch)	**Elérhetőség** (Availability) → **Ismétlődő szünetek** (Recurring breaks)	9.5
Who works when	**Beosztás** (Roster)	6.
Opening hours, closure days, booking rules	**Elérhetőség** (Availability)	9.
Prices, treatments	**Szolgáltatások** (Services)	7.
A new colleague joins	login: **Felhasználók** (Users) (Admin); if they give treatments: **Beosztás** (Roster) → **Munkatársak** (Therapists)	15., 6.1
Changing your own password	**Fiókom** (My account)	2.3

The end-of-day routine at reception: go through the day's list and mark every past appointment as **Megtörtént** or **Nem jelent meg** — the system does not do this on its own, and revenue is counted only from completed treatments.

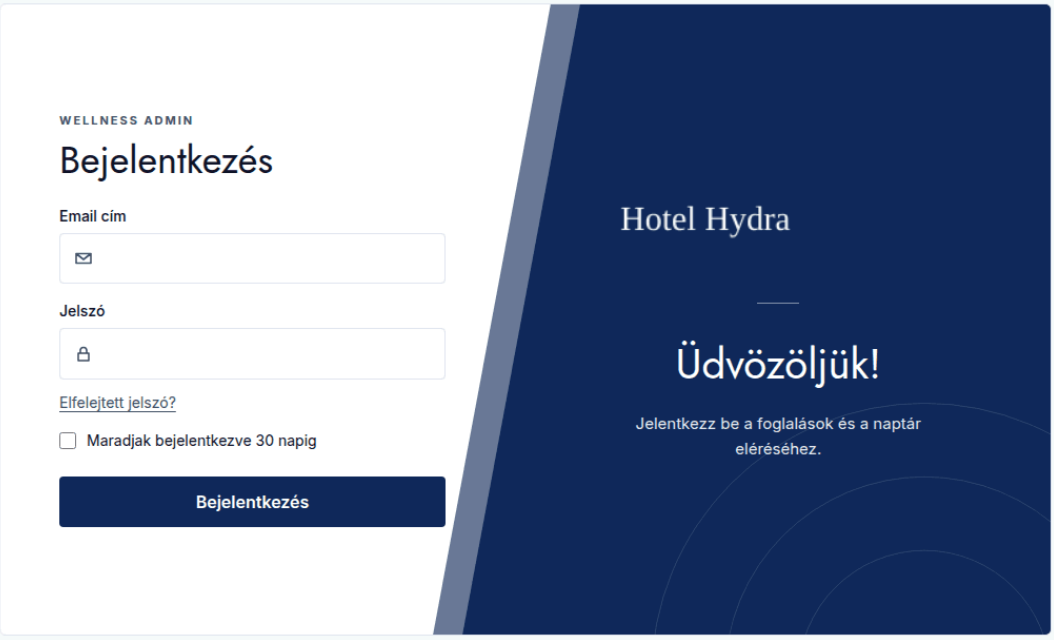
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CHAPTER 2

Signing in and out, password

2.1 Signing in

You reach the admin interface by adding `/admin` to the end of the booking page's address (e.g., `https://foglalas.szalloda.hu/admin`).



Signing in

The form is on the left of the page; on the right (above it on a phone) are the hotel's logo and the „Üdvözöljük!" ("Welcome!") text.

1. Enter your **Email cím** (Email address) and **Jelszó** (Password).
2. Decide whether to check the **Maradjak bejelentkezve 30 napig** (Keep me signed in for 30 days) box:
3. **checked:** you stay signed in on this computer for 30 days, even after closing the browser — use this only on your own personal device;
4. **unchecked (default):** you are signed out when you close the browser, or at the latest **12 hours after signing in.** If the browser restores your previous session when it is reopened, closing it does not sign you out — only the 12-hour limit does. Use it this way on a shared computer, for example at reception, and click **Kijelentkezés** (Sign out) when you finish.
5. **Bejelentkezés** (Sign in).

After a successful sign-in, the panel on the right briefly shows a check mark and „Sikeres bejelentkezés" ("Signed in successfully"), and then the **Foglalások** (Bookings) page opens. If two-factor authentication is switched on for your account (2.4), a **Biztonsági kód** (Security code) step follows the password: enter the

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6-digit code from your authenticator app (or a recovery code), then **Belépés** (Sign in); **Vissza** (Back) returns to the password. A wrong code gives „Hibás kód. Próbáld újra." ("Wrong code. Try again."); if the sign-in attempt timed out in the meantime („A belépési kísérlet lejárt. Kezdd elölről a jelszóval." ["The sign-in attempt has expired. Start again with your password."]), start again with the password.

Both time limits run from the moment you sign in; activity while you work does not extend them. Once a session has expired, the system takes you to the sign-in page the next time you load a page or save (without any message); any unsaved changes are lost.

Error messages:

- **„Hibás email cím vagy jelszó."** ("Incorrect email or password.") — wrong email address or password, or the account is inactive.
- **„Túl sok sikertelen próbálkozás. Próbáld újra 15 perc múlva."** ("Too many failed attempts. Try again in 15 minutes.") — if there are 10 failed attempts with a given email address (or 50 from the same network) within 15 minutes, the system does not accept even the correct password until 15 minutes have passed since the first failed attempt.

2.2 Signing out

Click **Kijelentkezés** (Sign out) at the bottom of the sidebar (on a phone, at the bottom of the **Több** [More] sheet; it is also on the **Fiókom** page). This signs you out only in that browser. If you are still signed in on another device as well and want to sign out there too, change your password: this signs you out on every other device.

2.3 Changing your password (Fiókom)

At the bottom of the sidebar, **Fiókom** (My account; on a phone, the person icon at the right end of the top bar, or the **Fiókom** button of the **Több** sheet) → enter your **Jelenlegi jelszó** (Current password) and your **Új jelszó** (New password; at least 8 characters) → **Jelszó megváltoztatása** (Change password). After a successful change („Jelszó megváltoztatva." ["Password changed."]), your account is signed out on every other device. You cannot change your email address here. The card on the left of the **Fiókom** page shows your email address, your role and a short description of it, and a **Kijelentkezés** button; the eye icon in the password fields shows or hides what you type.

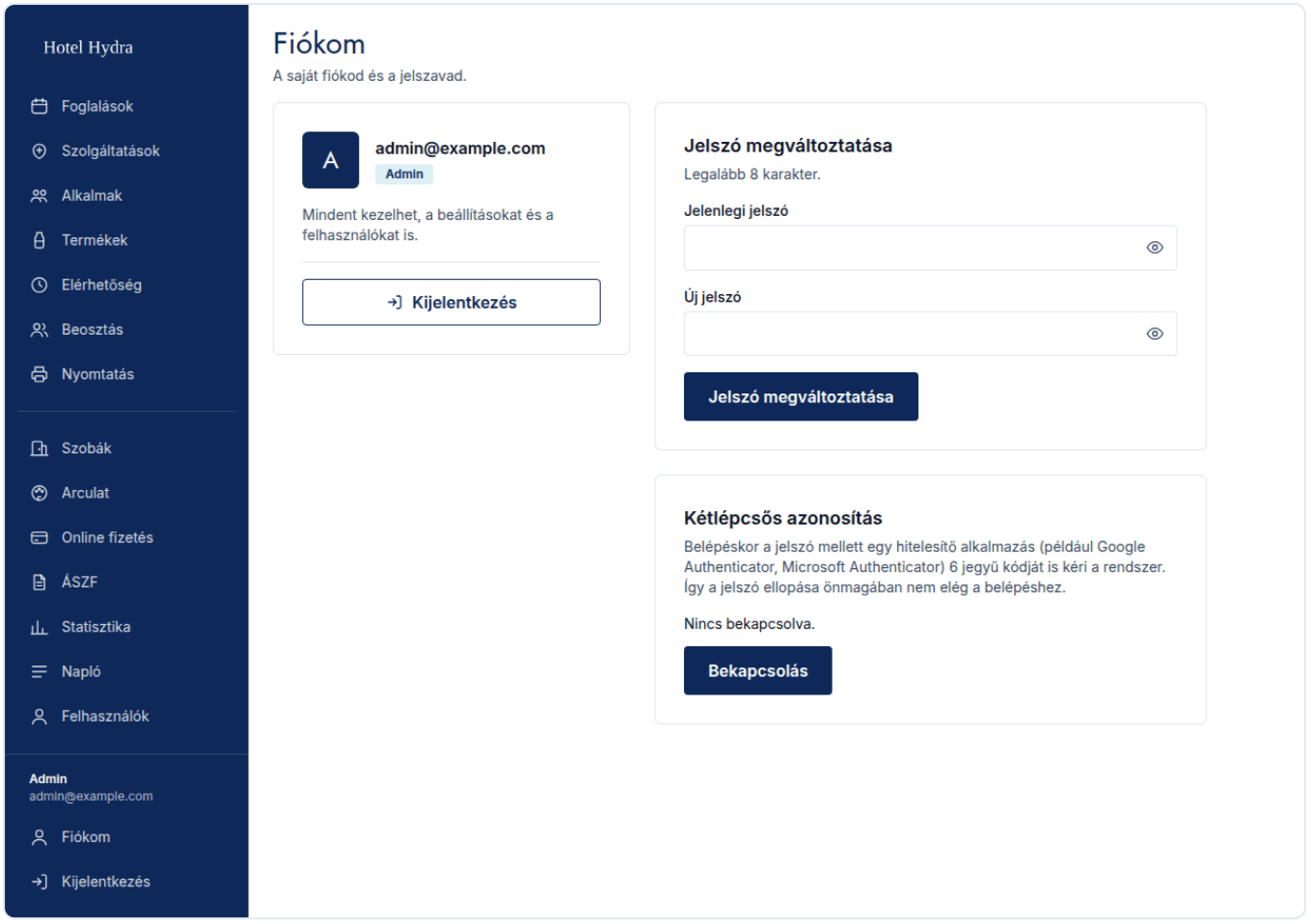
Forgotten password: on the sign-in page choose **Elfelejtett jelszó?** (Forgotten password?), enter your email address, and open the link in the email you receive (it arrives within a minute; check the spam folder too). The link works **once and for one hour**; it opens a page where you choose a new password. Asking again makes the earlier link stop working. The page answers the same whether or not the address belongs to an account, so nobody can use it to find out who has one. Setting a new password signs out every other session of the account. A **Megtekintő** (Viewer) account cannot reset its password, and neither can a deactivated one; no manager can change another user's password.

2.4 Two-factor authentication (recommended)

With two-factor authentication, signing in needs not only the password but also a 6-digit code from an authenticator app (Google Authenticator, Microsoft Authenticator, Authy, 1Password, etc.), so a stolen password alone is not enough to sign in. It can be switched on for every account that may change things (**Admin**, **Munkatárs** [Staff member]); not for a **Megtekintő** (Viewer) account — there the **Fiókom** page only

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says „Megtekintő fiókon a kétlépcsős azonosítás nem kapcsolható be.” (“Two-factor authentication cannot be switched on for a Viewer account.”)



The Fiókom page: changing the password and two-factor authentication

On the **Fiókom** (My account) page, below **Jelszó megváltoztatása** (Change password), the **Kétlépcsős azonosítás** (Two-factor authentication) card shows the state: „Nincs bekapcsolva.” (“Not switched on.”) or „Be van kapcsolva (… óta).” (“Switched on (since …).”)

Switching on:

1. **Bekapcsolás** (Switch on) — the system shows a QR code and the key that goes with it (in groups of four). Scan the QR code with the app, or type the key in by hand.
2. Enter the 6-digit code the app shows, then **Megerősítés és bekapcsolás** (Confirm and switch on). Nothing is switched on until you confirm (**Mégsem** [Cancel] stops the setup).
3. The **Helyreállító kódok** (Recovery codes) list appears: 10 single-use codes. Save them somewhere safe (a password manager, or printed), because they are not shown again: after the **Elmentettem őket** (I have saved them) button, the list disappears.

Signing in afterwards: the password, then the **Biztonsági kód** step (2.1): the app's code (it changes every 30 seconds and can be used once) or a recovery code. If you lose your phone, you can sign in with a recovery code; that code is then used up. The card shows how many recovery codes are left („N helyreállító kód maradt.” [“N recovery codes left.”]).

New recovery codes: on the card, under **Új helyreállító kódok** (New recovery codes), enter the app's current code, then **Új kódok kérése** (Request new codes); the old codes stop working. This needs the

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app's code; a recovery code is not enough.

Switching off: under **Kikapcsolás** (Switch off), enter your password and a code (the app's or a recovery code), then **Kikapcsolás**.

The card's error messages are „Hibás kód.” (“Wrong code.”), „Hibás jelszó.” (“Wrong password.”), and, after 10 attempts, „Túl sok próbálkozás. Várj 15 percet.” (“Too many attempts. Wait 15 minutes.”)

If the phone and the recovery codes are both lost: an **Admin** can remove the two-factor authentication on the **Felhasználók** (Users) page, with the **2FA visszaállítása** (Reset 2FA) button in the account's row (after confirmation; all the account's sessions end, and the account signs in with the password alone until it switches two-factor on again). The same applies if the sign-in shows „Ennek a fióknak a kétlépcsős azonosítása nem használható. Kérd a vezetőt, hogy állítsa vissza.” (“Two-factor authentication cannot be used for this account. Ask your manager to reset it.”)

Switching on and off, requesting new codes, signing in with a recovery code, and an Admin's reset are all entered in the Napló (14.).

The operator has to set the `SETTINGS_ENCRYPTION_KEY` environment variable for this feature (the same one that encrypts the online payment keys); until it is set, the card says so, and the **Bekapcsolás** button is not shown.

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CHAPTER 3

The interface and roles

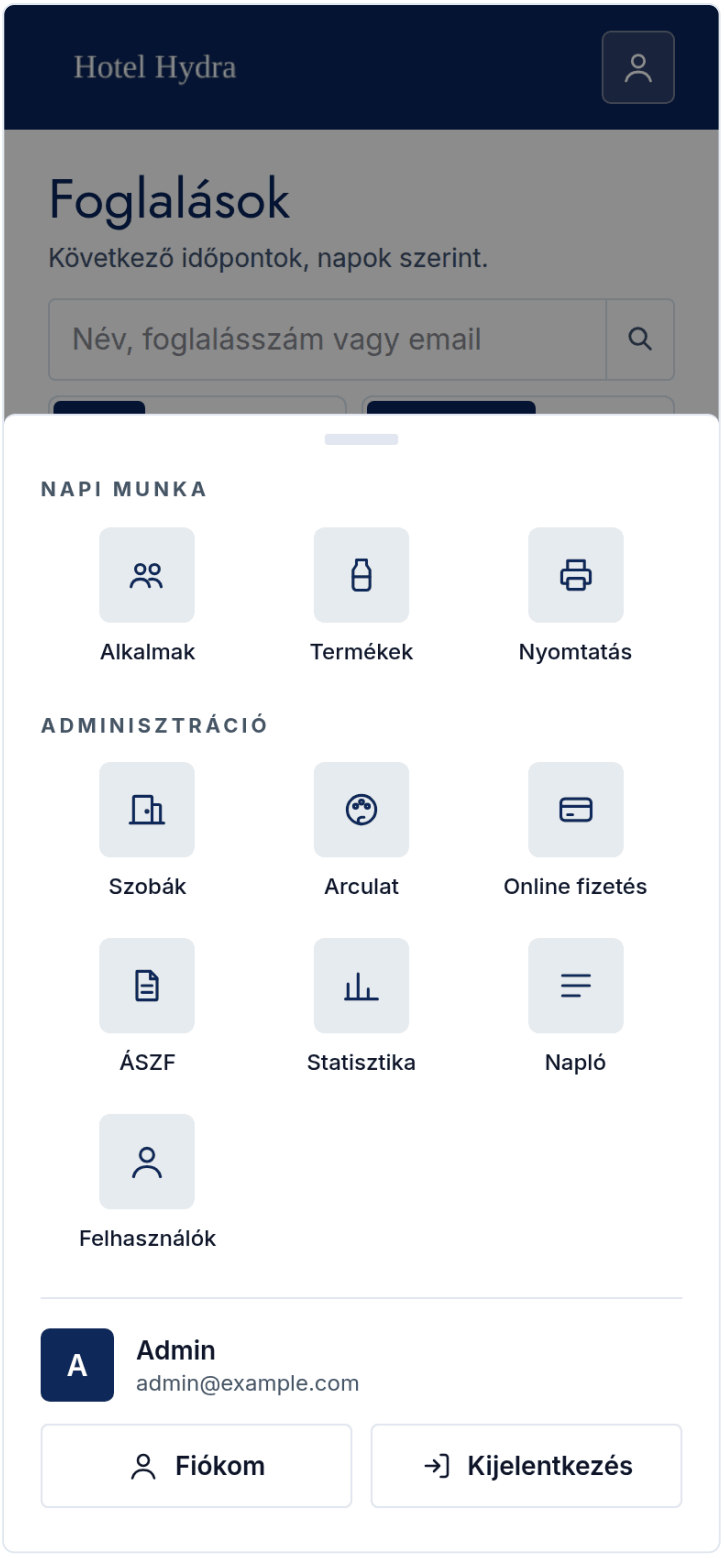
3.1 Parts of the interface

A dark **sidebar** in the hotel's main color runs down the left edge of the screen. At the top is the hotel's logo, and below it the menu: first the day-to-day pages (**Foglalások** [Bookings], **Szolgáltatások** [Services], **Alkalmak** [Sessions], **Termékek** [Products], **Elérhetőség** [Availability], **Beosztás** [Roster], **Nyomtatás** [Print]), then, after a dividing line — for the Admin and the Viewer — the manager pages (**Szobák** [Rooms], **Arculat** [Branding], **Online fizetés** [Online payment], **ÁSZF** [Terms and Conditions], **Statisztika** [Statistics], **Napló** [Audit log], **Felhasználók** [Users]). The page that is open is highlighted with a white background. At the bottom of the sidebar you see your role (**Admin**, **Munkatárs** [Staff member], or **Megtekintő** [Viewer]) and your email address, and below them **Fiókom** (My account) and **Kijelentkezés** (Sign out). With a Viewer account, a blue bar at the top of the content says that you cannot change anything. After you sign in, the **Foglalások** page always opens.

Narrower windows and phones. The sidebar follows the width of the browser window:

- In a window narrower than about 1280 pixels but at least about 1024 pixels wide, it becomes an **icon rail**: only the icons are shown (hover to see the page name in a tooltip), without the role and email address; **Fiókom** and **Kijelentkezés** stay at the bottom of the rail as icons.
- Below about 1024 pixels (a phone or a small tablet) there is no sidebar. At the top is a slim header with the logo and a person icon (it leads to the **Fiókom** page; on the narrowest, phone-sized screens the role and the email address are not shown here). At the bottom is a tab bar with the four most-used pages (**Foglalások**, **Szolgáltatások**, **Elérhetőség**, **Beosztás**) and a **Több** (More) button. **Több** opens a sheet that slides up from the bottom, with the other pages in the groups **Napi munka** (Day-to-day: Alkalmak, Termékek, Nyomtatás) and **Adminisztráció** (Administration: the manager pages, for the Admin and the Viewer only), and at the bottom your email address, your role, **Fiókom**, and **Kijelentkezés**. So there is no need to scroll the menu sideways.

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The Több sheet on a phone: the other pages, Fiókom, and Kijelentkezés

Time fields. Times are always entered in 24-hour format (e.g., 13:30), whatever your browser's language. You pick the hour and the minute separately: click the hour to open the list of hours, or the minute to open the list of minutes. Minutes go in 5-minute steps, or 15-minute steps for shifts.

3.2 Roles and permissions

There are three roles. **Munkatárs** (Staff member) is the standard role for reception; **Admin** is the managers' role (full permissions); **Megtekintő** (Viewer) is read-only: it can look at every page but cannot

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change anything.

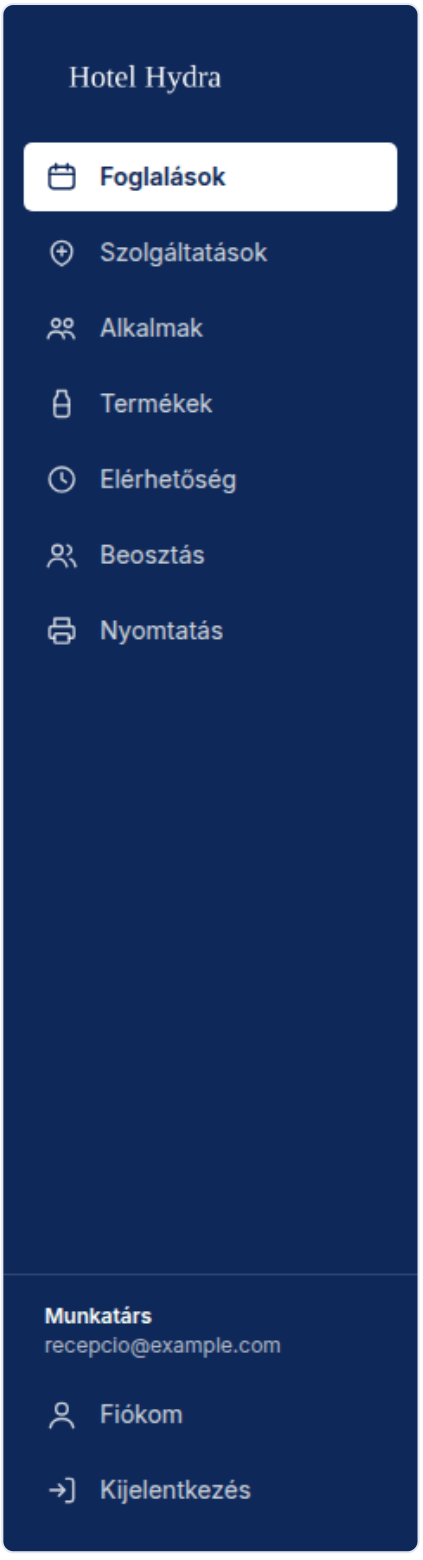
MENU ITEM	MUNKATÁRS (STAFF MEMBER)	ADMIN	MEGTEKINTŐ (VIEWER)
Foglalások (Bookings)	✓	✓	✓
Szolgáltatások (Services)	✓	✓	✓
Alkalmak (Sessions)	✓	✓	✓
Termékek (Products)	✓	✓	✓
Elérhetőség (Availability)	✓	✓	✓
Beosztás (Roster)	✓	✓	✓
Nyomtatás (Print)	✓	✓	✓
Fiókom (My account)	✓	✓	✓
Szobák (Rooms)	—	✓	✓
Arculat (Branding)	—	✓	✓
Online fizetés (Online payment)	—	✓	✓
ÁSZF (Terms and Conditions)	—	✓	✓
Statisztika (Statistics)	—	✓	✓
Napló (Audit log)	—	✓	✓
Felhasználók (Users)	—	✓	✓

In the Viewer column, ✓ means: the page opens, but it can only be looked at.

So the Munkatárs role can also change prices, treatments, opening hours, booking rules, and the roster, and can permanently delete closed bookings. If a Munkatárs user opens the address of a page meant only for managers, the system redirects them to the Foglalások page.

The Viewer role sees the same pages as the Admin but cannot change anything: buttons, fields, and switches are greyed out, clicking a booking in the week grid does not open an editor, and even the password cannot be changed on the **Fiókom** page. This is not only on the screen: the system refuses every change for this account, even if someone tries to send one by hand. Whatever changes nothing does work: the search (4.5), the **Nyomtatás** (Print) menu (preview, printing, Excel download), the **Megtörténtek mutatása / elrejtése** (Show / hide completed) button of the day list in the Naptár and Hét views (it only sets this browser's view), and, on the **Arculat** page, the language switch and the copy button of the embed code. A Viewer account is for someone who needs to see the system (training, bookkeeping), or for the shared login of a demo system. **It sees almost everything the Admin sees:** the guests' names and contact details, the users' email addresses, and the Napló too — so in a hotel with real guests' data, do not use it as a publicly shared login. The guests' **notes** (which can be health information) are the exception: a Viewer does not get them — in a booking's row, only the fact that there is a note is shown.

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The menu (sidebar) for the Munkatárs role

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CHAPTER 4

Bookings — the views

The **Foglalások** (Bookings) page is reception's main workspace; it opens after you sign in. At the top right, next to the search box (below it on a phone), you can choose between three views: **Lista** (List), **Naptár** (Calendar), and **Hét** (Week). (The system does not remember your choice: the page always opens in the Lista view.) For the search box, see 4.5.

If there are opening hours within the booking window when nobody is scheduled, a yellow warning appears at the top of all three views (with a **Beosztás megnyitása** [Open roster] button) — see 6.4.

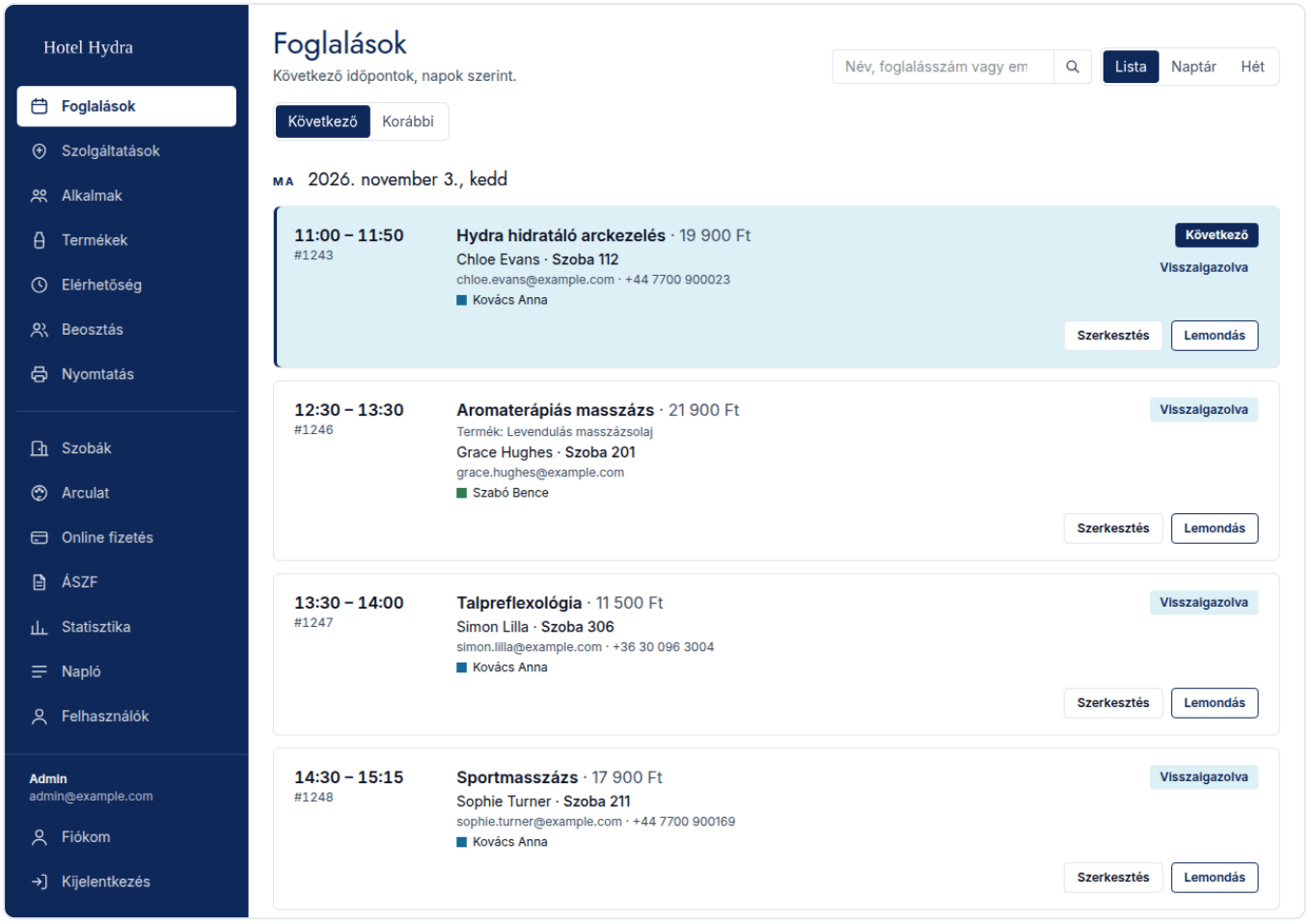
4.1 List

The **Lista** (List) view shows bookings grouped by day, with „Ma” (“Today”) or „Holnap” (“Tomorrow”) in front of the day.

- **Következő** (Upcoming) — appointments starting from now on, in chronological order. (A treatment that has started no longer appears here but on the **Korábbi** (Past) tab.)
- **Korábbi** (Past) — appointments that have already started, whatever their status, most recent first.

Each page shows 25 bookings; you can page through them at the bottom. If a day is split across two pages, the list indicates this („folytatás az előző oldalról” [“continued from the previous page”]). The Lista view shows every booking, including cancelled ones (struck through). New bookings can only be created in the Hét (Week) view (see 5.1). The roster warning on a booking's row (⚠ with the reason) is not shown in the Lista view, only in the day's list in the Naptár (Calendar) and Hét views; the yellow warning at the top of the page does appear here too. At the bottom of the list, below the page links, is the **Összes foglalás letöltése (CSV)** (Download all bookings, CSV) link (Admin and Munkatárs; see 5.9).

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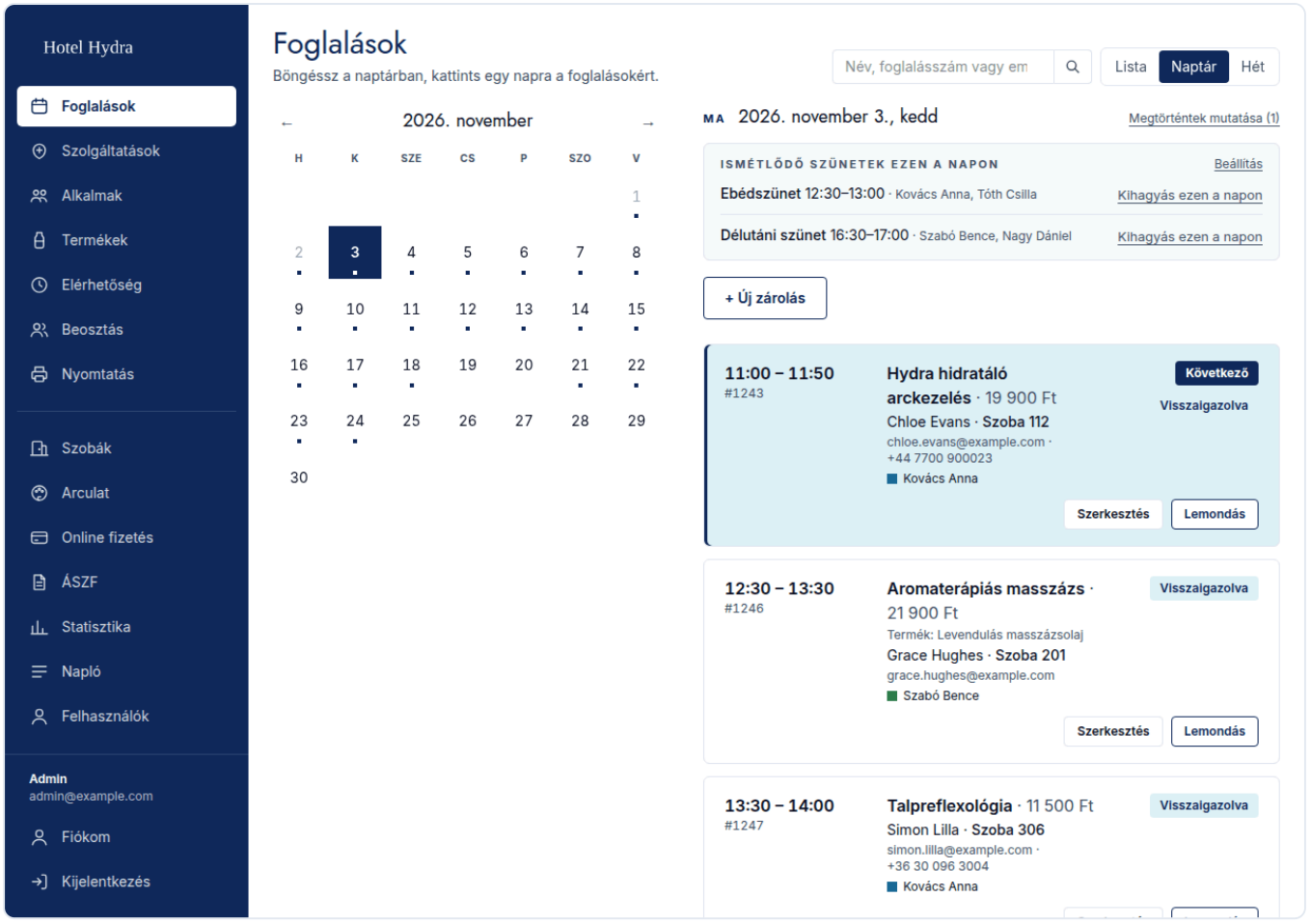


List view

4.2 Calendar

The **Naptár** (Calendar) view shows a monthly calendar; a dot means that there is a (non-cancelled) booking or block on that day. When you click a day, that day's list appears on the right (below the calendar on a phone). For the day's list, see 4.4.

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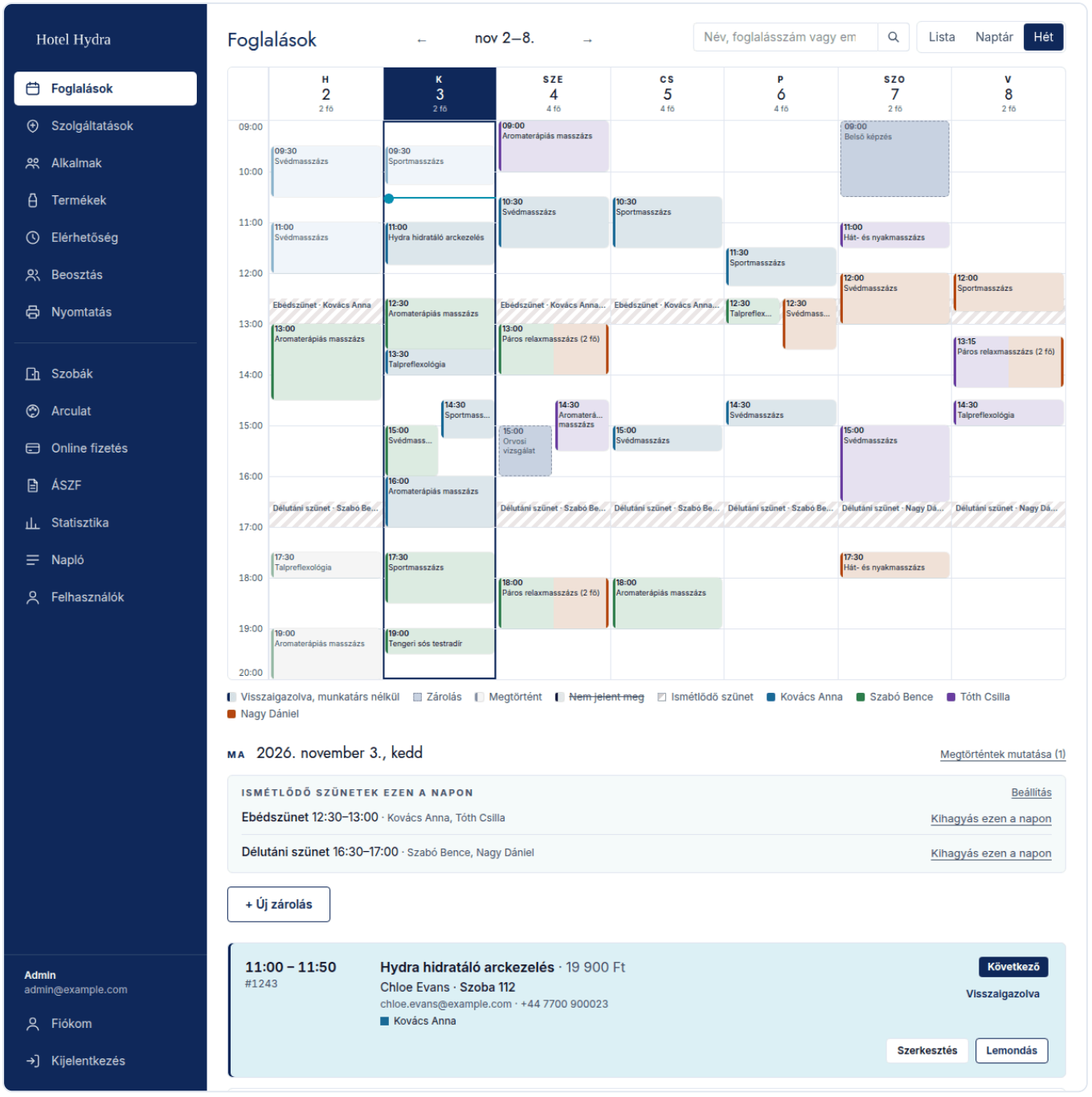


Calendar view with the bookings of the selected day

4.3 Week

The **Hét** (Week) view is a weekly calendar broken down by the hour; use the arrows to move between weeks. It gives the best overview of who is working when and where there are free slots.

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Week view

The day header. Below the name and date of the day:

- **N fő** (N people) — in a rostered week: how many therapists work that day. In a week without a roster, it appears only if that day's headcount differs from the default.
- ⚠ **N fő**, in yellow — on that day there are opening hours when nobody is scheduled; hover over the sign to see when.
- **Szünnap** (Closure day) — a closure day has been set for this day.

Booking colors.

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APPEARANCE	MEANING
A pale tint of the therapist's color, with a strong stripe of that color along the left edge	confirmed booking with a therapist assigned
The first therapist's color along the left edge, the second's along the right edge, the right half of the card in the second therapist's tint	couples treatment with two therapists (with more than two therapists, the left edge is split into several segments)
A pale tint of the hotel's main color	confirmed booking without a therapist
An even paler card, with a weaker stripe and grayish text	completed treatment
Struck-through dark text on a pale card	the guest did not show up
The hotel's “sand” color (gray in the example), with a dashed border	block
Yellow border	the booking's therapist does not match the roster (see 6.4)
Yellow stripes labeled „nincs beosztva” (“not scheduled”)	opening hours when nobody is scheduled
Gray stripes with the break's name	a recurring break (9.5); darker when it holds everyone working then, lighter and marked „(1/2)” when it holds only some of them

Every booking is the same lightly tinted card with its therapist's colored stripe; closed bookings (completed, „Nem jelent meg”) are just paler. A block does not take a therapist's color. A legend at the bottom of the view shows the colors („Visszaigazolva, munkatárs nélkül” [“Confirmed, without a therapist”], „Zárolás” [“Block”], „Megtörtént”, „Nem jelent meg”, and, if the week has any: „Munkatársa nem illik a beosztáshoz” [“Therapist does not match the roster”], „Nincs beosztott munkatárs” [“Nobody scheduled”], „Ismétlődő szünet” [“Recurring break”]), followed by the colors of the therapists who appear in that week. In today's column, a thin line with a dot marks the current time. Cancelled bookings are not shown in the Hét view.

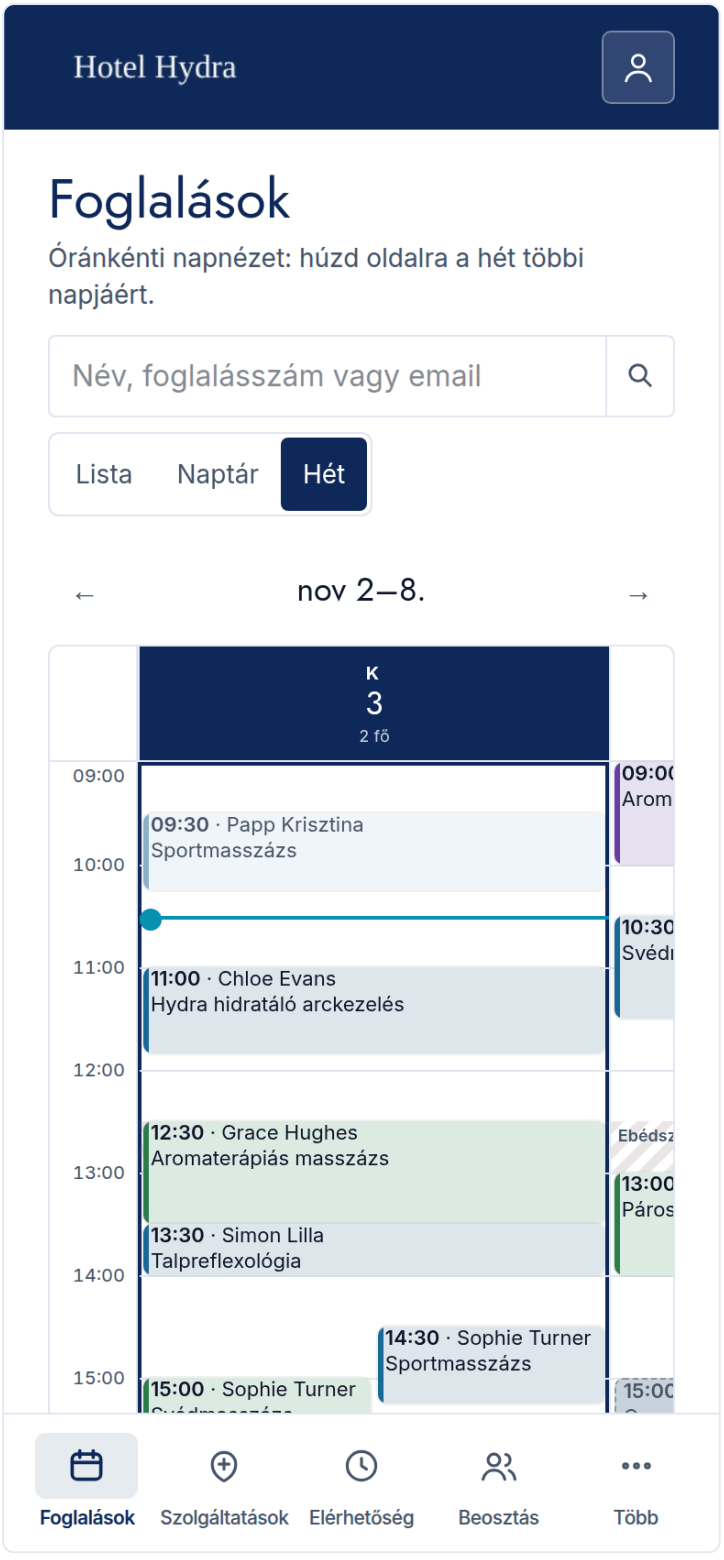
What does clicking do?

WHERE YOU CLICK	WHAT HAPPENS
The day header or an empty area	you select the day; the day's list appears below
A free hour (a “+” appears under the mouse pointer)	the **Új bejegyzés** (New entry) dialog opens: add a booking or a block for that day and hour (see 5.1)
A confirmed booking	the **Foglalás szerkesztése** (Edit booking) dialog opens
A block, a completed item, or an item with „Nem jelent meg” status	selects the day

Hovering over an item (on a computer) shows a tooltip with the booking number, time, treatment, guest, and therapist.

On a phone, the Hét view shows one day at a time; swipe sideways to move between the days of the week, and the day on screen is selected automatically.

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Week view on a phone

4.4 The daily list and a booking row

In the Naptár (Calendar) and Hét (Week) views, you see the day's bookings below the selected day; the Lista (List) view shows the same kind of rows. A row contains:

- on the left, the time span (e.g., 10:00 – 10:50) and the **booking number** (e.g., #1409);
- in the middle, the treatment and its price, the chosen product, the guest's name and room number, email address, and phone number, and the colored marker of the therapist(s) — with a "⚠" sign and the

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reason if there is a problem according to the roster;

- on the right, the status: **Visszaigazolva** (Confirmed), **Megtörtént** (Completed), **Nem jelent meg** (No-show), or **Lemondva** (Cancelled); the nearest confirmed booking also carries a **Következő** (Next) label;
- at the bottom, the action buttons and the guest's **Megjegyzés** (Note), if they wrote one; under the note is the **Megjegyzés törlése** (Delete note) link (5.9). With a Viewer account, the note text is replaced by „A megjegyzés ennél a szerepkörnél nem látható.” (“The note is not visible for this role.”)

Blocks appear as sand-colored rows labeled „Lefoglalt / nem elérhető” (“Reserved / unavailable”).

Showing / hiding completed treatments. In the day's list, completed treatments are hidden by default; you can show them with the **Megtörténtek mutatása (N)** (Show completed (N)) button next to the day's title. The browser remembers this setting. (The Lista view, the monthly dots, and the Hét view always include completed treatments; this button only affects the day's list.)

Which buttons appear?

STATUS OF THE ITEM	BUTTONS
Confirmed booking that has not started yet	**Szerkesztés** (Edit), **Lemondás** (Cancel)
Confirmed booking whose start time has passed	**Megtörtént** (Completed), **Szerkesztés**, **Nem jelent meg** (No-show), **Lemondás**
Active block	**Zárolás feloldása** (Release block)
Cancelled or completed item, or an item with „Nem jelent meg” status	**Törlés** (Delete)



A booking row with its buttons

4.5 Searching for a booking

The search box in the header of the **Foglalások** (Bookings) page („Név, foglalásszám vagy email” [“Name, booking number or email”]) helps you find a guest's booking from any view. You do not need to press Enter: the results update by themselves a moment after you type (Enter and the magnifier button work too).

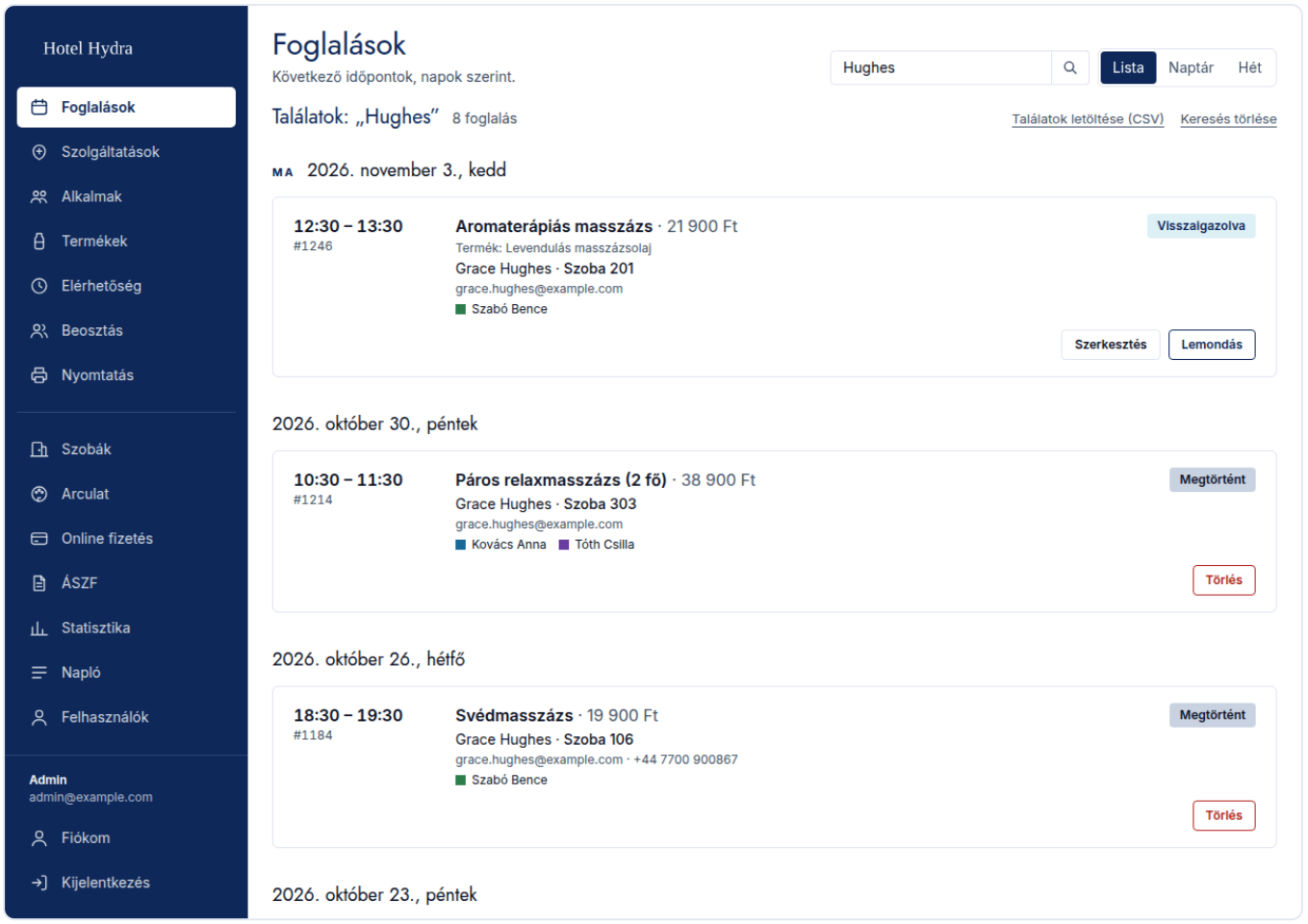
- **What it searches:** any part of the guest's name or email address (case does not matter), or the booking number (the “#” may be left out: “1246” or “#1246”). The search box does not search phone numbers.
- **What it shows:** bookings of every status, past and future, cancelled ones too. The results are grouped by day, in the same rows and with the same buttons as the Lista view (4.4): upcoming ones first

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(earliest first), then earlier ones (most recent first). Next to the „Találatok: „…”” (“Results: “…””) heading you see the number of results. At most 50 bookings are shown; if there are more, you read: „Az első 50 látszik, pontosíts a keresésen.” (“The first 50 are shown; narrow the search.”)

- **Keresés törlése** (Clear search): the link takes you back to the view you were in before the search.
- **Találatok letöltése (CSV)** (Download results, CSV): the link above the results downloads the search results as a table — all the results, not only the 50 shown on screen. It is available only with an Admin or Munkatárs account; details: 5.9.

A Viewer account can search too, but has no download link and does not see the notes' text.



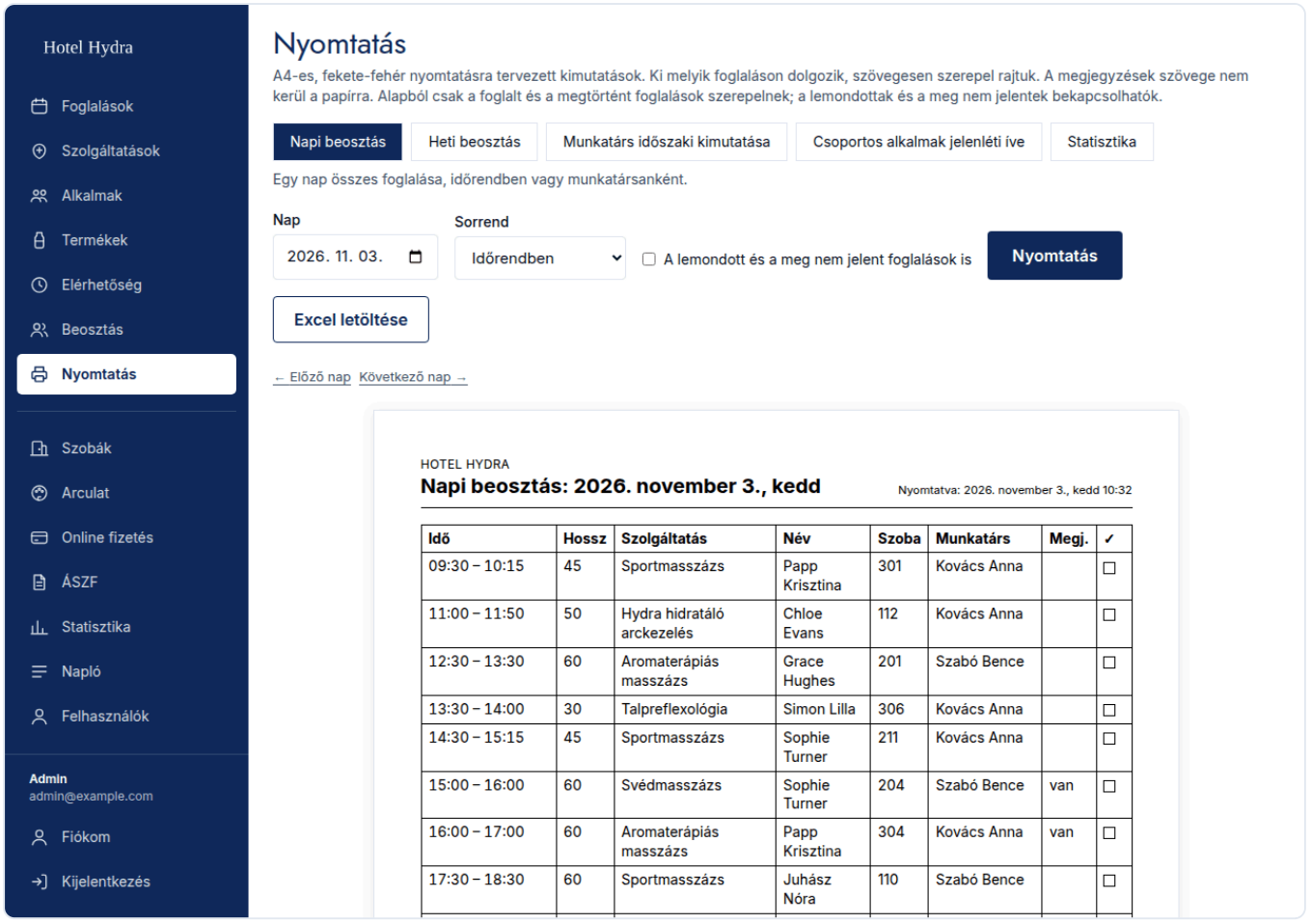
Search: the results for “Hughes”, with the CSV download and clear search links

4.6 Printing

The **Nyomtatás** (Print) menu produces reports designed for A4 paper in **black and white** (by default only **booked** and **completed** bookings are listed; **cancelled** bookings and **no-shows** appear only if you tick *A lemondott és a meg nem jelent foglalások is* (also the cancelled and no-show bookings); they are then marked with their status, cancelled ones are struck through, and they count neither towards a person's hours nor towards a session's taken seats; this does not apply to the Statisztika report, which counts cancellations on purpose): no colour, the staff member's name is written out in each row, and sections are separated by rules. Pick the report and set the day or period: **the preview updates by itself**, there is no button to press (the settings go into the browser address, so a report can be bookmarked). Then print with **Nyomtatás** (or the browser's print command); the menu, buttons and settings are not printed. **Excel**

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letöltése (Download Excel) gives the same report as a table (.xlsx) you can sort and filter; the file follows the settings shown, and every download is written to the log.



The Nyomtatás page: choosing the report, the settings, and the preview

- **Napi beosztás** (Daily schedule) — all bookings of one day, **by time** or **by staff member** (the latter also gives separate sections to bookings with no staff and to bookings not yet assigned).
- **Heti beosztás** (Weekly schedule) — one week day by day, each day in its own section.
- **Munkatárs időszaki kimutatása** (Staff member's period report) — one person's bookings over a period, split by day, with their shift and daily and total counts and durations. The default is the **month** (step with **Előző hónap / Ez a hónap / Következő hónap**); use **Mettől – Meddig** (From – To) for any period up to 400 days, e.g. 15 October to 8 December. **Mindenki (külön oldalon)** (Everyone, separate pages) prints a separate page set per staff member.
- **Statisztika** (Statistics) *(only for accounts that can also see the Statistics page: Admin and Viewer)* — a period summary: bookings, done and still to come, no-shows, cancellations (with rates), revenue and expected revenue, by service, **by staff member** (booked time, shift and utilisation), by weekday and month, and how full the group sessions were. The default is the month, but any period up to 400 days can be set. It counts as the Statistics page does: mistaken, test and duplicate bookings are left out, and revenue is only from completed bookings. The **Nyomtatás és Excel** (Print and Excel) button on the Statistics page leads here with the period selected there.
- **Csoportos alkalmak jelenléti íve** (Group session attendance sheet) — each session's participants with number, name, room and a signature column, with blank rows for the free seats (for hand-added participants).

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The text of a guest's **note is never printed**: paper is not access controlled and a note can hold special-category data (for example health information). Only a "van" (present) marker shows; read the text in the admin.

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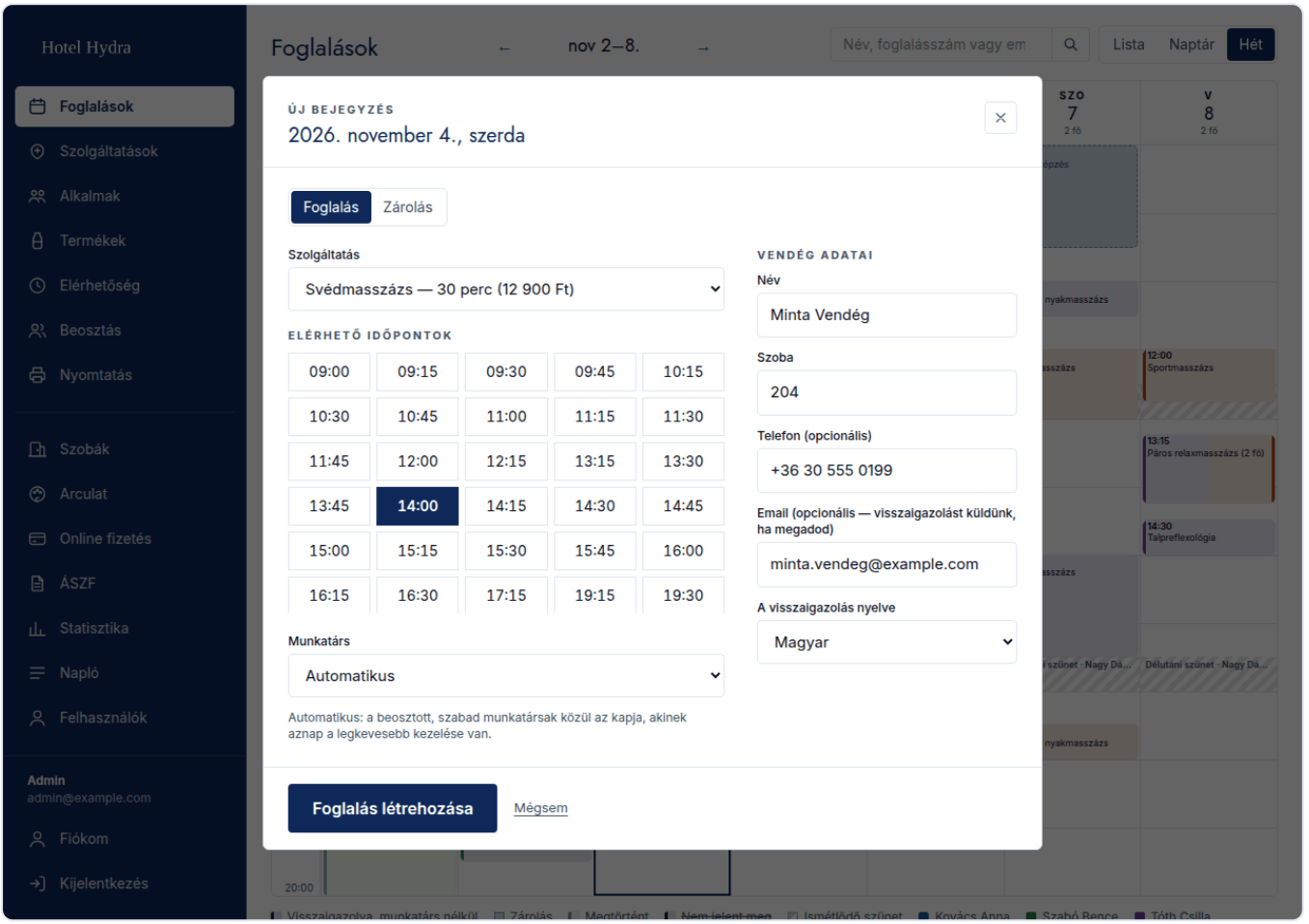
CHAPTER 5

Managing bookings

5.1 Creating a booking

Reception bookings are created in the **Hét** (Week) view:

1. Click a free area in the desired hour of the desired day (the "+" sign).
2. In the **Új bejegyzés** (New entry) dialog, the **Foglalás** (Booking) tab is selected. Choose the **Szolgáltatás** (Service), that is, the treatment and its length.
3. Under **Elérhető időpontok** (Available times), choose the start time (the available time closest to the hour you clicked is preselected).
4. Leave the **Munkatárs** (Therapist) field set to **Automatikus** (Automatic), or choose a specific therapist (the field appears only if therapists have been added).
5. Fill in the **Vendég adatai** (Guest details) section: **Név** (Name) is required, and so is **Szoba** (Room) if the room-number request on the **Szobák** (Rooms) page is set to „Kötelező" ("Required"; 10. — with „Ki" ["Off"] the field is not even shown); **Telefon** (Phone) and **Email** are optional. With the **A visszaigazolás nyelve** (Language of the confirmation) selector (**Magyar**, **English**, **Deutsch**; the default is Magyar), you choose the language in which the guest receives the confirmation and the cancellation page.
6. **Foglalás létrehozása** (Create booking).



Creating a new booking

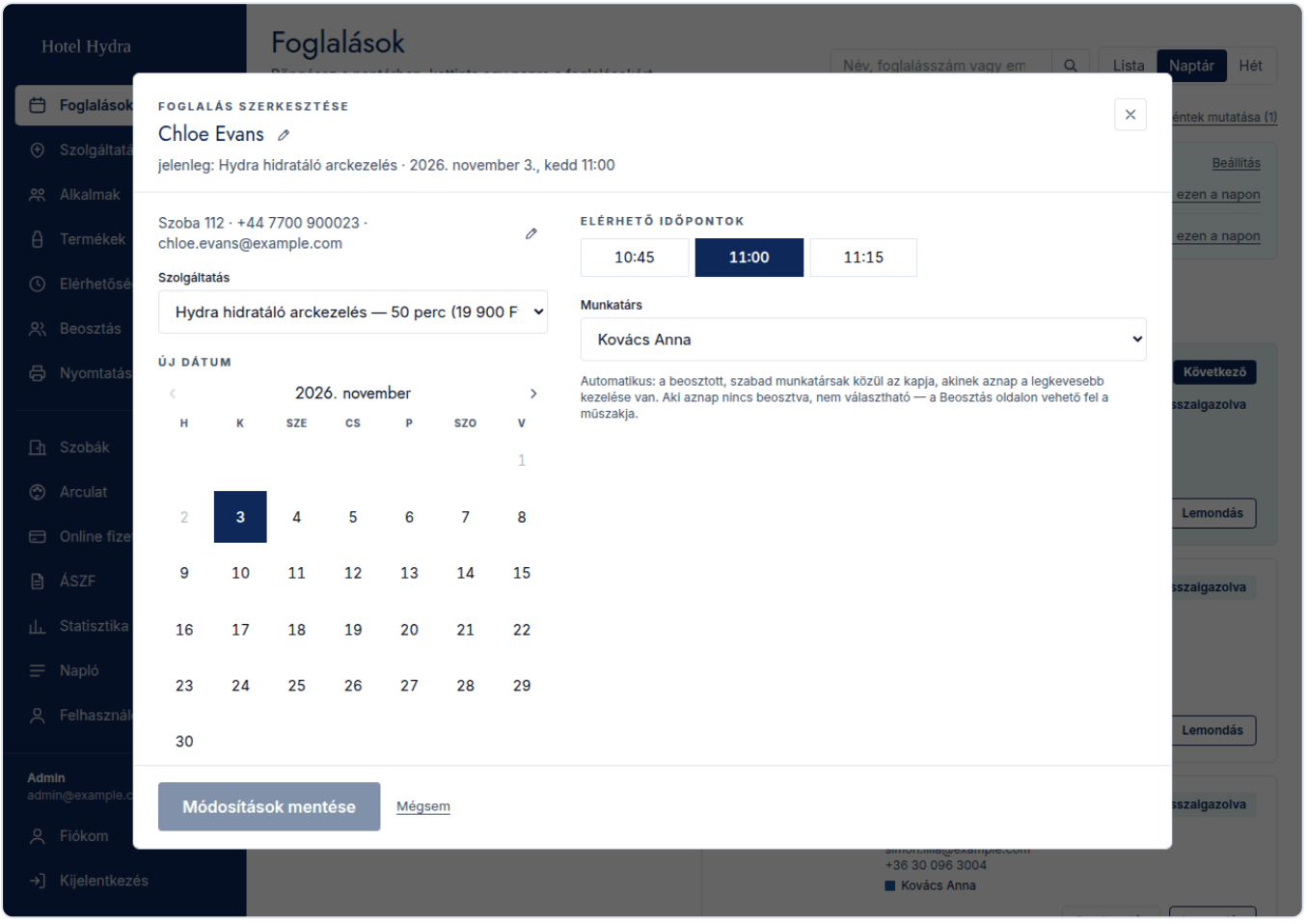
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Good to know:

- Reception can book even **within the minimum notice** (guests cannot), but not in the past, beyond the booking window, on a closed day, or on a closure day.
- In a rostered week, you can only choose a time when there is a free, scheduled therapist who performs this treatment. If there is none, first add a shift on the **Beosztás** (Roster) page.
- **Automatikus** (Automatic) therapist: in a rostered week, the booking goes to the scheduled, free therapist who performs this treatment and has the fewest treatment minutes that day (blocks do not count); in a tie, to the one higher in the order. In a week without a roster, the booking is created without a therapist unless you choose one; if a roster is added for that week later, the system assigns someone automatically (see 6.2).
- You cannot add a guest note or a product to a reception booking. The booking's language is the one chosen in **A visszaigazolás nyelve** (the default is Hungarian); it cannot be changed afterwards.
- **Emails are sent only if you have entered the guest's email address**: in that case, the guest receives a confirmation in the chosen language with a cancellation link, and the spa's notification address receives an „Új foglalás” (“New booking”) email (always in Hungarian). Without an email address, *nobody* is notified.

5.2 Changing a booking

The **Szerkesztés** (Edit) button (or clicking the booking in the Hét [Week] view) opens the **Foglalás szerkesztése** (Edit booking) dialog. Only confirmed guest bookings can be edited.



Editing a booking

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You can change:

WHAT	HOW
The guest's name	the pencil icon next to the name
Room, phone, email	the pencil icon next to the contact details
Treatment (and length)	**Szolgáltatás** (Service) drop-down
Date	**Új dátum** (New date) calendar
Start time	**Elérhető időpontok** (Available times)
Therapist(s)	**Munkatárs** (Therapist); for a couples treatment, **1. munkatárs** and **2. munkatárs** (Therapist 1 and Therapist 2)

You cannot change: the product, the guest's note, the language, and (directly) the price.

Módosítások mentése (Save changes) — active only if you have changed something. **Mégsem** (Cancel), the X, Esc, or a click outside the dialog discards your changes *without warning*.

Important points about moving an appointment:

- When the dialog opens, the available time closest to the booking's current time is highlighted, but this is not a change yet. However, if you choose a different date or treatment, the system automatically selects the nearest available time, and the booking moves there when you save — **always check the selected time before saving**.
- The times offered follow the same rules as for guests (opening hours, closure days, buffer, capacity, roster), except for the minimum notice.
- **If you change the treatment (even just its length), the price is set according to the current price list, and the chosen product is removed.** If only the time changes, the price and the product stay.

The therapist picker shows next to a therapist's name if they are busy („— foglalt" ["— busy"]), not scheduled that day („— aznap nincs beosztva" ["— not scheduled that day"]), their shift does not cover the treatment („— ekkor nincs beosztva" ["— not scheduled at this time"]), or they do not perform the treatment („— nem végzi ezt a kezelést" ["— does not perform this treatment"]). A busy therapist cannot be selected — unless a swap is possible (see below) — and neither can one who is not working that day, that is, who has no shift that day in a week with a roster: the shift has to be entered first on the Beosztás (Roster) page. A therapist who works that day but whose shift does not cover the treatment, or who does not perform the treatment, can be selected if they are free: this is reception's decision. If the day or the time changes and the therapist chosen earlier can no longer be selected at the new one, the picker goes back to „Automatikus" ("Automatic").

Changing the guest details:

- The room number must be an existing one, and it cannot be cleared.
- **If you change or add the guest's email address, the system resends the confirmation to the new address when you save, with a new cancellation link — the old link stops working.** If you delete the email address, the old link also stops working, and the guest receives no further notifications.

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5.3 Swapping therapists between two bookings

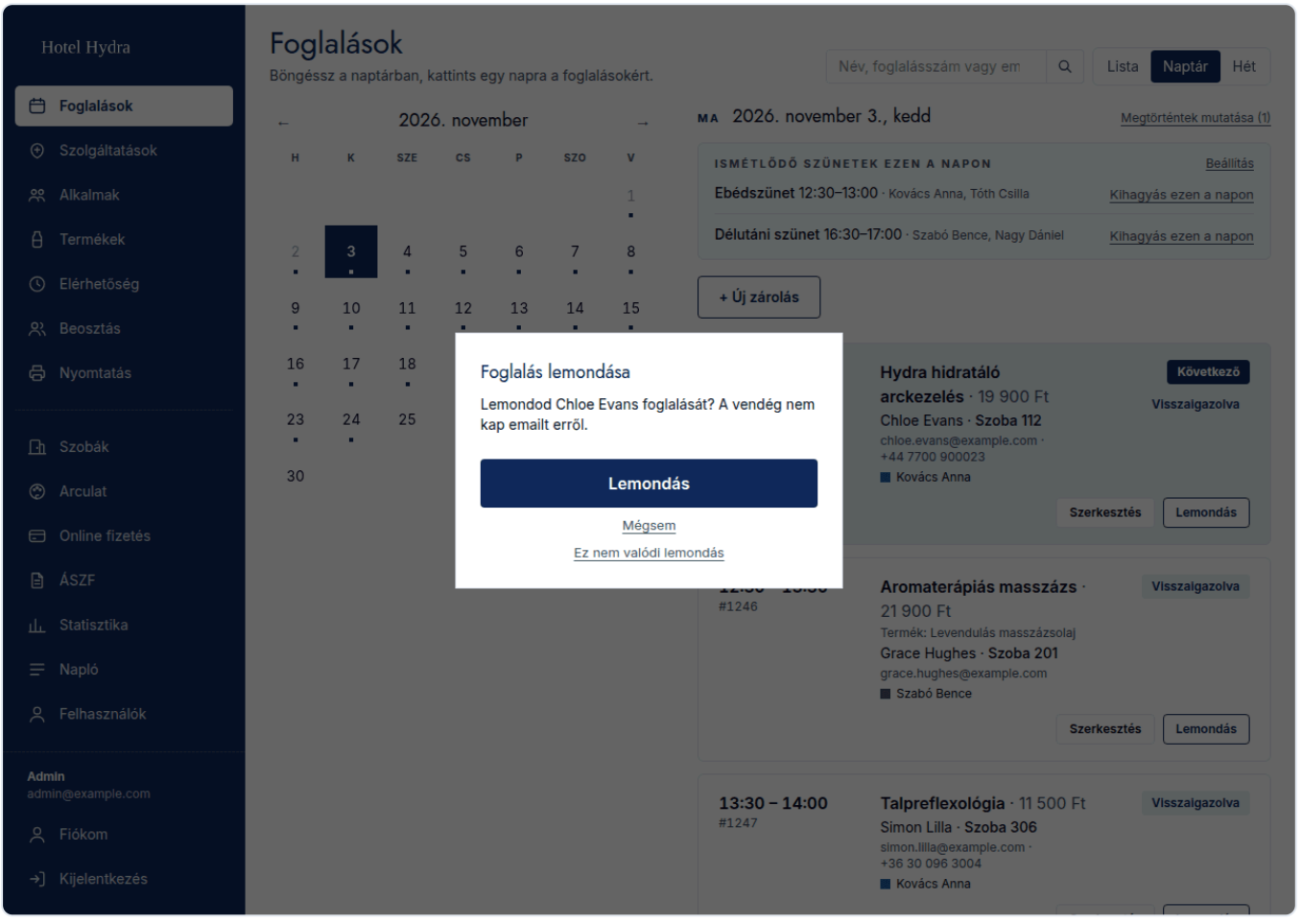
If two colleagues' bookings need to be swapped (e.g., A's guest specifically asks for B, but B is working with another guest at the same time, whom A can also look after):

1. Open the booking and, in the **Munkatárs** (Therapist) field, choose the busy colleague — if the swap is possible, „— foglalt, cserélhető” (“— busy, can be swapped”) appears next to their name.
2. The confirmation dialog (**Csere: B ↔ A** [Swap: B ↔ A]) shows which other booking is involved and the other guest's note, and it warns you if either therapist is not scheduled or does not perform the treatment.
3. **Csere** (Swap), then **Módosítások mentése** (Save changes) in the booking dialog. The swap only takes place when you save.

A swap is offered if the requested colleague is busy because of a single other guest booking, and the current therapist is free at that booking's time. If you change the date, the time, or the treatment in the meantime, the swap is dropped. The other guest is not notified of the swap.

5.4 Cancelling

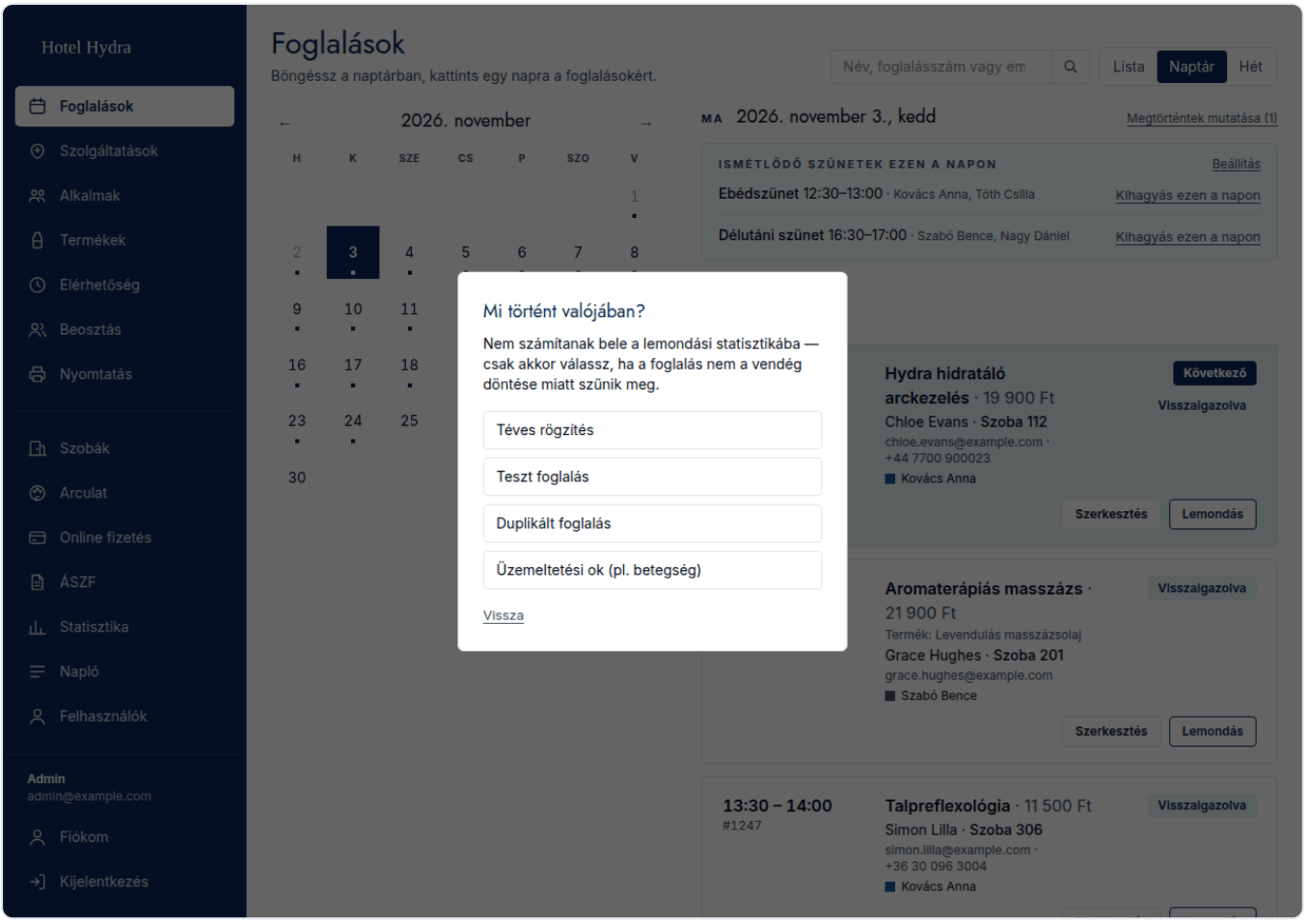
1. In the booking's row, click the **Lemondás** (Cancel) button.
2. The confirmation dialog warns you: „A vendég nem kap emailt erről.” (“The guest will not receive an email about this.”)
3. **Lemondás** — the booking becomes cancelled, and the time can be booked again immediately.



Confirming a cancellation

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If the booking is not actually ending because of the guest's decision, choose the **Ez nem valódi lemondás** (This is not a real cancellation) option in the confirmation dialog, and then the reason:



The reason for the cancellation

REASON	EFFECT ON THE STATISTICS
(plain **Lemondás**)	counts as a guest cancellation
Téves rögzítés (Data entry error)	the booking is excluded from all statistics
Teszt foglalás (Test booking)	the booking is excluded from all statistics
Duplikált foglalás (Duplicate booking)	the booking is excluded from all statistics
Üzemeltetési ok (pl. betegség) (Operational reason, e.g., illness)	counts as a cancellation in the statistics

> **Please note:** according to the text of the dialog, none of the reasons counts toward the cancellation statistics, but the system currently counts a cancellation with the **Üzemeltetési ok** reason as a cancellation.

Good to know:

- Reception can cancel **at any time**, regardless of the guest cancellation deadline — even a booking that has already started or is in the past.

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- When reception cancels, **nobody receives an email** — neither the guest nor the spa's notification address. If the guest needs to be informed, do it some other way (e.g., by phone).
- For a couples treatment, the whole booking (both therapists) is cancelled.
- A cancellation cannot be undone. If it was a mistake and the treatment has not started yet, create a new booking for the same time; no new booking can be created for a past time.

5.5 Completed and no-show

After the start time, the **Megtörtént** (Completed) and **Nem jelent meg** (No-show) buttons appear in the row. They set the status with a single click, without confirmation; no email is sent.

- Only bookings with **Megtörtént** status count as **revenue** in the statistics.
- The system does **not** update past bookings on its own: anything not marked stays „Visszaigazolva" ("Confirmed") and does not count as revenue. It is worth going through the day's list at the end of the day.
- A status, once set, cannot be undone.

5.6 Permanent deletion

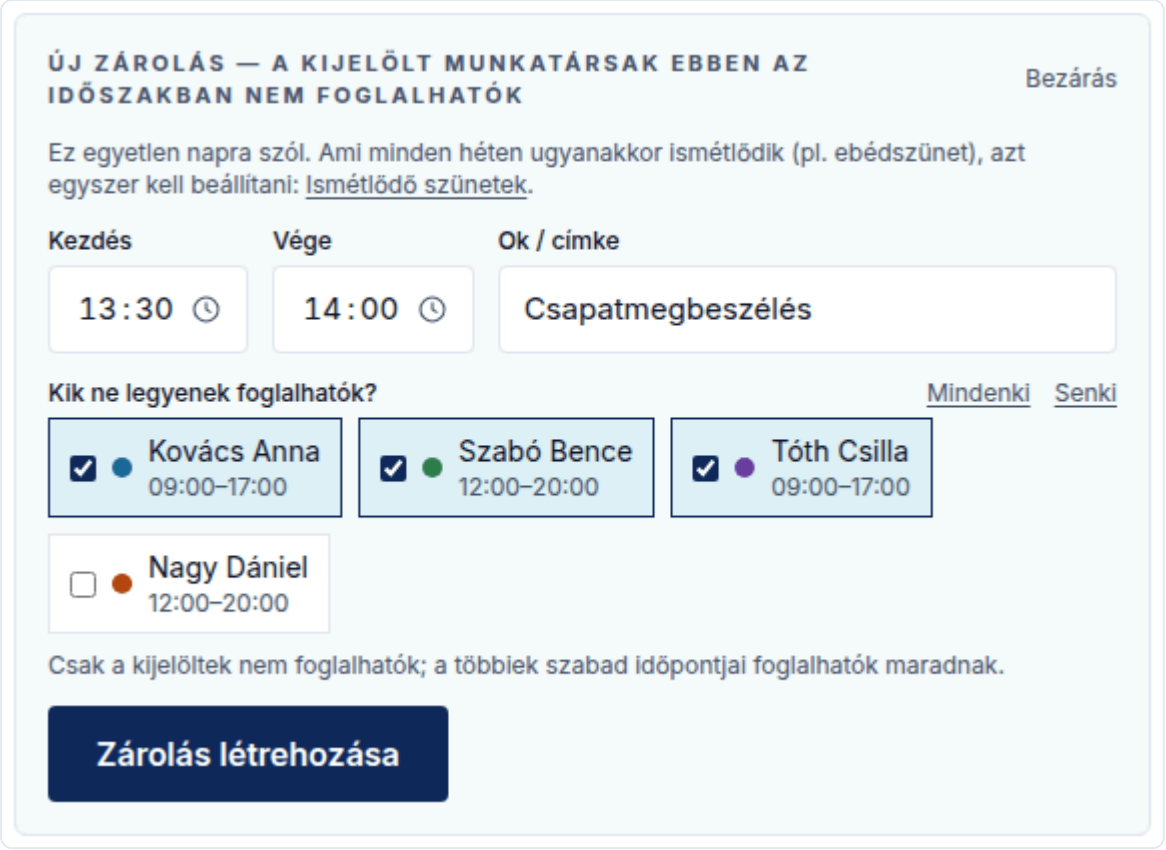
A cancelled or completed item, or an item with „Nem jelent meg" ("No-show") status, can be permanently deleted with the **Törlés** (Delete) button (after confirmation). **This cannot be undone, and the item also disappears from the statistics** — so deleting a completed treatment reduces the reported revenue. A confirmed booking must be cancelled first. You may need to delete old bookings if you want to permanently delete a service or a product.

5.7 Blocks

A **block** takes up the time of the selected therapists for a period (e.g., a lunch break, maintenance, a team meeting): they cannot be booked then, and anyone you leave out stays bookable. If you select everyone who is working then, the whole spa is closed; for a whole day, use a closure day instead (9.4). A block is for a single day: something that repeats at the same time every week (e.g., a lunch break) should not be entered as a block each day, but once, as a recurring break (9.5). You can create one in two ways:

- With the **+ Új zárolás** (+ New block) button above the day's list: **Kezdés** (Start), **Vége** (End), **Ok / címke** (Reason / label; e.g., „Ebédszünet" ["Lunch break"]), and — if there are therapists — the **Kik ne legyenek foglalhatók?** (Who should not be bookable?) selector. Then **Zárolás létrehozása** (Create block).
- By clicking a free hour in the Hét (Week) view, on the **Zárolás** (Block) tab of the **Új bejegyzés** (New entry) dialog (with the same selector).

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New block

How does a block work?

- In a rostered week, **everyone who is working in the period and free is ticked**. You can untick people one by one (e.g., everyone takes a break except Dániel, who stays bookable), or switch all of them with the **Mindenki** (Everyone) / **Senki** (No one) links. Each ticked therapist gets a block of their own (e.g., „Ebédszünet — Farkas Réka” [“Lunch break — Farkas Réka”]), which can also be released separately.
- Someone who already has a booking or block in the period, or isn't scheduled, cannot be ticked; the list shows why. If someone is booked, the spa cannot be closed completely: the free time around their booking stays bookable — move the booking first. The line under the selector always says what the ticks add up to.
- If you tick no one, an **unnamed** block is created: the number of people working at that time goes down by one, whoever they are (e.g., a treatment room out of use).
- In a week without a roster, no one is ticked in advance, and a block takes up one “lane”: one fewer treatment can run at the same time. Each ticked therapist is one lane; closing the whole spa takes as many lanes as that day's headcount.

Rules: a block cannot be created for a past day (it can for today); the end must be after the start, on the same day. A block is created for everyone or no one: if a ticked therapist becomes busy in the meantime, nothing is created and the error message names them. A block is not checked against opening hours or closure days.

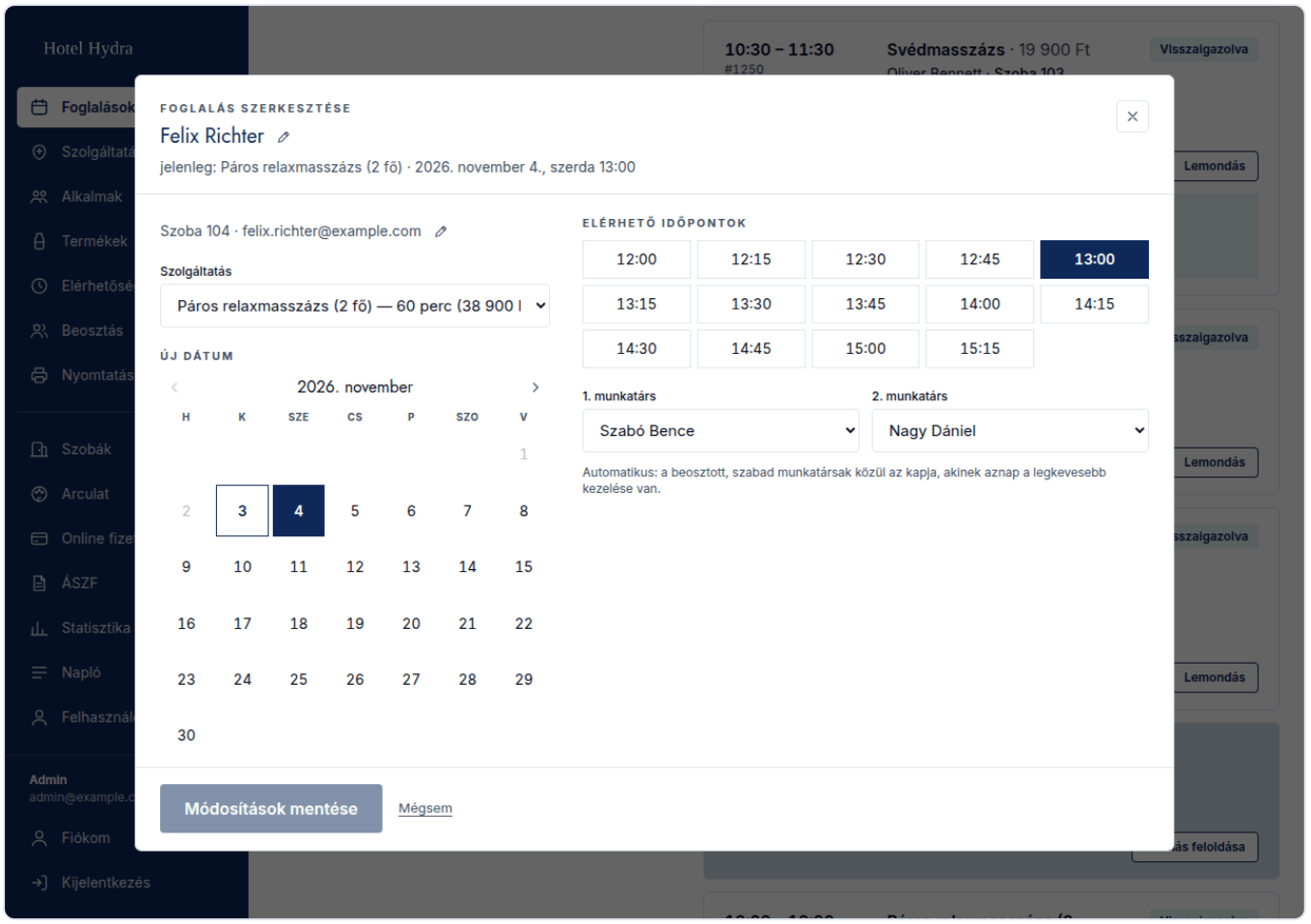
A block cannot be edited: end it with the **Zárolás feloldása** (Release block) button (the period can be booked again immediately), then create a new one if needed. A released block can be deleted from the list with the **Törlés** (Delete) button.

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5.8 Couples treatments

Some treatments need two therapists at the same time (e.g., a couples massage). You set this on the **Szolgáltatások** (Services) page, for the length of the treatment. The system offers times for a couples treatment only if two therapists are free.

The booking appears as a single item: in the list with the markers of both therapists, and in the Hét (Week) view as one wide box split diagonally into two colors. Cancelling, Megtörtént (Completed), Nem jelent meg (No-show), and deletion always apply to the whole booking. When editing, the two therapists can be chosen separately (the same person cannot be both).



Editing a couples treatment: therapist 1 and therapist 2 chosen separately

The booking is made in one guest's name and for one room; the system does not ask for the second guest's details.

5.9 When are emails sent?

EVENT	THE GUEST RECEIVES	THE SPA'S NOTIFICATION ADDRESS RECEIVES
The guest books online	a confirmation (in the booking's language), with a cancellation link and a calendar file	„Új foglalás” (“New booking”), in Hungarian
Reception books, **with an email address**	a confirmation (in the chosen language; Hungarian by default), with a cancellation link	„Új foglalás” (in Hungarian)

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EVENT	THE GUEST RECEIVES	THE SPA'S NOTIFICATION ADDRESS RECEIVES
Reception books without an email address	—	—
The guest cancels using the link	„Foglalás lemondva” (“Booking cancelled”)	„Lemondás” (“Cancellation”)
Reception cancels (for any reason)	—	—
Reception moves the appointment or changes the treatment	„Időpont módosítva” (“Booking rescheduled”), with the old and the new time and an updated calendar file	„Időpont módosítva”
Reception changes the guest's email address	a new confirmation to the new address, with a new cancellation link	—
Changing the name, room, phone, or therapist; a swap	—	—
Megtörtént (Completed), Nem jelent meg (No-show), Törlés (Delete), block	—	—

When an appointment is rescheduled, emails are sent only if the booking has an email address and a room number. The spa's notification address and the sender of the emails can be set on the **Arculat** (Branding) page. If no email sending service is configured in the system, emails are not sent (the system only writes them to the server log) — the operator sets this up.

The guest's note, deleting it, and downloading bookings

- The note is visible to **Admin** and **Munkatárs** accounts; **Megtekintő** (Viewer) accounts do not see it (they only see that there is a note).
- **Deleting the note:** under the note is the **Megjegyzés törlése** (Delete note) link. Clicking it shows the question in the row („Biztosan törlöd a megjegyzést? Nem állítható vissza.” [“Are you sure you want to delete the note? It cannot be restored.”]), then **Törlés** (Delete) or **Mégsem** (Cancel). This is how a guest withdraws consent, or asks for the note to be deleted; the system deletes the note and the time of the consent too. Only the fact goes into the log („Megjegyzés törölve: #booking number, name” [“Note deleted: …”]), not the text.
- **Download (CSV):** above the search results, **Találatok letöltése (CSV)** (4.5); at the bottom of the Lista view, **Összes foglalás letöltése (CSV)**. The file can be handed to the guest on request (access, portability), and it is the data handover when the contract ends. It includes the note and the time of the consent too. Downloading the search results searches the text in the phone number as well, so it can give more rows than the screen shows. Available only with an Admin or Munkatárs account, and every download is entered in the Napló.

5.10 Worth remembering

- **No undo:** the Lemondva (Cancelled), Megtörtént (Completed), and Nem jelent meg (No-show) statuses cannot be reset to Visszaigazolva (Confirmed).

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- You have to set **Megtörtént** (Completed) / **Nem jelent meg** (No-show) yourself; the system does not do it on its own.
- The two „Következő” labels mean different things: the tab in the Lista (List) view (“Upcoming”: everything that starts from now on) and the label on the nearest booking (“Next”).
- Booking numbers are not consecutive: blocks and the second item of a couples treatment also get a number.
- The system logs the more important changes you make under the signed-in account's email address (**Napló** [Audit log], see 14.); not every change is logged (for example, changes to opening hours and booking rules are not).

5.11 Bookings paid online

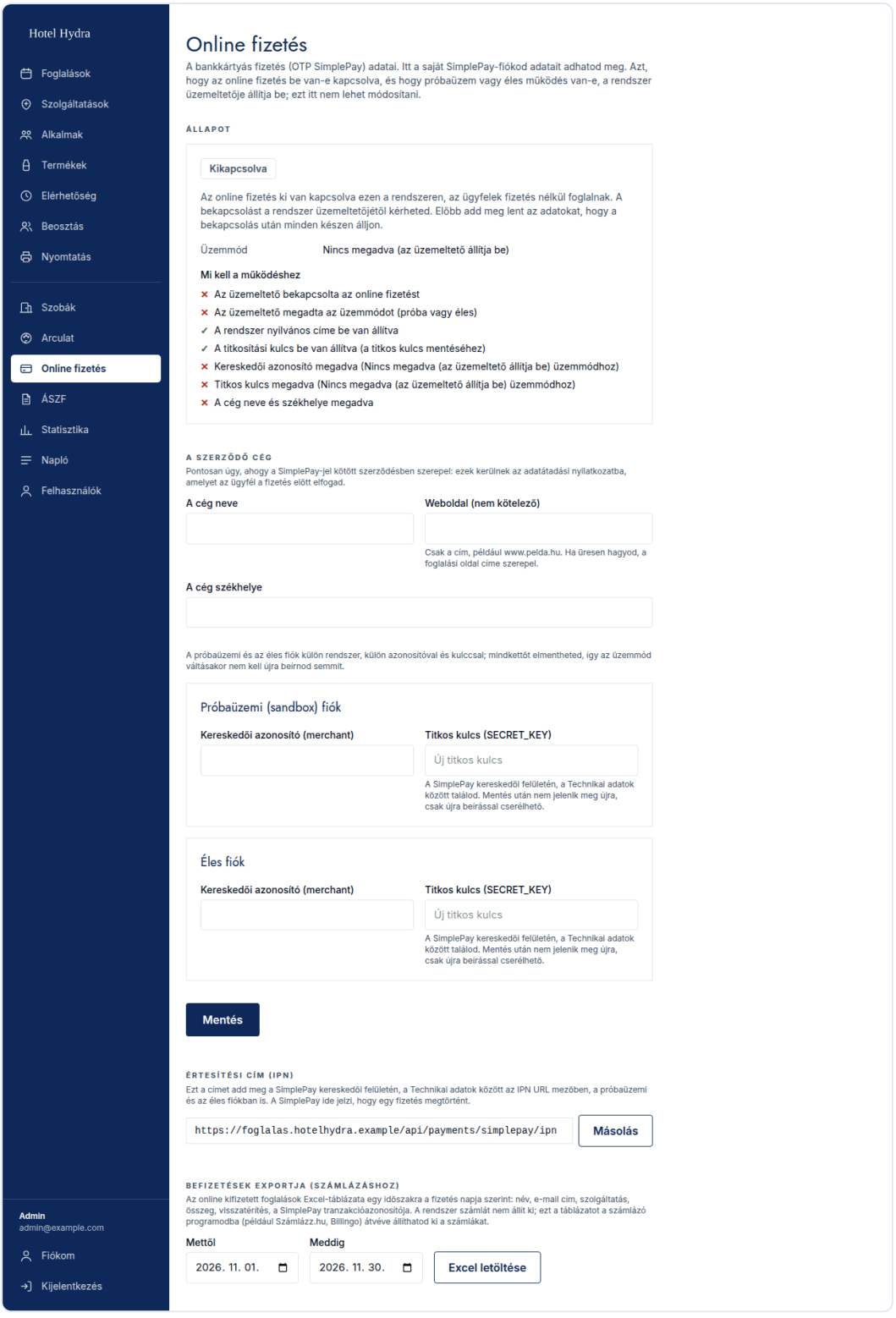
Only where the hotel has online payment switched on (the operator does that; see the online payment guide). Guests then pay by bank card **before** their booking exists.

- A booking paid online shows a **Bankkártyával kifizetve: amount** (Paid by card) label beside its status. Treat it as paid: **do not charge it to the room as well** (the team's confirmation email says so too).
- While a guest is paying, their time slot is held for up to 20 minutes. You do not see it in the lists or the calendar, and the time is not offered to other guests; if you try to book exactly that slot yourself you get the usual "time taken" message. It becomes a normal booking when the payment goes through, and disappears when it does not.
- **Cancelling** a booking paid online asks what to do with the money: **Lemondás és visszatérítés** (Cancel and refund — the whole amount goes back to the guest's card) or **Lemondás visszatérítés nélkül** (Cancel without refund — for example a late cancellation whose fee you keep). Under **Ez nem valódi lemondás** (This is not a real cancellation) the money is always refunded.
- Changed your mind about a booking you cancelled without a refund, or a refund did not go through? A cancelled booking with a payment has a **Visszatérítés (amount)** (Refund) button. A refund that failed shows a red **Visszatérítés sikertelen** label and the team's inbox gets an email; you can press the button again, or refund it by hand in the SimplePay admin.
- A guest who cancels by themselves (before the cancellation deadline) is refunded automatically. If that does not go through at once, the system keeps trying by itself for about half an hour before it emails the team.
- A red **Visszatérítésre váró fizetések** (Payments waiting for a refund) box at the top of the bookings page lists money that arrived after its time slot had already been released, and could not be refunded automatically. Press **Visszatérítés** next to it (the reason is under the row), or refund it in the SimplePay admin. The box is not shown when there is nothing to do.
- A booking whose money has not gone back cannot be **deleted** (the Delete button is hidden): refund it first.
- You cannot change the **service** of a booking paid online (what was paid would no longer match). You can move its time. For a different service, cancel with a refund and make a new booking.
- Refunds are always for the whole amount and reach the guest's card in a few working days, depending on their bank.

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5.12 Online payment settings (managers)

The **Online fizetés** menu item (managers; viewers can look). It shows whether card payment is on, in sandbox (test) or live mode, and a checklist of what is still missing. Here you enter your company's details exactly as in the SimplePay contract, and the **merchant id** and **secret key** of your SimplePay account (the sandbox account and the live one separately; both can be entered ahead of time).



The Online fizetés page: status, the contracting company, the SimplePay accounts, the IPN address, and the payments export

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- Press **Mentés** to save. The secret key is stored encrypted and is never shown again; to change it, type a new one. A field you leave blank keeps what is saved.
- **Kapcsolat ellenőrzése** (Test connection) asks SimplePay whether the saved id and key are accepted. It starts no payment and charges nothing.
- **Mentett adatok törlése** forgets one account's id and key.
- Copy the address in the **Értesítési cím (IPN)** (Notification address, IPN) section (with the **Másolás** [Copy] button) into SimplePay's merchant admin (Technical data → IPN URL).
- The **Befizetések exportja (számlázáshoz)** (Payments export, for invoicing) section is at the bottom of the page (only the **Admin** sees it; not the Viewer or the Munkatárs): choose the period (**Mettől** – **Meddig** [From – To]; the current month by default, up to 400 days), then **Excel letöltése** (Download Excel). The table lists the payments made online, by the day they were paid (name, email address, service, amount paid and refunded, the SimplePay transaction id), with a **Összesítő** (Summary) sheet. The system issues no invoice: take the table into your invoicing program (for example Számlázz.hu or Billingo) to issue the invoices. Every download is entered in the Napló.
- Whether card payment is switched on, and whether it is test or live, is set by your system operator, not on this page. Entering details here charges nobody.

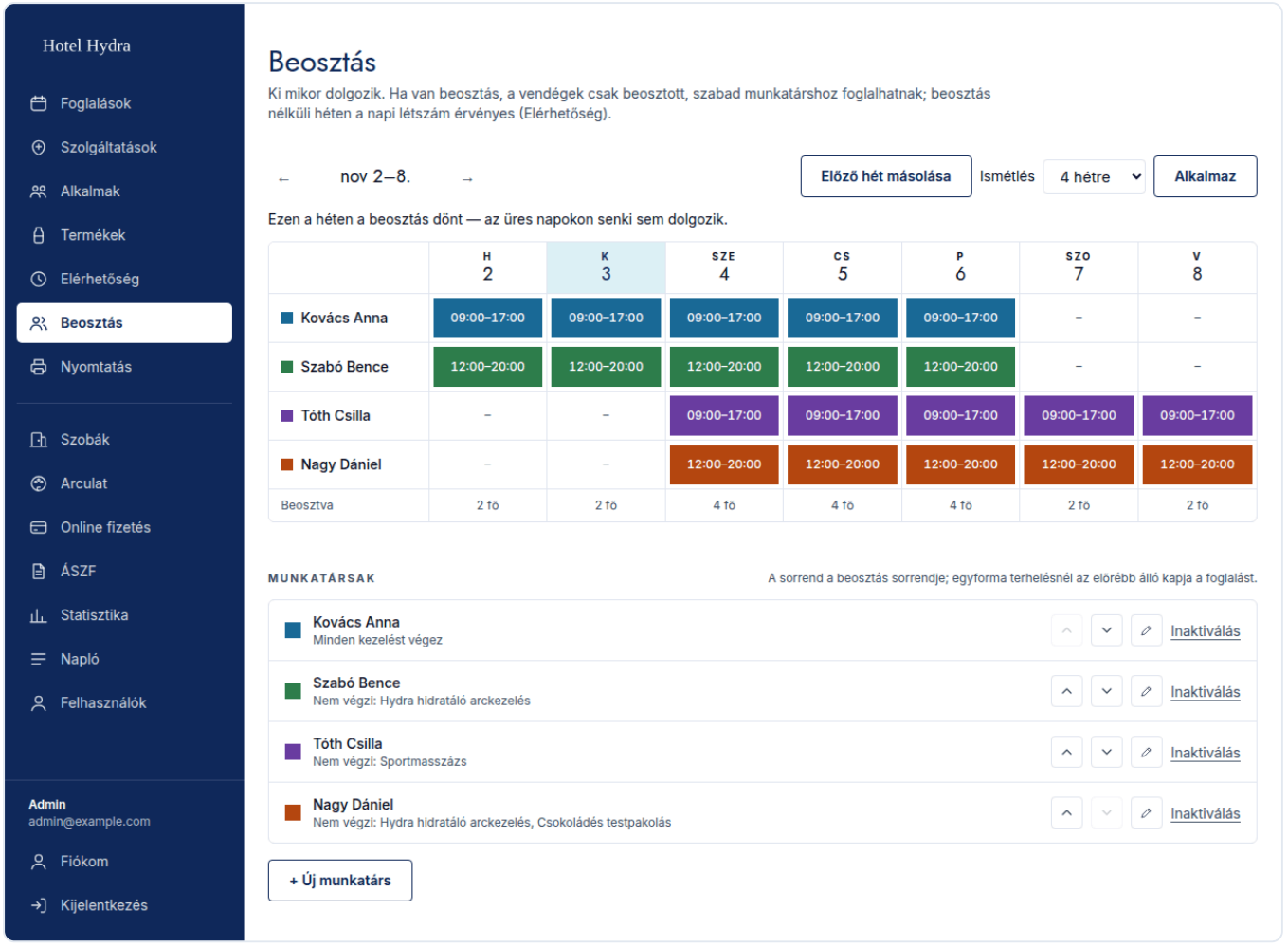
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CHAPTER 6

Roster

On the **Beosztás** (Roster) page, you record who works when. If a week has a roster, the system uses it to calculate the times offered to guests, and it automatically assigns a therapist to every booking. In a week without a roster, the old, simpler rule applies: the daily headcount set on the **Elérhetőség** (Availability) page (see 9.3).

> **The most important rule: the roster works week by week.** If you add even a single shift to a week (Monday to Sunday), the *whole week* runs according to the roster. On any day of that week to which you assign nobody, nobody works — so no bookings can be made either. The system warns you about this (see 6.4).



The Roster page with a full week

6.1 Therapists

You manage the team at the bottom of the page, in the **Munkatársak** (Therapists) section.

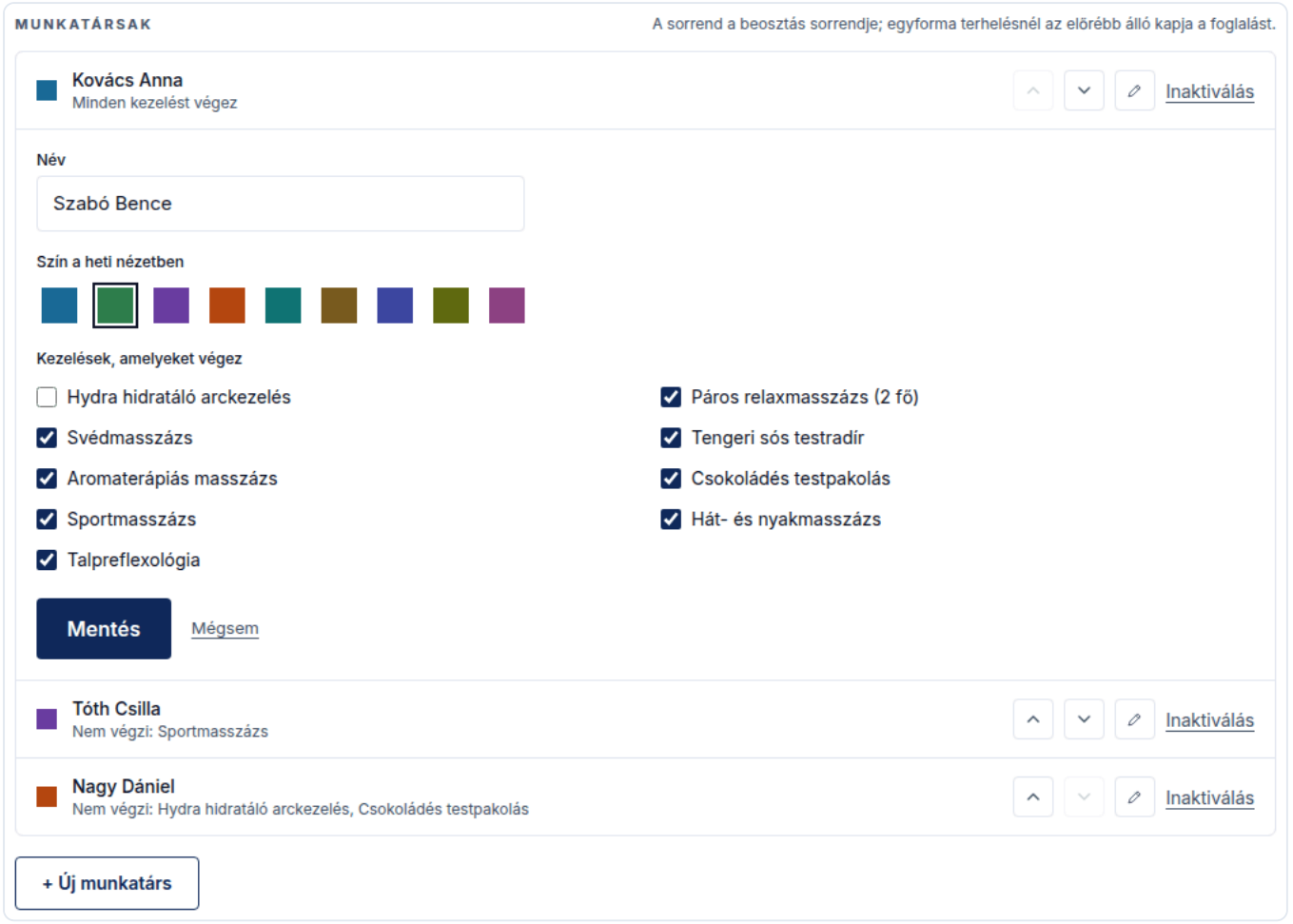
- **Adding a new therapist: + Új munkatárs** (+ New therapist) → enter:
- **Név** (Name; up to 100 characters);

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- **Szín a heti nézetben** (Color in the week view) — the therapist's bookings appear in this color in the Hét (Week) view. If you leave it empty, the system assigns the least used color;
- **Kezelések, amelyeket végez** (Treatments they perform) — by default, every treatment is checked; for anyone who does not need a treatment (e.g., does not do Thai massage), uncheck it. A new treatment added later is automatically performed by everyone until you uncheck it.

Then **Hozzáadás** (Add).

- **Editing:** the pencil icon lets you change the same details.
- **Order:** set it with the arrows (**Feljebb** / **Lejjebb** [Up / Down]). The order matters: if two therapists have the same workload that day, the one higher up gets the new booking.
- **Inaktiválás** (Deactivate): for someone who no longer works for you. Their past bookings keep their name, but they get no new bookings, and any future shifts left in the roster *do not count as working time*. Note, however, that these remaining shifts still make that week a “rostered” week — if this leaves a day empty, the warning will show it. **Aktiválás** (Activate) reverses this.
- **Törlés** (Delete; trash icon): appears only for a therapist who has no booking or block assigned (cancelled ones included). Deactivate anyone who has already had bookings. (If a booking or block was assigned to them only by mistake, cancel or release it and delete it permanently — see 5.6 — and the therapist can then be deleted.)



Editing a therapist: color and treatments performed

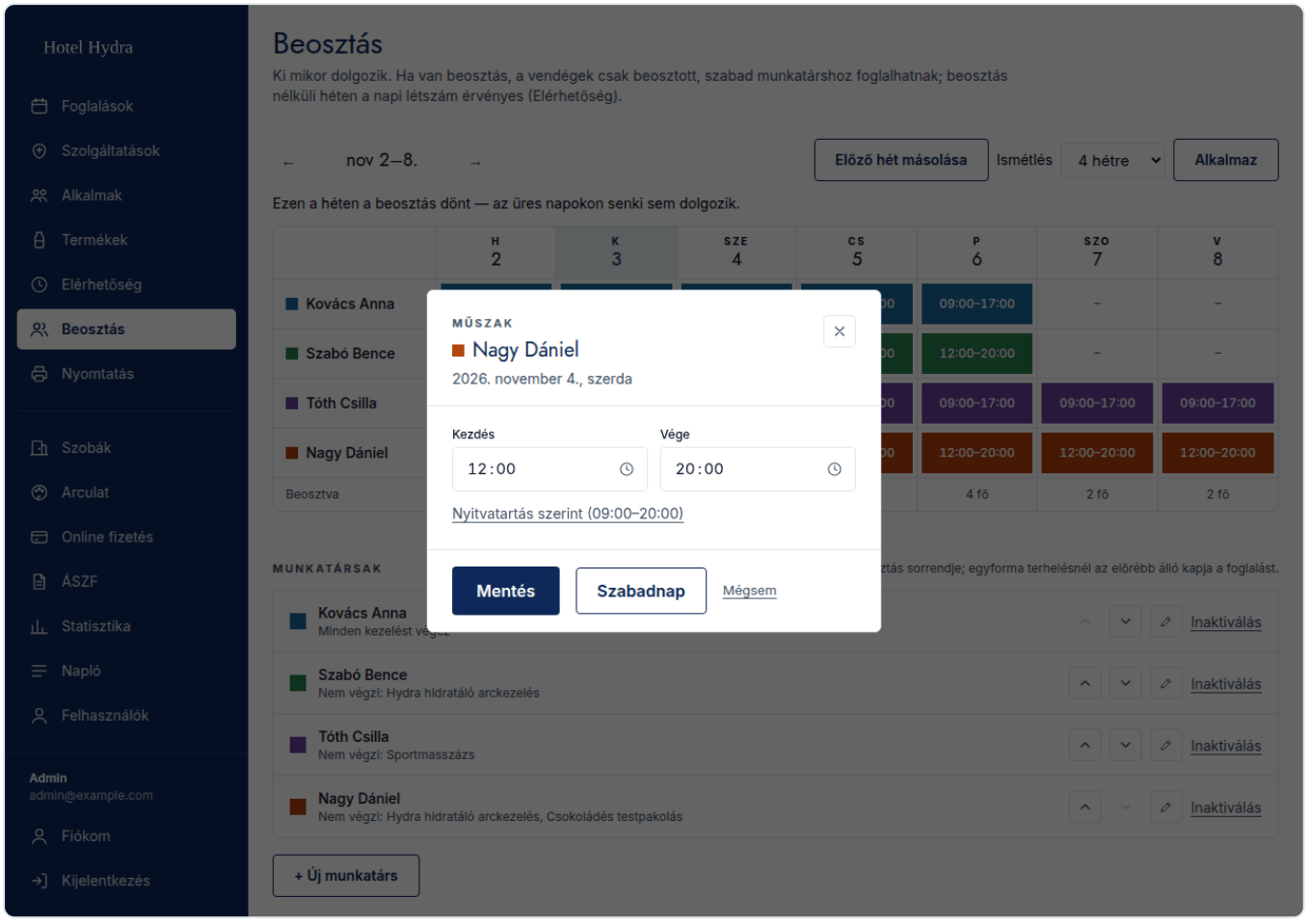
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6.2 Filling in the weekly roster

The table shows one therapist per row and one day per column. Use the arrows to move between weeks; **Ez a hét** (This week) jumps back to the current week.

1. Click the cell for the desired day in the therapist's row.
2. In the dialog that opens, enter the **Kezdés** (Start) and **Vége** (End) times, or click the **Nyitvatartás szerint (09:00–20:00)** (According to opening hours) button, which fills in that day's opening hours.
3. **Mentés** (Save).

On a day that already has a shift, the **Szabadnap** (Day off) button deletes the shift. You can also add a shift on a closed day, but guests still cannot book on that day („Ezen a napon zárva van — a műszak megadható, de foglalni nem lehet.” [“Closed on this day — you can add a shift, but no bookings can be made.”]).



Entering a shift

The **Beosztva** (Scheduled) row at the bottom of the table shows how many therapists work that day. If, on a day when the spa is open, there is a period when nobody is scheduled, a ⚠ sign and the affected time range appear here (details: 6.4).

Shortcuts:

- **Előző hét másolása** (Copy previous week) — copies the previous week's roster to this week. If this week already has a roster, the system asks for confirmation, because it will be overwritten.
- **Ismétlés N hétre** (Repeat for N weeks) + **Alkalmaz** (Apply) — copies the current week's roster to the next 1–12 weeks, *overwriting* the roster there. It asks for confirmation.

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Only the shifts of active therapists are copied.

> **After saving, open bookings are automatically given a therapist.** After every shift save, copy, and repeat, the system goes through the bookings without a therapist in the affected week(s) (e.g., those made before the roster existed) and assigns them to free, scheduled therapists. The message tells you how many bookings got a therapist and how many could not be assigned anyone. A booking that already has a therapist is never moved by this.

6.3 How does the system use the roster?

- **Times offered to guests:** a time appears only if there is a scheduled, free therapist who performs the treatment, and the treatment fits into their shift (it may run right up to the end of the shift; the buffer only applies between two of the therapist's treatments and does not have to fit into the shift). A couples treatment needs two such therapists at the same time.
- **Automatic assignment:** the booking goes to the free therapist with the fewest treatment minutes that day; in the event of a tie, to the one higher in the order.
- **Blocks:** a block assigned to a therapist (e.g., a lunch break) takes up that therapist's time, and one block can name several therapists (everyone: the whole spa); a block without a therapist reduces the number of people working in that time slot by one.
- **Manual override:** when editing a booking, you can also choose or replace the therapist manually (see 5.2).

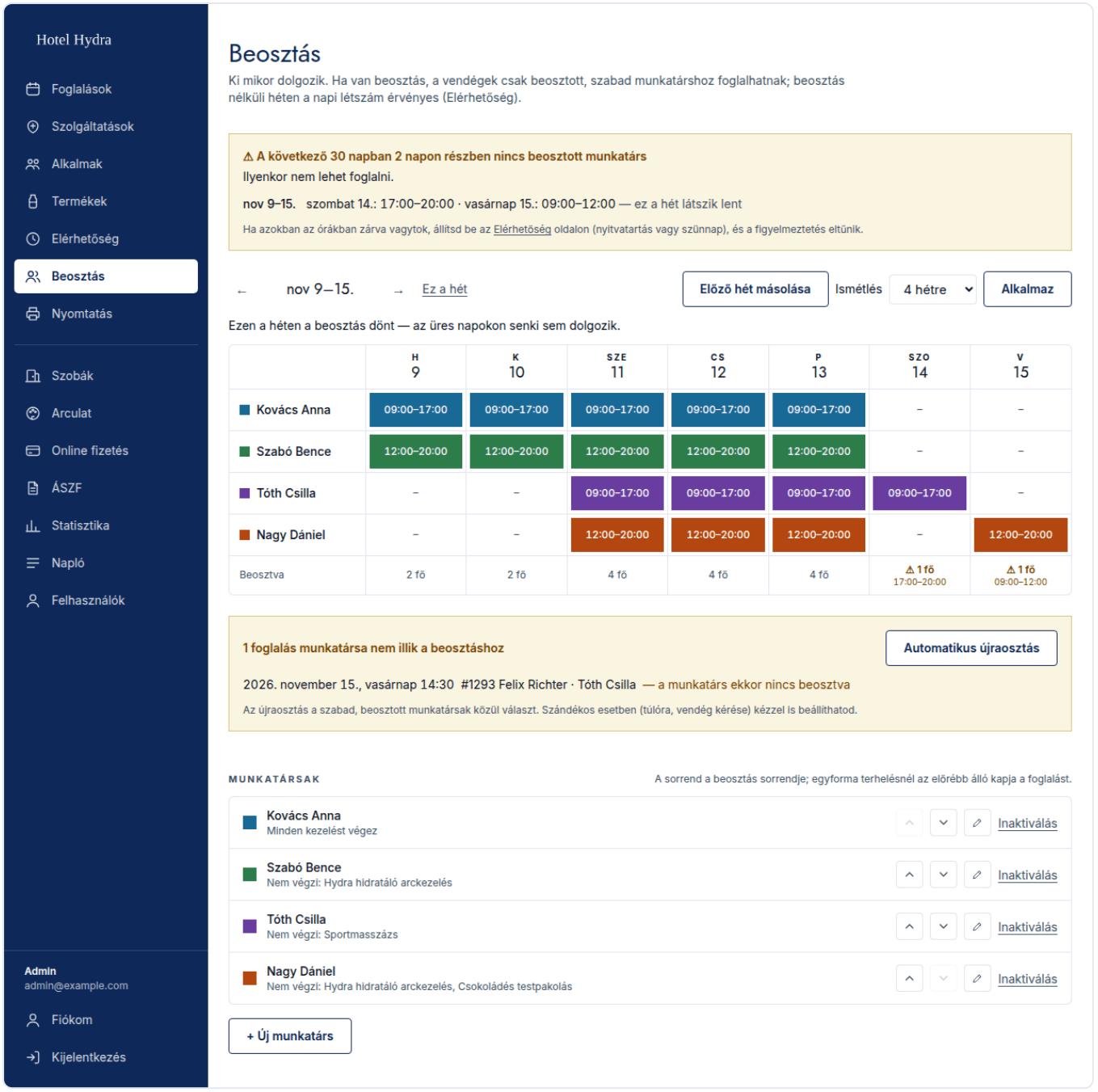
6.4 Warnings

The page can show two yellow warning panels.

Roster gaps (panel title: „⚠ A következő N napban … nincs beosztott munkatárs” [“⚠ In the next N days … nobody is scheduled”]). This panel lists the days within the booking window (today + the „Legfeljebb ennyi nappal előre foglalható” [“Bookable up to this many days ahead”] setting) when the spa is open and there is a time slot when nobody is scheduled — guests cannot book at those times. The panel groups the days by week; click the name of a week to jump to it. For example:

- *egész nap* (all day) — nobody is scheduled that day;
- *13:00–20:00* — there is nobody in the afternoon.

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Warnings for a roster gap and for a booking that does not match the roster

The system does not flag:

- a gap so short that not even the shortest treatment would fit into it (e.g., someone who starts at 9:15 when the spa opens at 9:00);
- closed days and closure days;
- the part of today that has already passed.

To fix a gap: add a shift for the missing time, or — if you are closed on purpose — set this on the **Elérhetőség** (Availability) page (opening hours or closure day). The same warning also appears at the top of the **Foglalások** (Bookings) page; in the Hét (Week) view, a ⚠ sign in the day header shows it, and yellow stripes in the calendar mark the uncovered hours.

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> A deliberate, recurring gap (e.g., a lunch break between two colleagues' shifts, when the spa is closed) cannot be marked as „zárva" ("closed") on the **Elérhetőség** (Availability) page, because opening hours are set per day of the week, and a closure day always covers a whole day. To avoid the warning, extend one colleague's shift over the break and add a block for them for the break (**+ Új zárolás** [+ New block], choosing them in the **Munkatárs** [Therapist] field, see 5.7): guests still cannot book that time, and the warning disappears. The block has to be added day by day (copying and repeating the roster does not carry it over).

„N foglalás munkatársa nem illik a beosztáshoz" ("N bookings have a therapist who does not match the roster"). This panel lists the confirmed bookings and blocks of the week shown in the table (for the current week, the days already past too) that have no therapist, or whose therapist does not match the roster; page to other weeks to see theirs:

LABEL	MEANING
nincs munkatárs (no therapist)	nobody is assigned to the booking (e.g., because nobody was free)
a munkatárs ekkor nincs beosztva (the therapist is not scheduled at this time)	the therapist's shift does not cover the treatment
a munkatárs nem végzi ezt a kezelést (the therapist does not perform this treatment)	this treatment is not checked for the therapist
a munkatárs inaktív (the therapist is inactive)	the therapist has been deactivated in the meantime

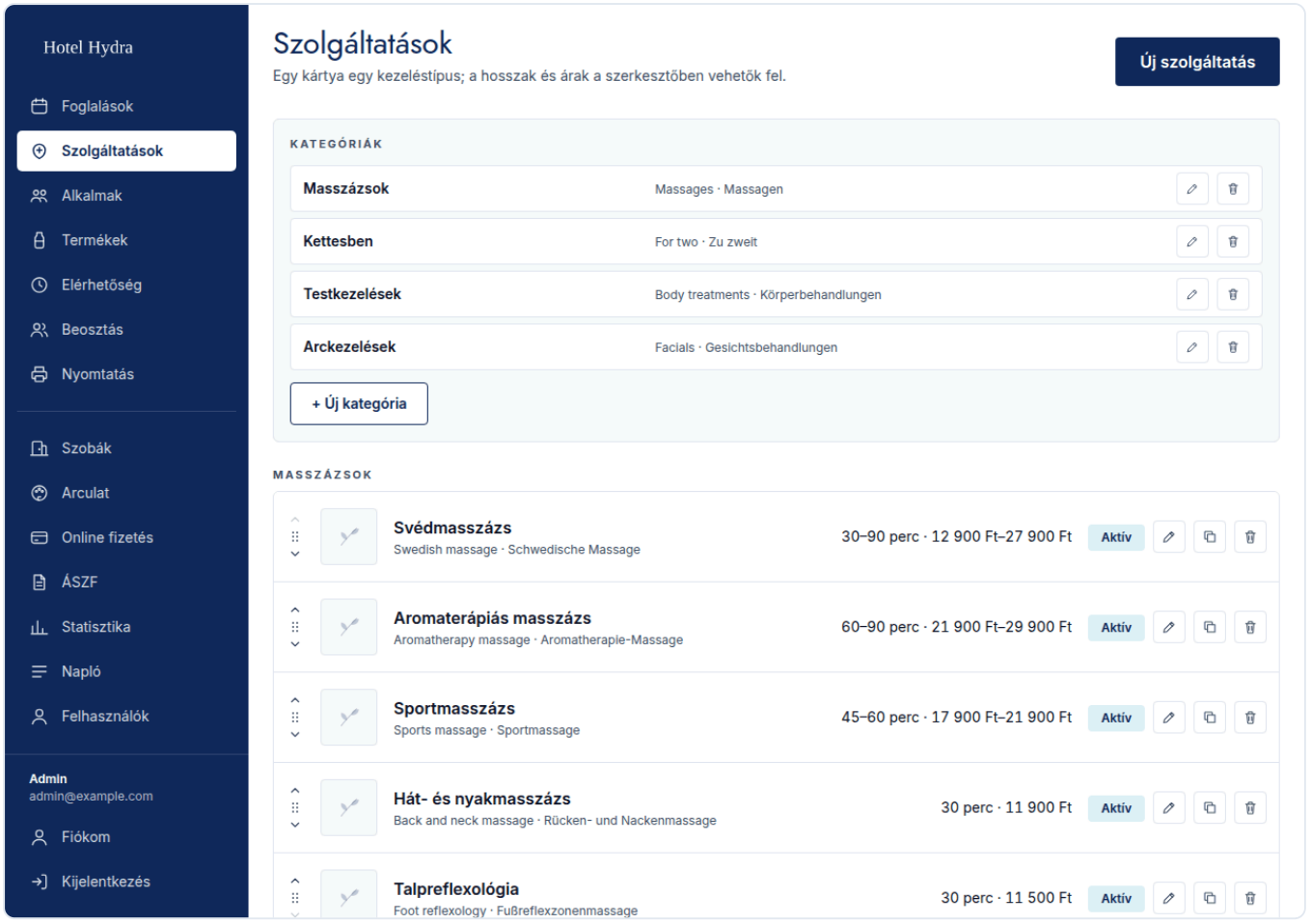
Automatikus újraosztás (Automatic reassignment) reassigns these bookings of the week shown among the scheduled, free therapists; in a week without a roster, it assigns nobody new and only removes the inactive or non-performing therapist from the booking. If something is intentional (overtime, the guest's specific request), leave it as it is, or set it manually on the booking. The same bookings get a yellow border in the Hét (Week) view.

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CHAPTER 7

Services and categories

This is where you manage the treatments that can be booked. A **service** is a type of treatment (e.g., „Aromaterápiás relaxáló masszázs" ["Aromatherapy relaxing massage"]); it has one or more **lengths**, each with its own price (e.g., 30 minutes – HUF 13,000; 50 minutes – HUF 17,000).



Services

7.1 The list of services

Services are shown grouped by category; each row shows the image, the Hungarian name, the English and German names, and a summary of the lengths and prices. The row's buttons:

- **Aktív / Inaktív** (Active / Inactive) — immediately hides or shows the service for guests (without confirmation);
- **Szerkesztés** (Edit; pencil icon);
- **Duplikálás** (Duplicate) — makes a copy (see 7.4);
- **Törlés** (Delete; trash icon) — after confirmation; only a service that has no bookings in the system (not even a cancelled or test booking) can be deleted. Otherwise: „…nem törölhető, mert vannak hozzá tartozó foglalások. Tedd inkább inaktívvá." ("…cannot be deleted because it has bookings. Make it inactive instead.") To delete it anyway, first cancel and permanently delete its bookings (see 5.6) — which also removes them from the statistics.

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Order: you can drag the rows with the mouse (by the handle) or, on a touchscreen, move them with the **Feljebb** (Up) / **Lejjebb** (Down) arrows — only within their own category. Guests see the treatments in the same order.

7.2 Categories

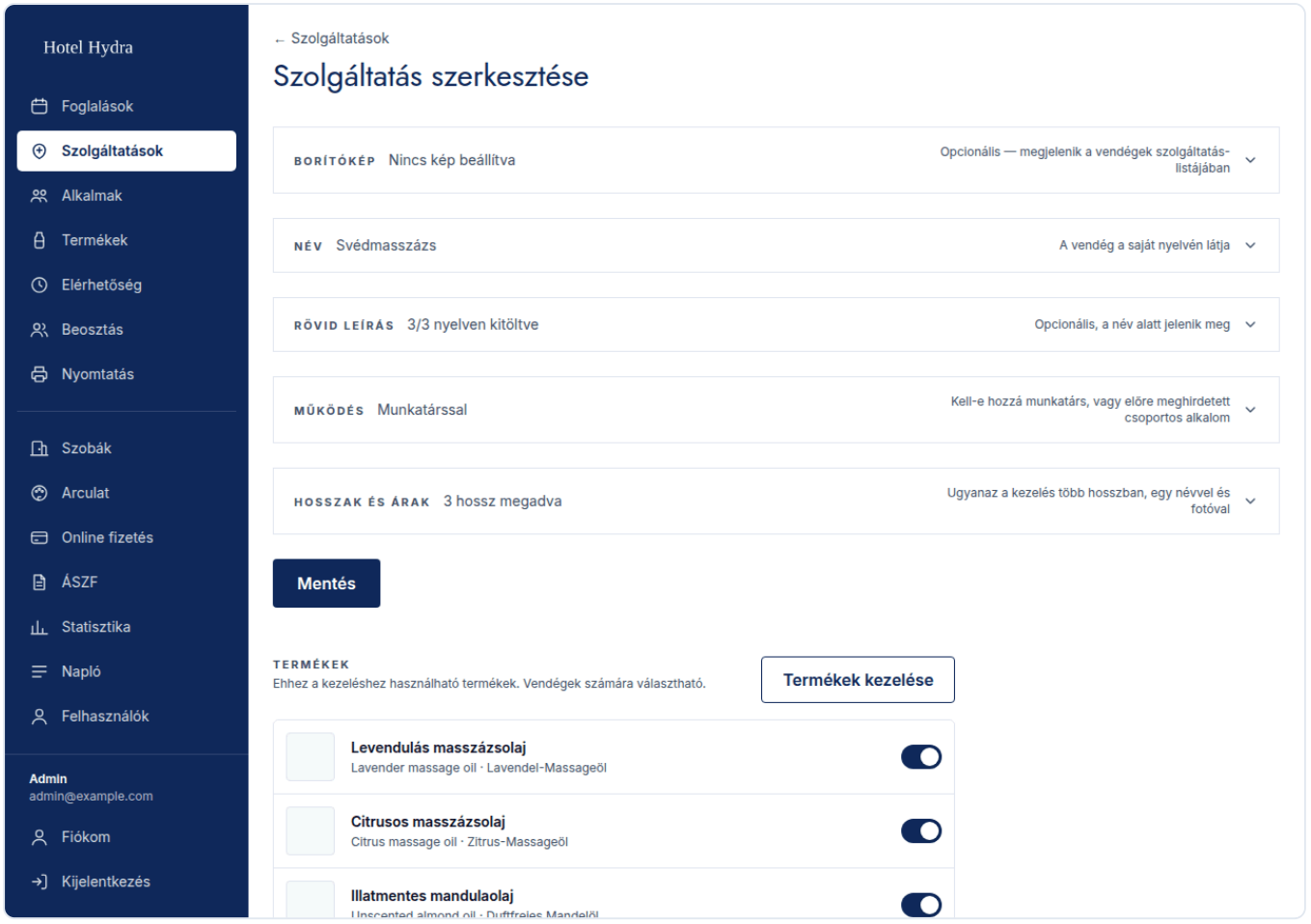
In the **Kategóriák** (Categories) box: **+ Új kategória** (+ New category; name in **Magyar**, **Angol**, and **Német** [Hungarian, English, and German], all three required), **Átnevezés** (Rename; pencil icon), **Törlés** (Delete; trash icon). When you delete a category, its services remain, without a category. Categories are listed in the order they were created; there is no button to reorder them. To change the order, delete and add again the categories that should move further down (their services remain, but you have to set their category again). The system also works without categories; if there are categories, services without a category appear to guests in an „Egyéb" ("Other") group.

7.3 Adding and editing a service

Új szolgáltatás (New service) or the pencil icon. The editor's five sections (open for a new service, collapsed when you edit — click a section's title; next to the title is a summary of the current value):

1. **Borítókép** (Cover image) — optional; JPG or PNG, up to 12 MB; the system compresses it automatically. On larger screens guests see the services as large cards, at most five in a row (a service without an image gets a colored background); on a phone, as rows with small pictures.
2. **Név** (Name) — **Magyar**, **Angol**, **Német** (Hungarian, English, German; all required, max. 200 characters), and the **Kategória** (Category).
3. **Rövid leírás** (Short description) — separately for each language (max. 5,000 characters), with **Félkövér** (Bold) and • **Felsorolás** (• Bullet list) formatting. There is no automatic translation or substitution: if the English description is empty, English-speaking guests see no description.
4. **Működés** (Operation) — the type of the service: **Munkatárssal** (With a therapist; the default), **Munkatárs nélkül** (Without a therapist), or **Csoportos alkalom** (Group session); for the latter two, with the **Egyszerre foglalható** (Bookable at once) and **Alapértelmezett létszám** (Default headcount) field respectively. Details: 7.6.
5. **Hosszak és árak** (Lengths and prices) — one or more rows; this is also where the service's **Aktív — foglalható a vendégeknek** (Active — bookable by guests) switch is.

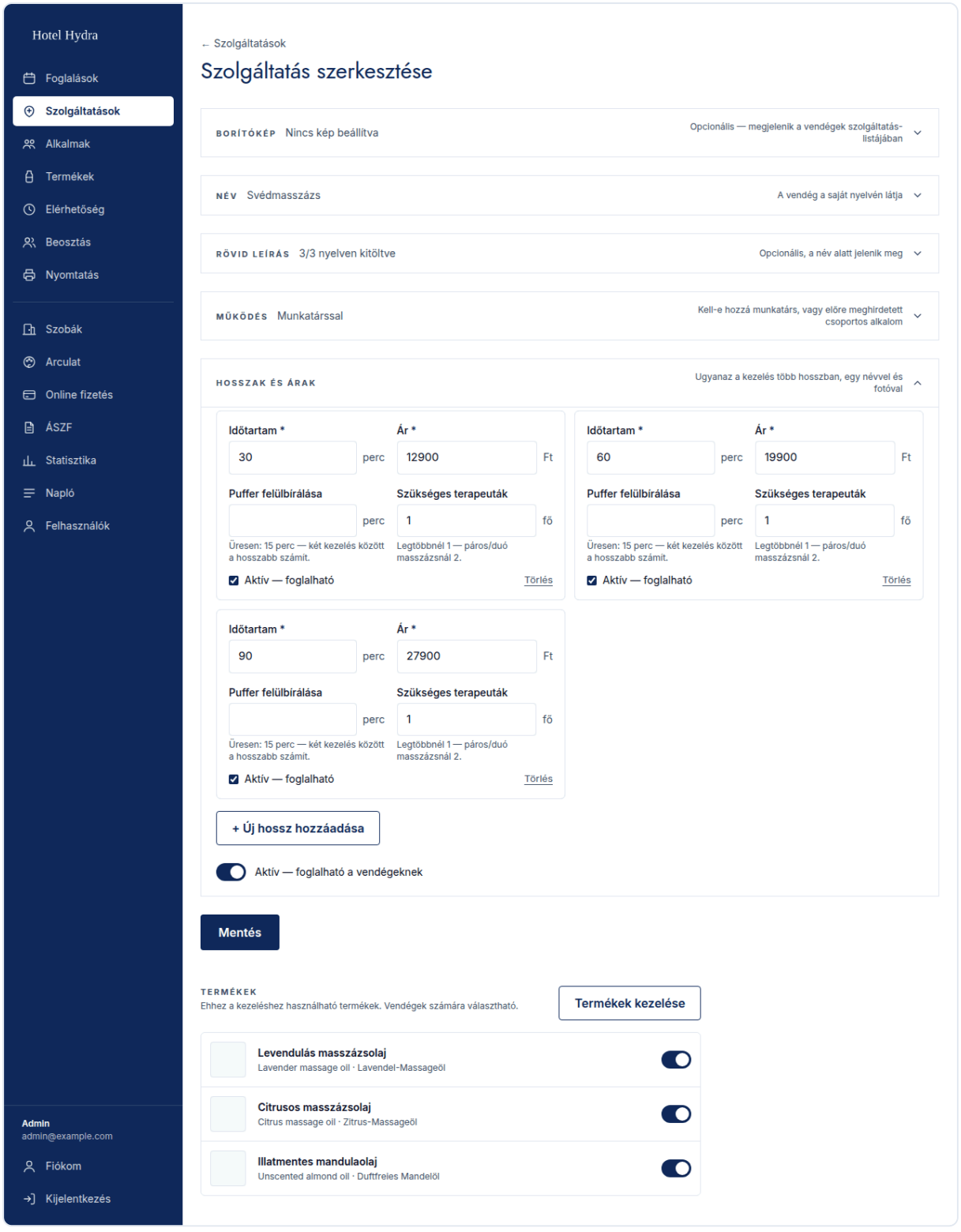
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Editing a service: the five sections collapsed

The fields of a length (with the **Hosszak és árak** section open):

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The Hosszak és árak section open: lengths, prices, and the Aktív switch

FIELD	MEANING	ALLOWED
Időtartam (Duration)	the length of the treatment in minutes	5–480 minutes
Ár (Price)	in forints	HUF 0–10,000,000

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FIELD	MEANING	ALLOWED
Puffer felülbírálása (Buffer override)	how much break this treatment needs after/before it; if empty, the buffer set on the Elérhetőség (Availability) page applies	0–240 minutes
Szükséges terapeuták (Required therapists)	how many therapists work at the same time (2 for a couples massage); shown only for the **Munkatárssal** operation	1–20
Aktív — foglalható (Active — bookable)	whether this length can be booked	

Between two treatments, the *longer* of the two treatments' buffers always applies. Add a new length with the **+ Új hossz hozzáadása** (+ Add new length) button; remove the row of a length with the **Törlés** (Delete) button (if there are at least two). A length that has bookings in the system (cancelled ones included) cannot be deleted — make it inactive.

> **Couples treatments:** when booking, guests get no separate indication that the treatment is for two people, so state this clearly in the name or the description (e.g., „… 2 fő részére" ["… for 2 people"]).

Mentés (Save); for a new service, **Létrehozás** (Create).

Assigning products: at the bottom of the editor page, in the **Termékek** (Products) section, you switch on which products (oil, cream) can be chosen for this treatment. These switches **are saved immediately**, independently of the Mentés button. For a new service, this becomes available after the first save.

7.4 Duplicating

Duplikálás (Duplicate) creates a copy of the service (ending in „(másolat)" ["(copy)"], **inactive**), including the names, descriptions, category, image, and lengths, and opens its editor. Not copied: the product assignments, and which therapists do not perform it (everyone performs the copy). Change the name, the duration, or the price, then switch it to active.

7.5 What happens to existing bookings?

- **Deactivating:** neither guests nor reception can book it anymore; existing bookings remain unchanged.
- **Price change:** the price of existing bookings does not change (a booking stores the price at the time of booking).
- **Duration change:** existing bookings do not move.

7.6 Staff-free and group services

In the service editor the **Működés** (Mode) field has three values:

- **Munkatárssal** (With staff, default) — the guest picks a time and the system assigns a staff member from the roster. Massage, treatments.
- **Munkatárs nélkül** (Without staff) — the guest picks a time but no staff member is needed (sauna, pool). The system **does not assign** anyone; the roster and the daily headcount do not limit it. Only **Egyszerre foglalható** (Bookable at once) does: that many bookings may overlap. Opening hours, closed days, minimum notice and the booking window still apply; the buffer gives the gap between bookings.

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- **Csoportos alkalom** (Group session) — offered only on scheduled days and times with limited seats (e.g. group water gymnastics). The guest chooses one of the scheduled sessions in the booker and sees the seats left; one booking takes one seat. **Alapértelmezett létszám** (Default seats) is only the starting value for new sessions.

The mode can be changed **only when the service has no future bookings**.

7.7 Sessions (for group services)

In the **Alkalmak** (Sessions) menu (or the **Alkalmak és jelentkezők** [Sessions and participants] link in the service editor) pick the group service. The **Új alkalmak** (New sessions) form adds one time or a **weekly repeat** on chosen weekdays up to an end date. Each session has its own seats and an optional leader's name (shown only; it does not reserve a staff member).

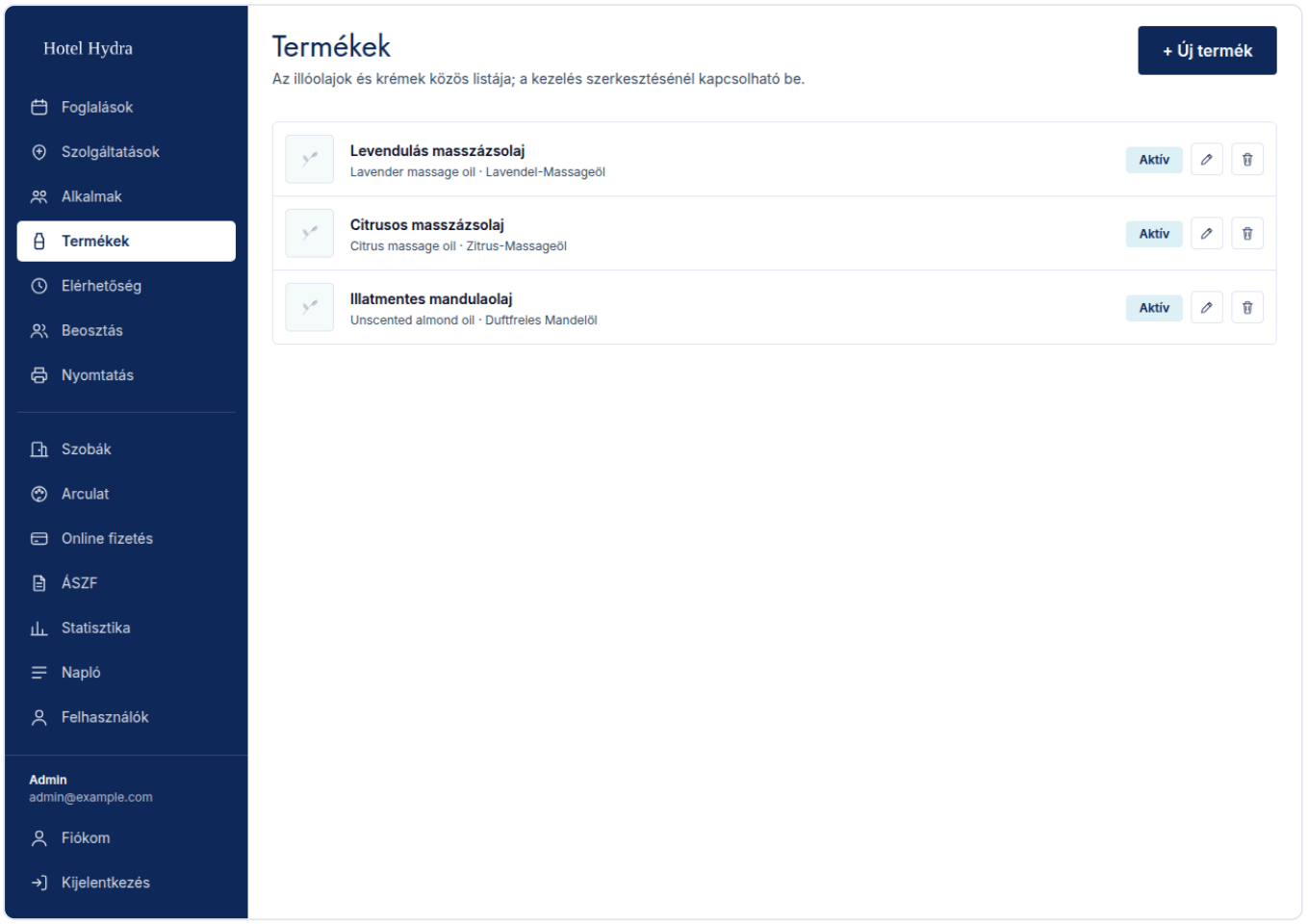
A session's rows show its participants; you can **add a participant by hand** (e.g. a phone booking) and change the seats or leader. **Cancelling** a session cancels all participants ("Üzemeltetési ok" / operational), refunds online payments and e-mails the guests; it cannot be cancelled while a payment hold is open on it — wait for the hold to expire. A session with no participants can be deleted.

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CHAPTER 8

Products

A shared list of essential oils, creams, and other products. Guests can choose from them when booking (optional), if they are assigned to the treatment.



Products

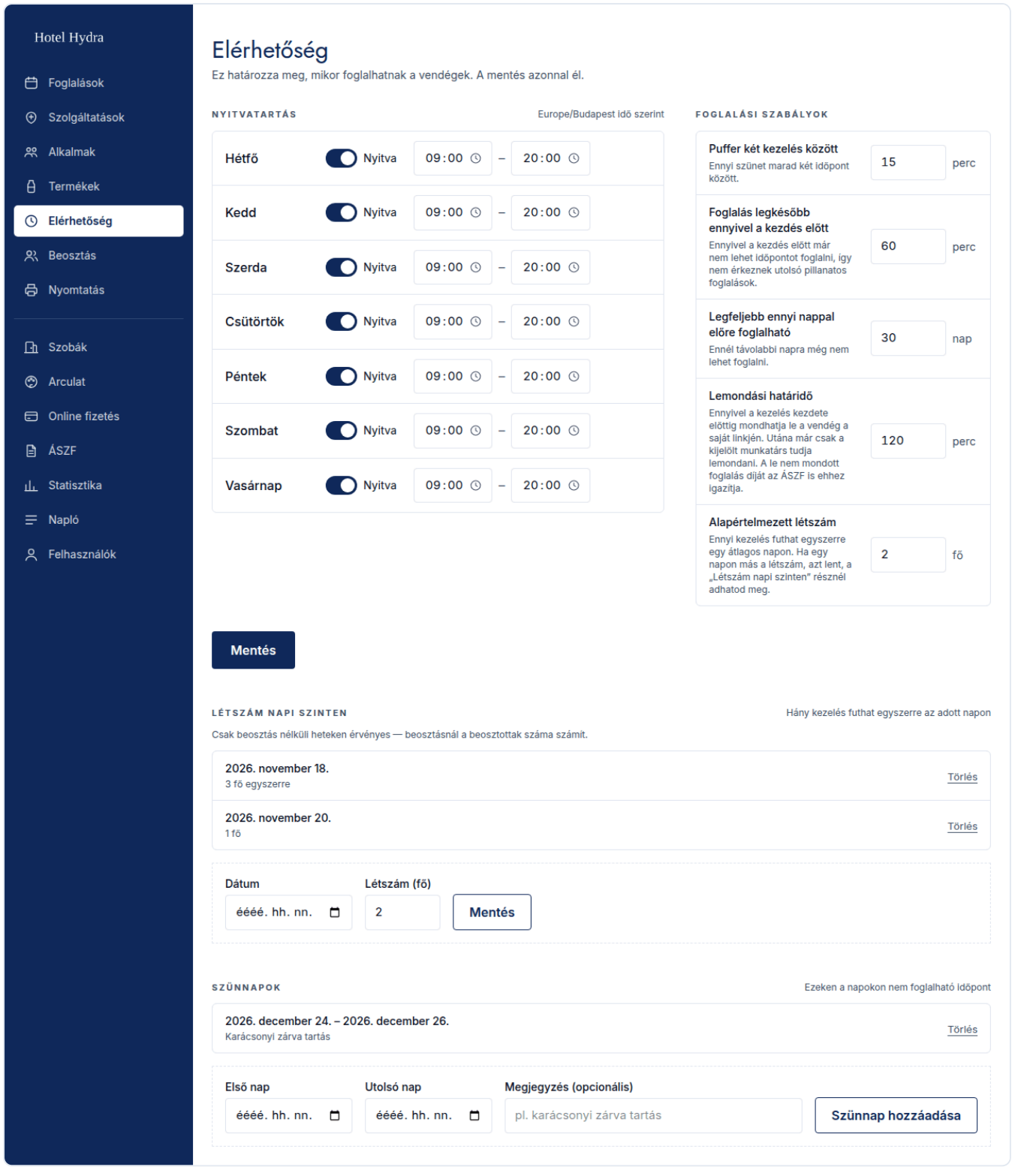
- **+ Új termék** (+ New product) / pencil icon: **Fotó** (Photo; optional), **Név** (Name; in three languages, required), **Összetevők / leírás** (Ingredients / description; per language — guests can use it to check whether the product contains an ingredient they are allergic to), and the **Aktív — választható a vendégeknek** (Active — selectable by guests) switch.
- Products **have no price**; choosing one does not change the price of the treatment.
- You switch on which treatments a product can be chosen for in the service editor (see 7.3).
- A product that has bookings in the system (cancelled ones included) cannot be deleted — make it inactive.

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CHAPTER 9

Availability

This page determines when guests can book. When you save, the changes take effect on the booking page immediately.



Availability

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9.1 Opening hours

For each day from Monday to Sunday: **Nyitva** (Open) / **Zárva** (Closed), and the opening and closing times (Hungarian time). The latest closing time you can choose is 23:55; midnight cannot be set. Treatments must *end* by closing time.

> **On a new installation,** be sure to save the opening hours at least once: until they are saved, the system treats the day as closed, even if the form shows it as open.

Changing the opening hours does not move or cancel existing bookings.

9.2 Booking rules

SETTING	MEANING	DEFAULT	ALLOWED
Puffer két kezelés között (Buffer between two treatments)	the break left between two treatments (for the same therapist)	15 minutes	0–240 minutes
Foglalás legkésőbb ennyivel a kezdés előtt (Booking at the latest this long before the start)	guests can book online no later than this long before the start, so the earliest time offered is now + this many minutes (does not apply to reception)	120 minutes	0–10,080 minutes
Legfeljebb ennyi nappal előre foglalható (Bookable up to this many days ahead)	nobody can book for a day further ahead than this (not even reception)	30 days	1–365 days
Lemondási határidő (Cancellation deadline)	how long before the start guests can still cancel with the cancellation link; after that, only reception can	60 minutes	0–10,080 minutes
Alapértelmezett létszám (Default headcount)	how many treatments can run at the same time on an ordinary day, in a week *without a roster*	1 person	1–20 people

The rules and the opening hours are saved with a single **Mentés** (Save) button; next to the button, you see „Mentve ÓÓ:PP" ("Saved HH:MM") or „Nem mentett módosítások" ("Unsaved changes"). If you try to leave the page without saving, the system asks you to confirm.

Good to know:

- **The system reads an empty field as 0:** an empty buffer, **Foglalás legkésőbb ennyivel a kezdés előtt** or cancellation deadline is saved as 0 (e.g., an empty buffer = no buffer), while an empty **Legfeljebb ennyi nappal előre foglalható** or **Alapértelmezett létszám** gives an error message and nothing is saved. Always enter a number.
- A change to the cancellation deadline also applies immediately to existing bookings.
- The ÁSZF (Terms and Conditions) text is not updated automatically: if the cancellation deadline changes, update it in the ÁSZF too (see 12.).
- Start times follow each other every 15 minutes from opening time; this cannot be changed.

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9.3 Daily headcount

For a specific day, you can set a headcount that differs from the default (e.g., „2026. október 7. — 2 fő egyszerre” [“October 7, 2026 — 2 people at a time”]): **Dátum** (Date), **Létszám (fő)** (Headcount, people), **Mentés** (Save). **Törlés** (Delete) restores the default headcount.

> The daily headcount counts **only in weeks without a roster**. Where the week has a roster (**Beosztás** [Roster] menu), the scheduled therapists determine how many treatments can run at the same time.

The headcount cannot be 0 — to close a day, use a closure day. If the new headcount is lower than the number of bookings running at the same time that day, the system warns you; the bookings remain, so check them on the Foglalások (Bookings) page.

9.4 Closure days

Days when the spa is closed (e.g., a public holiday, maintenance): **Első nap** (First day), **Utolsó nap** (Last day), **Megjegyzés (opcionális)** (Note, optional) → **Szünnap hozzáadása** (Add closure day). **Törlés** (Delete) removes a closure day without confirmation.

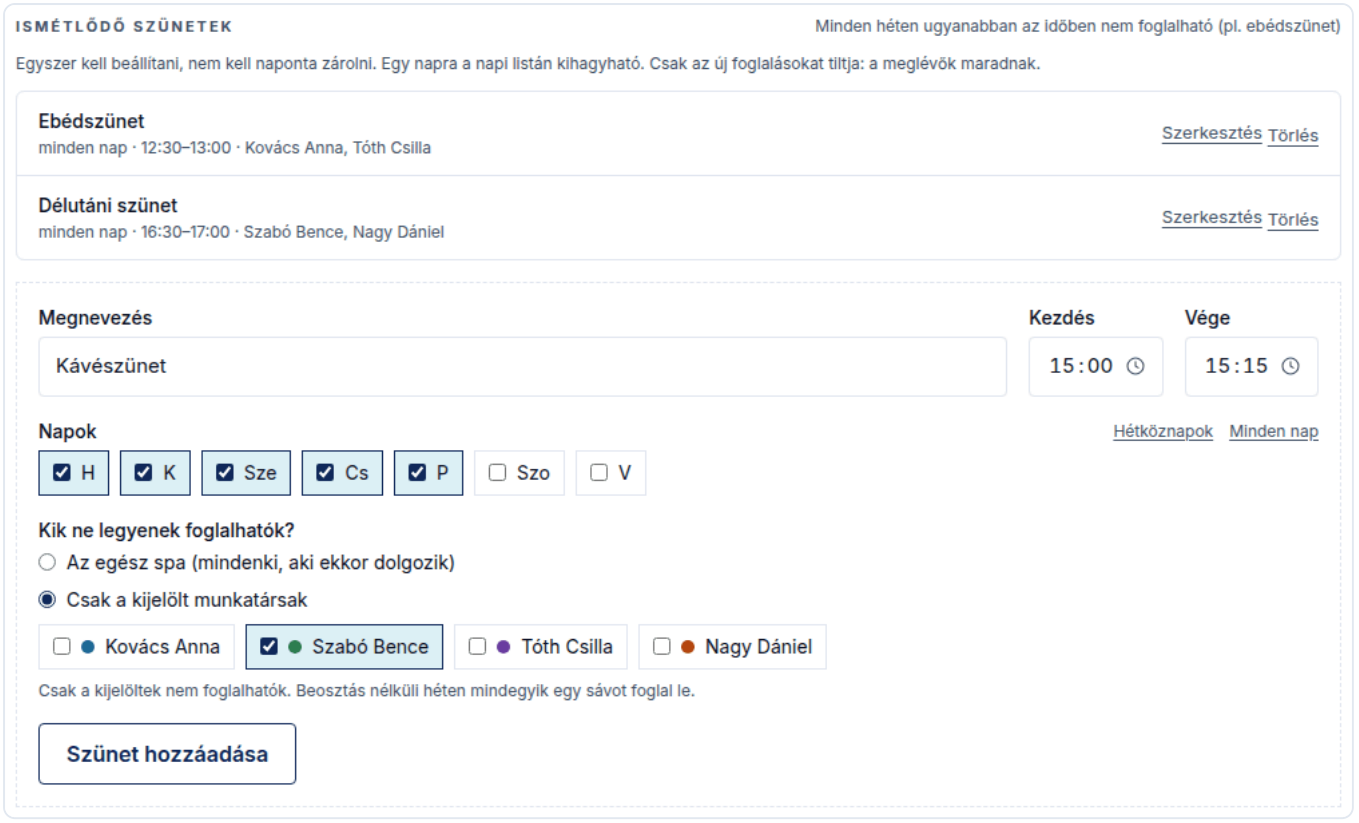
> **A closure day only prevents new bookings.** If there are already confirmed bookings in the period, the system warns you — you have to cancel or move them one by one on the Foglalások (Bookings) page.

Szünnap ≠ szabadnap (closure day ≠ day off): a closure day means the whole spa is closed; a day off is one therapist's free day in the roster.

9.5 Recurring breaks

A break that comes back at the same time every week (e.g., a lunch break): you set it once, with no need to create a block each day (5.7). On the chosen days and at the chosen time, the selected therapists cannot be booked; if you select everyone who is working then, the whole spa is closed for that time.

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Recurring breaks

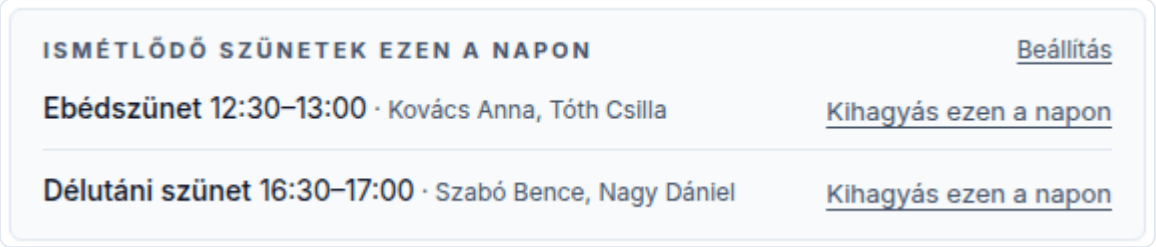
New break: **Megnevezés** (Name; e.g., „Ebédszünet” [“Lunch break”]), **Kezdés** (Start), **Vége** (End), **Napok** (Days; the **Hétköznapok** [Weekdays] and **Minden nap** [Every day] links switch them quickly), then the **Kik ne legyenek foglalhatók?** (Who should not be bookable?) selector: **Az egész spa** (The whole spa) or **Csak a kijelölt munkatársak** (Only the selected therapists; tick them); finally **Szünet hozzáadása** (Add break). In the list, **Szerkesztés** (Edit) changes a break and **Törlés** (Delete) removes it without confirmation. You can add several breaks, so lunches can be staggered (e.g., Anna at 12:30, Bence at 13:00). A therapist can only be on one break at a time: if a new or changed break would overlap an existing one on the same day for the same therapists (the whole spa counts as everyone), the system does not save it and says which one it clashes with. Breaks that follow one another (one ends as the other starts) do not clash.

How does a break work?

- **In a week with a roster,** it takes up the time of the therapists who are scheduled during the break (at least partly) and whom the rule applies to. Anyone you did not select stays bookable; someone who has no shift during the break is not affected.
- **In a week without a roster,** it takes up “lanes”: for the whole spa, all of that day's headcount lanes; for selected therapists, as many as you selected (the names are only markers here). It goes around lanes that are already booked.
- **It only prevents new bookings.** Whatever is already booked stays: when you save, the system warns you if there are confirmed bookings in the coming months that fall on the break — you have to cancel or move them one by one.
- **Buffer:** a break has no buffer of its own, but the usual buffer is kept between a guest's treatment and the break (before and after it), as with a block.
- **Therapists:** the rule does not apply to an inactive therapist; when a therapist is deleted, they drop out of the rule. If no active therapist is selected in a rule, its row says it currently applies to no one.

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Skipping it for one day. On the Foglalások (Bookings) page, above the selected day's list, the **Ismétlődő szünetek ezen a napon** (Recurring breaks on this day) box shows every break on that day, with the **Kihagyás ezen a napon** (Skip on this day; e.g., “we work through lunch today”) and **Visszaállítás** (Restore) button. It can only be requested for today and later days, and it does not affect the rule's other days. If you only want to skip one therapist's break, skip the break for that day and create blocks for the others (5.7). The **Beállítás** (Settings) link leads to the Availability page.



The break box in the day's list

In the **Hét** (Week) view, the break appears as a gray striped area in the day's column; the tooltip names the therapists.

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CHAPTER 10

Rooms

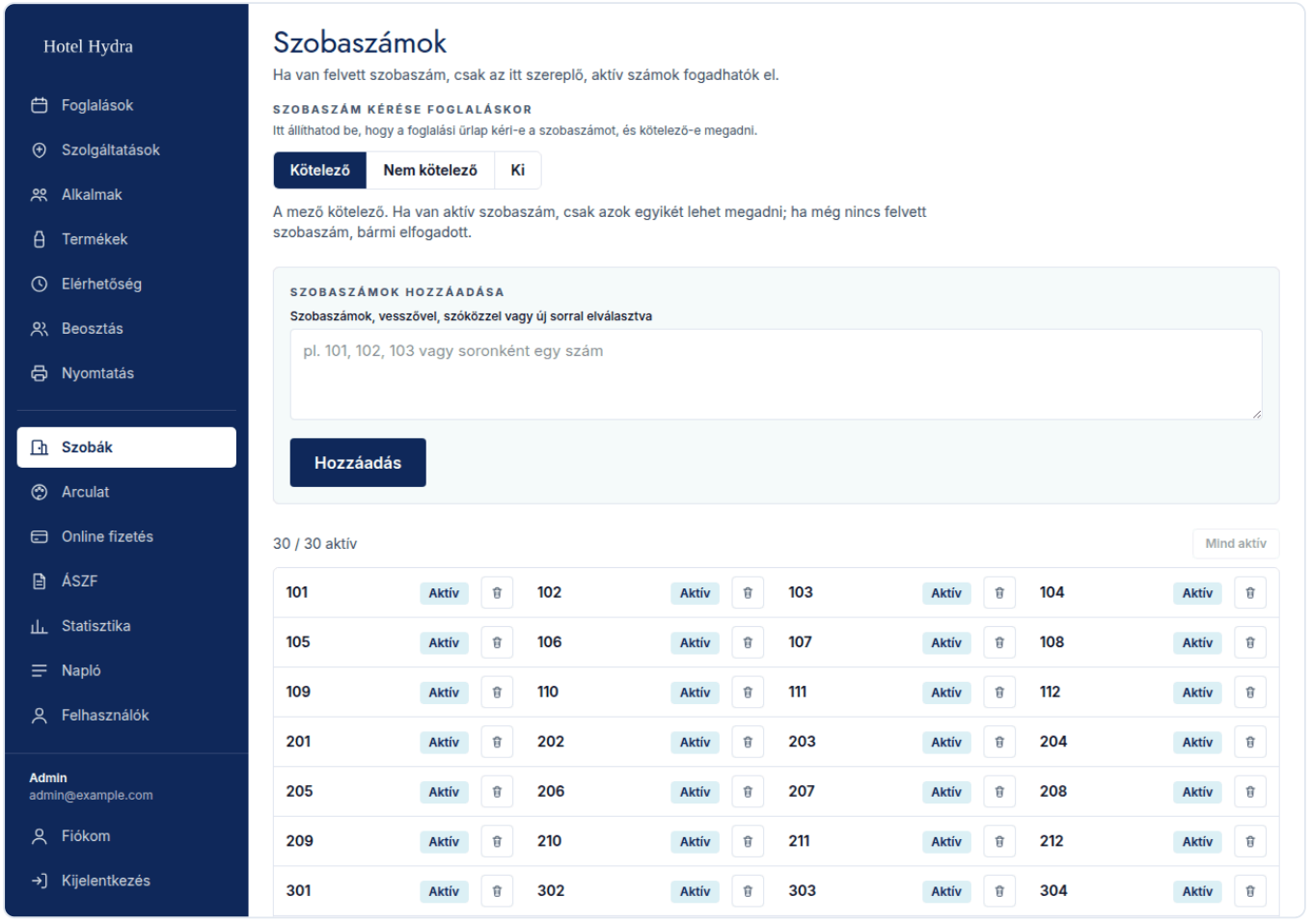
Admin role only; the Viewer role can look at it but not change it.

When a booking is made, the system accepts only the active room numbers added on the **Szobaszámok** (Room numbers) page — from guests and reception alike. This way, mistyped room numbers can be filtered out.

At the top of the page, **Szobaszám kérése foglaláskor** (Ask for a room number when booking) has three choices:

- **Kötelező** (Required): the guest must give a room number, as described above. This is the default.
- **Nem kötelező** (Optional): the field is shown, marked *opcionális*, and may be left empty — for example when a guest books weeks ahead and does not know the room yet. A room number that *is* typed is still checked against the list. A booking without one has no room on its confirmation or in the admin; reception can add it later by editing the booking.
- **Ki** (Off): the booking form does not ask at all, and bookings are made without a room number (reception's forms too). The room list is kept but not used.

Note that a room number only filters out typing mistakes; it is not a way to prove that a guest is staying at the hotel (room numbers are easy to guess).



Rooms

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- **Szobaszámok hozzáadása** (Add room numbers): separated by commas, spaces, or line breaks (e.g., `101, 102, 103`), up to 2,000 at a time; numbers that already exist are skipped. The system does not recognize ranges (e.g., `101-110`): it would treat this as a single room number.
- **Aktív / Inaktív** (Active / Inactive) button and **Törlés** (Delete; trash icon, with confirmation) for each room. Deleting is always possible (bookings store the room number as text). Above the list you see the „N / M aktív" ("N / M active") count and the **Mind aktív** (All active) button, which makes every inactive room number active at once (for example if a floor was switched off room by room). If everything is already active, the button is gray; using it is entered in the Napló.
- Rooms are listed in the order they were added; they cannot be renamed or reordered directly. To fix a mistyped room number, delete it and add it again correctly — existing bookings are not affected, because they store the room number as text. A newly added number always goes to the end of the list.

> If there is no active room number at all (none have been added, or all are inactive), the system accepts any room number.

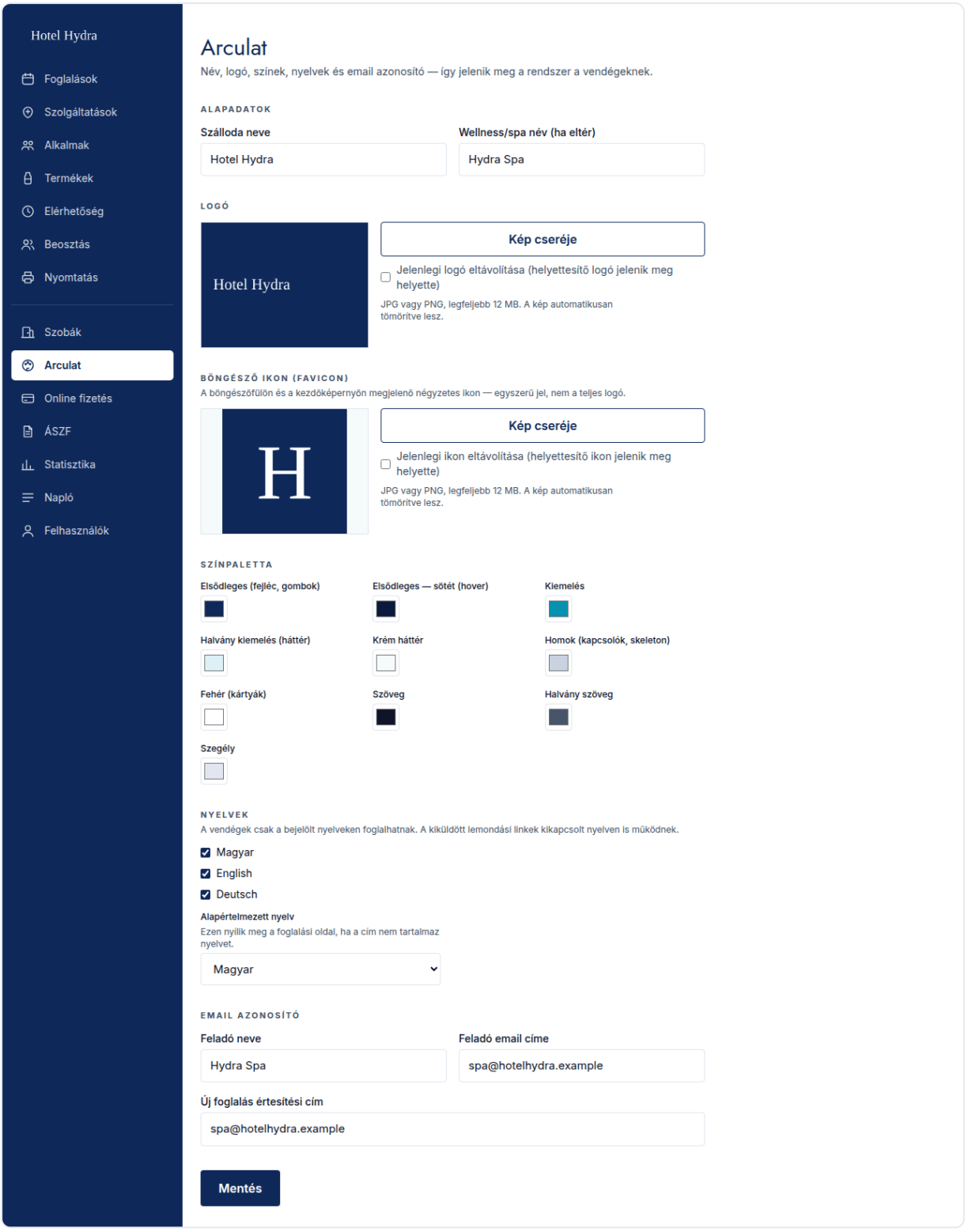
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CHAPTER 11

Branding

Admin role only; the Viewer role can look at it but not change it.

Here you set how the system looks and under what name it appears to guests, in emails, and in the admin interface. All settings are saved with a single **Mentés** (Save) button and take effect immediately.



Branding

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SECTION	FIELDS	WHERE IT APPEARS
Alapadatok (Basic details)	**Szálloda neve** (Hotel name; required); **Wellness/spa név (ha eltér)** (Wellness/spa name, if different)	browser tab title, emails, calendar file; the spa name appears in the subtitle of the booking page and in the text for accepting the ÁSZF (Terms and Conditions)
Logó (Logo)	uploading or removing an image (the system trims empty edges; max. 12 MB); a white or black background can be made transparent (see below)	booking page, admin, emails, ÁSZF page; without a logo, the hotel name is shown
Böngésző ikon (favicon) (Browser icon, favicon)	a simple, square symbol (PNG/JPG; not .ico); a white or black background can be made transparent here too	browser tab, phone home screen
Színpaletta (Color palette)	10 colors (primary, accent, background, text, etc.)	booking page, admin, emails (the „Fehér (kártyák)” [“White (cards)”] color only in emails)
Nyelvek (Languages)	switching on **Magyar** (Hungarian), **English**, **Deutsch** (German); **Alapértelmezett nyelv** (Default language)	guests can book only in the languages that are switched on; an address without a language (or with a language that is switched off) opens in the default language, and a link ending in `/hu`, `/en` or `/de` opens in that language. Cancellation links already sent in a language that has been switched off keep working.
Email azonosító (Email identity)	**Feladó neve** (Sender name), **Feladó email címe** (Sender email address), **Új foglalás értesítési cím** (New booking notification address)	the sender of outgoing emails; new bookings, guest cancellations, and appointment changes are sent to the notification address

The font is not set here, but during installation. The admin interface is always in Hungarian.

Removing the background from the logo and the icon. The logo is shown on the header color (on the booking page, in the admin, and in emails), so an image with a white background would appear as a white rectangle. After you choose a file, the **Egyszínű háttér eltávolítása (fehér vagy fekete → átlátszó)** (Remove a plain background, white or black → transparent) checkbox appears, and the preview shows the result right away, on the header color. The system only removes a background that is plain white or plain black along the whole edge of the image; it does not change a colored background, a photo, or an image that is already transparent — the preview and the message after saving say what happened. It also makes the inside of letters (such as the middle of an "O") and the inside of thin frames transparent, but keeps white parts enclosed by a solid shape (such as white letters in a colored disc); the tiny inner spots of very heavy letters may remain.

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Removing the background from the logo

If the logo's color hardly differs from the header color (for example, dark blue lettering on a dark header), it would hardly be visible with a transparent background: in that case the checkbox is switched off by default and the white background stays. Ticked, the preview shows how it would look. For such a logo, it is worth asking the designer for a light (white or colored) version with a transparent background.

The phone home-screen icon is issued separately in an opaque version (on a white background, or on a dark one behind a light symbol), because the iPhone would paint the transparent part black.

> The domain of the sender email address must be verified with the email provider (Resend) — the operator does this. Without verification, emails are not sent.

Beágyazás a weboldalba (Embedding in the website), at the bottom of the page: the exact code for the hotel's website, ready to copy — choose the language the booking should open in, then **Kód másolása** (Copy code). One code is enough: guests can switch language inside the booking; a website with a separate page per language puts the matching code on each. It also shows the booking page's address and the websites allowed to show it, and warns when none is allowed yet. For the web developer: embedding guide.

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BEÁGYAZÁS A WEBOLDALBA

Ezt a kódot kell a szálloda weboldalának arra az oldalára illeszteni, ahol a foglalás megjelenik — például WordPressben egy „Egyéni HTML" blokkba. A keret magassága mindig a tartalomhoz igazodik, és minden lépésnél a foglalás tetejére gördül. A kód ennek a szállodának a címét tartalmazza, nem kell benne semmit átírni.

Nyelv: Magyar English Deutsch

Elég egyetlen kód: a nyelv csak a megnyitás nyelvét dönti el, a vendég átválthat. Ha a weboldalnak nyelvenként külön oldala van, mindegyikre a saját nyelvű kód kerüljön.

HTML Kód másolása

```
<iframe
  id="hydra-booking"
  src="https://foglalas.hotelhydra.example/hu"
  style="width: 100%; border: 0; display: block;"
  title="Hydra Spa – időpontfoglalás"
></iframe>
<script>
  (function () {
    var IFRAME_ORIGIN = "https://foglalas.hotelhydra.example";
    window.addEventListener("message", function (event) {
      if (event.origin !== IFRAME_ORIGIN) return;
      var data = event.data;
      if (!data) return;
      var iframe = document.getElementById("hydra-booking");
      if (!iframe) return;
      if (data.type === "hydra-embed-resize") {
        iframe.style.height = data.height + "px";
      } else if (data.type === "hydra-embed-scroll-top") {
        iframe.scrollIntoView({ behavior: "smooth", block: "start" });
      }
    });
  })();
</script>
```

A foglalóoldal címe
https://foglalas.hotelhydra.example

Ezek a weboldalak ágyazhatják be

- https://www.hotelhydra.example

Más weboldalon a böngésző nem jeleníti meg a keretet. Új cím felvételét az üzemeltető végzi (EMBED_ALLOWED_ORIGINS).

The embed code: language choice, Kód másolása, the booking page's address, and the allowed websites

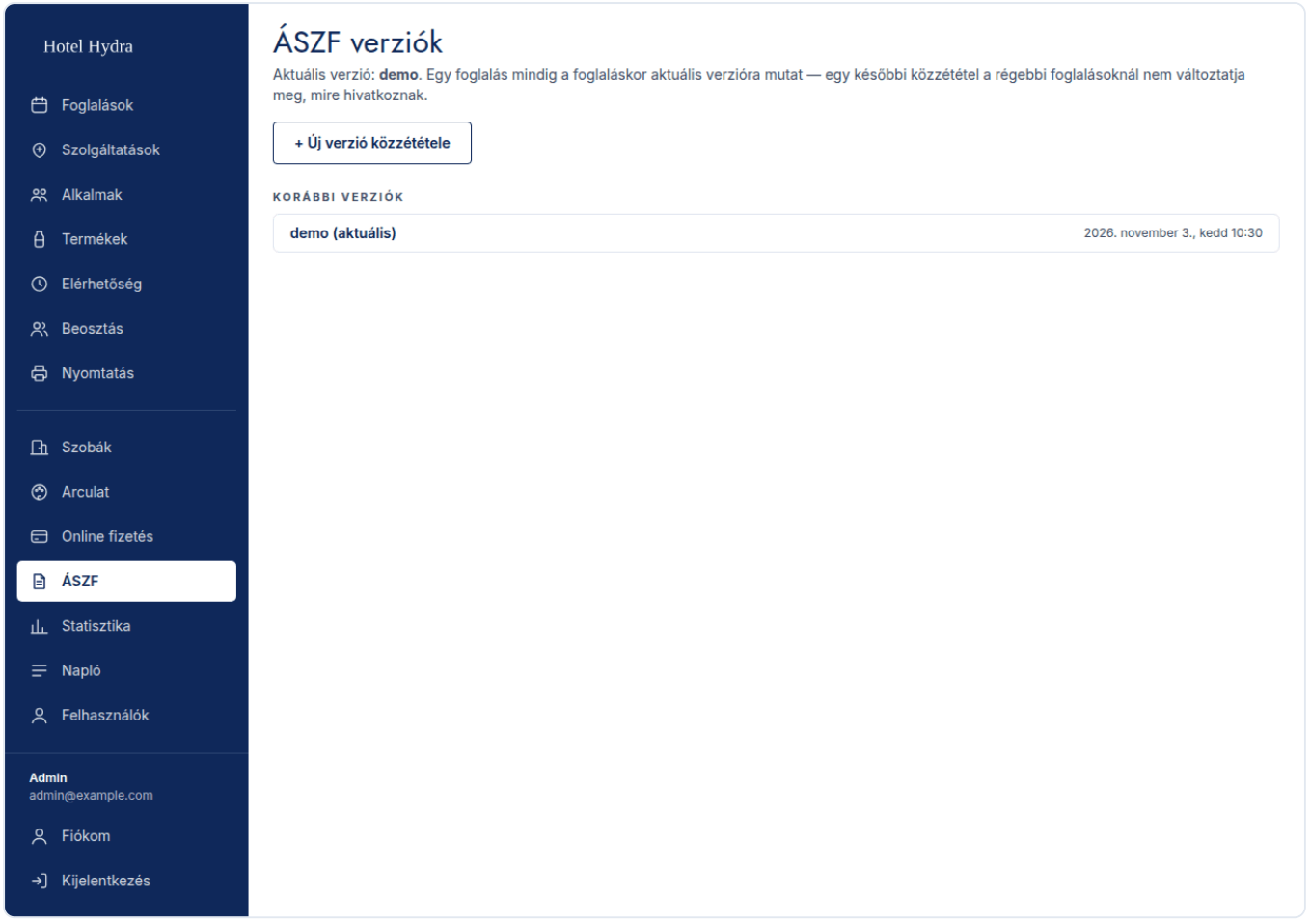
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CHAPTER 12

Terms (ÁSZF)

Admin role only; the Viewer role can look at it but not change it.

Guests must accept the General Terms and Conditions (ÁSZF) when booking online; for every online booking, the system records which version the guest accepted (bookings entered by reception involve no ÁSZF acceptance). Versions cannot be changed; you can only publish a new version.



ÁSZF (Terms and Conditions) versions

Publishing a new version:

1. **+ Új verzió közzététele** (+ Publish new version).
2. **Verziójelölés** (Version label) — today's date by default (for an hour or two after midnight it is still the previous day's date, because it is calculated in UTC); it must be unique (for a second publication on the same day, use a different label, e.g., `2026-10-05-b`).
3. Choose a mode:
4. **JSON beillesztés** (Paste JSON; default) — you paste the lawyer-approved text in JSON format, per language; the fields are prefilled with the current version.
5. **Szerkesztő** (Editor) — direct editing with sections, paragraphs, bullet lists, and a live preview. Use it only if the text does not require legal review, or if it has already been approved outside the system.
6. All three languages (Hungarian, English, German) must be filled in — even if a language is switched off.

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7 **Közzététel** (Publish).

> Publishing **is immediate, asks for no confirmation, and cannot be undone.** To restore an old text, publish it again with a new label. The interface does not show the text of earlier versions (the **Korábbi verziók** (Earlier versions) list shows only the label and the date, and the form is prefilled with the current version), so keep a copy of every text (JSON) you publish; if you don't have one, the operator can retrieve it from the database.

Piszkozat sáv (Draft banner): if the draft banner text is filled in for the version (e.g., „MINTASZÖVEG” [“SAMPLE TEXT”]), guests see it as a yellow strip at the top of the ÁSZF page. To remove it, publish a new version with an empty draft banner.

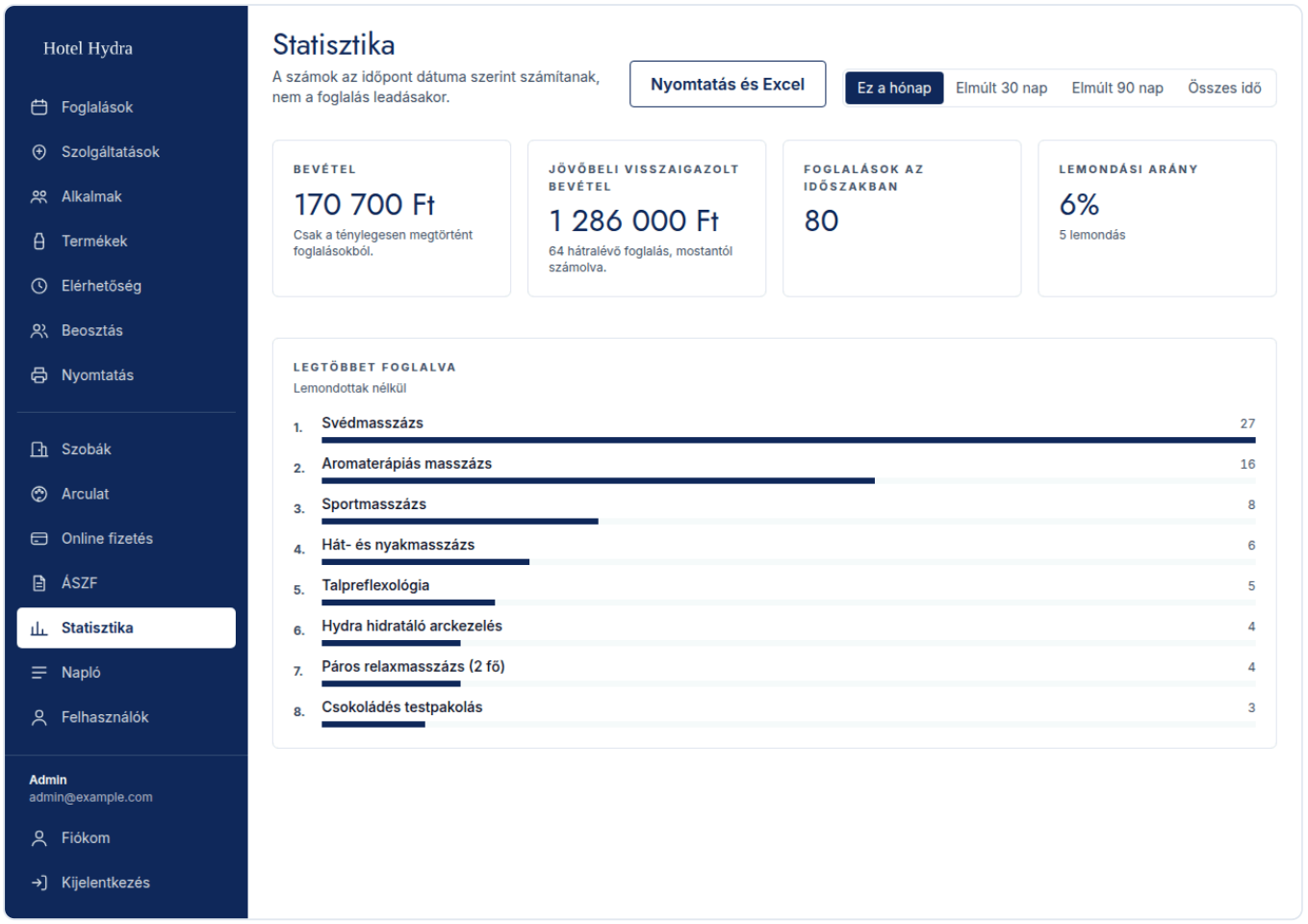
If no ÁSZF version has been published yet, guests cannot book.

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CHAPTER 13

Statistics

Admin role only; the Viewer role can look at it but not change it. The Munkatárs role can reach neither this page nor the Statisztika report of the Nyomtatás menu or its Excel file.



Statistics

Period: **Ez a hónap** (This month; the default, including the remaining future days of the month), **Elmúlt 30 nap** (Last 30 days), **Elmúlt 90 nap** (Last 90 days), **Összes idő** (All time). Figures fall into a period according to the date of the *appointment*, not the date the booking was made.

METRIC	WHAT IT COUNTS
Bevétel (Revenue)	the sum of the prices of bookings with **Megtörtént** (Completed) status
Jövőbeli visszaigazolt bevétel (Future confirmed revenue)	the total value and number of confirmed bookings starting from now on (regardless of the period)
Foglalások az időszakban (Bookings in the period)	all bookings in the period (excluding blocks)
Lemondási arány (Cancellation rate)	the share of cancellations among the bookings of the period

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METRIC	WHAT IT COUNTS
Legtöbbet foglalva (Most booked)	the 8 most booked services (excluding cancelled bookings)

Good to know:

- Only what reception has marked **Megtörtént** counts toward revenue.
- Bookings cancelled with the reason **Téves rögzítés** (Data entry error), **Teszt foglalás** (Test booking), or **Duplikált foglalás** (Duplicate booking) are not included in any metric. Bookings cancelled by the guest (with the link), by reception with the plain **Lemondás** (Cancel), or for an **Üzemeltetési ok** (Operational reason) count as cancellations.
- A permanently deleted booking also disappears from the statistics.
- Anonymization after 12 months does not affect the statistics.
- The page itself only knows the four periods; for a custom date range, a per-staff breakdown, printing and **Excel**, use the **Statisztika** report in the Nyomtatás menu.

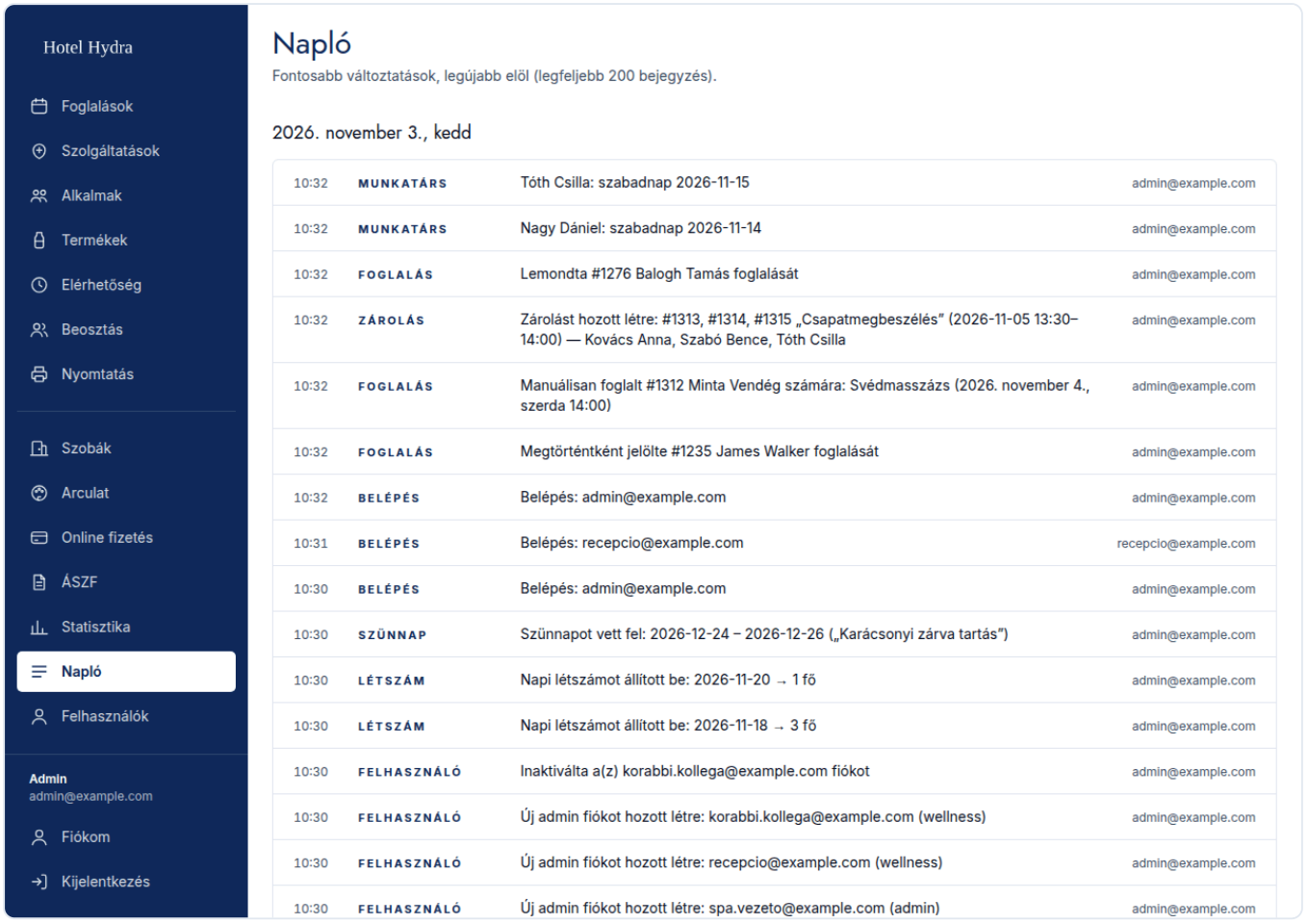
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CHAPTER 14

Audit log

Admin role only; the Viewer role can look at it but not change it.

The Napló (Audit log) shows the more important changes made in the admin interface, newest first, grouped by day: time, type (e.g., Foglalás [Booking], Zárolás [Block], Munkatárs [Therapist], Beosztás [Roster]), description, and the email address of the account that made the change. The log records the account, not the person: with a shared account you cannot tell which colleague made a change (see 15.). At most the last 200 entries are shown; there is no search or filter. The log also shows **successful sign-ins** („Belépés: email address" ["Sign-in: email address"]; „Belépés" in the type column), a temporary sign-in lockout, and a sign-in that followed many failed attempts; failed attempts do not go here, only to the server log. The system automatically deletes entries older than 12 months.



Audit log

Logged: creating and changing bookings (including a change of therapist), therapist swaps, cancellations (with the reason), marking as Megtörtént (Completed) / Nem jelent meg (No-show), permanent deletion; creating, releasing, and deleting blocks; therapists and shifts, copying, repeating, and reassigning the roster; creating, activating, and deactivating users, changing a role, password changes; publishing the ÁSZF (Terms and Conditions); saving the branding; creating (except by duplicating) and deleting services and products, price changes; deleting rooms, changing how the room number is asked for, and the **Mind aktív** button; closure days; daily headcount; recurring breaks (creating, changing, deleting, skipping for

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one day and restoring); creating, changing, cancelling and deleting group sessions; successful sign-ins, a sign-in lockout, signing in with a recovery code; password resets with the emailed link; switching two-factor authentication on and off, requesting new recovery codes, and an Admin's reset; deleting a guest's note; downloading the bookings (CSV), the Excel files of the Nyomtatás menu, and the payments export; changes to the online payment settings and refunds.

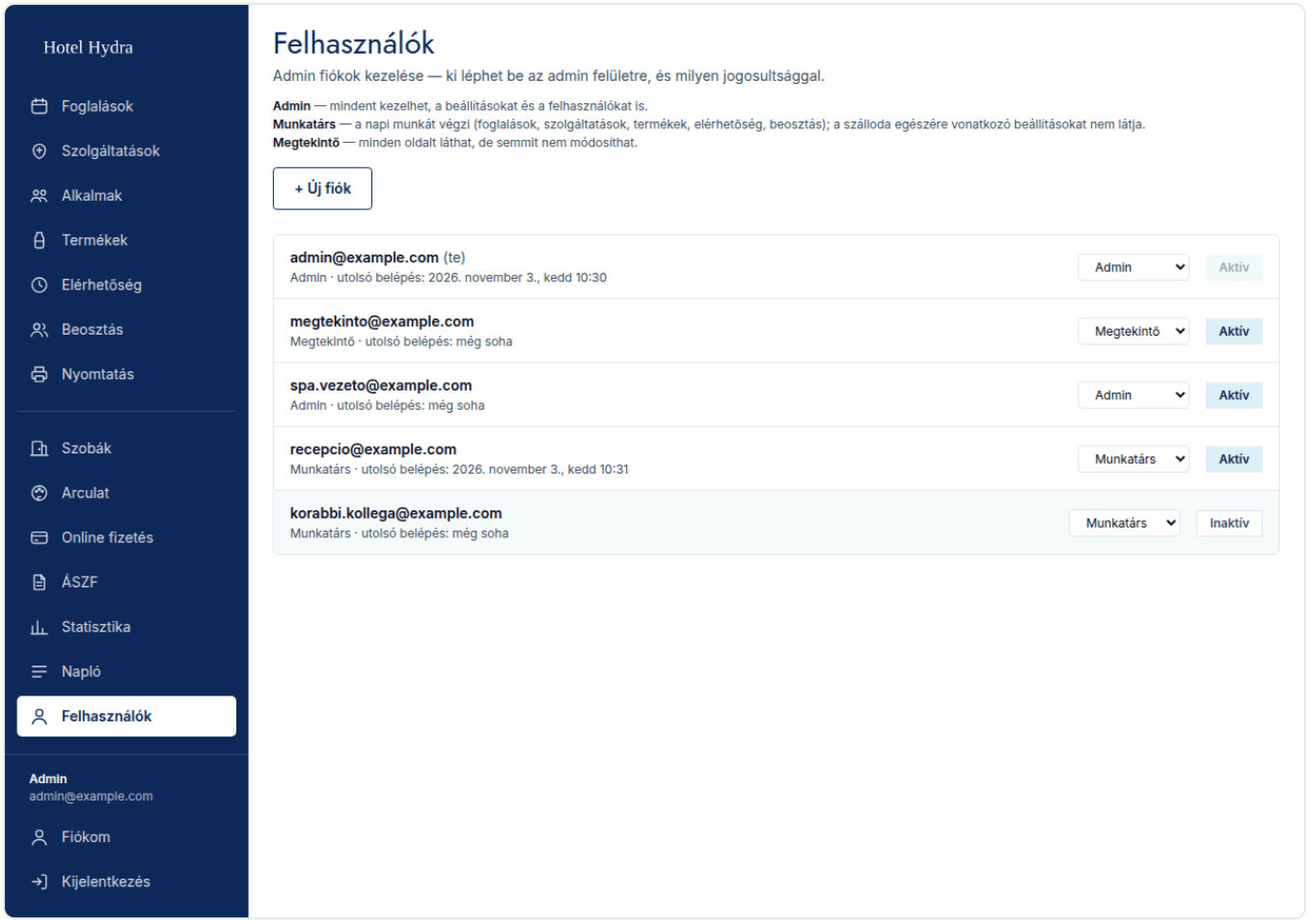
Not logged: signing out; changes to categories, opening hours, and booking rules; other editing and switching on/off of services and products, and reordering and duplicating services; reordering therapists; the automatic assignment of therapists after a roster change (only the roster change itself is logged); adding rooms and switching them on/off one by one; anything the guest does (online booking, cancellation).

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CHAPTER 15

Users

Admin role only; the Viewer role can look at it but not change it.



Users

New account: + Új fiók (+ New account) → **Email cím** (Email address), **Szerepkör** (Role: **Munkatárs (normál)** [Staff member, standard], **Admin (teljes jogosultság)** [Admin, full permissions], or **Megtekintő (csak megtekintés)** [Viewer, look only]), **Kezdeti jelszó** (Initial password; at least 8 characters) → **Fiók létrehozása** (Create account). The system shows the email address and password once — hand them over to your colleague in person; they cannot be retrieved later. No invitation email is sent; suggest that your colleague change their password after signing in for the first time (**Fiókom** [My account]).

The list shows the accounts with their role and the time of their last sign-in. The **Aktív / Inaktív** (Active / Inactive) button switches an account off or on immediately (without confirmation); the system signs a deactivated user out the next time they load a page or save. You cannot deactivate your own account. Where two-factor authentication is switched on, a **2FA** mark appears next to the account's name, together with the **2FA visszaállítása** (Reset 2FA) button (2.4).

Changing a role. In every row of the list, a drop-down shows the account's role. Pick another one, then click the **Mentés** (Save) button that appears: the change takes effect immediately (for a user who is already signed in, from their next page load) and is entered in the Napló. You can change your own role too — this is how an account already in use can be made a Viewer — but only if there is another active Admin: the

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role of the last active Admin cannot be taken away (the drop-down is greyed out then), so that user management is not closed to everyone. A line above the list says what each role can do.

Not possible in the interface: deleting an account, changing an email address, resetting someone else's password. If someone needs a new email address, create a new account for them (with a different email address and the role they need) and deactivate the old one. Someone who has forgotten their password resets it themselves (see 2.3). Only one account can exist per email address (including inactive ones) — for a colleague who left and then returns, reactivate their old account.

One person, one account. Give everyone their own account instead of a shared one (the read-only Viewer account is the exception: as it cannot change anything, it can be shared — but see 3.2 for what it sees). The Napló (Audit log) records the account's email address, so only personal accounts show which colleague changed what, and a leaver's account can be switched off on its own, without changing everyone else's password. Therapists can have their own accounts too (Munkatárs role), but there is no separate therapist view: they see and can change the same things as reception, and they also see guests' details and notes. So give an account only to those whose work needs one.

The "Üzemeltető" (Operator) account. If the list shows an account called **Üzemeltetői fiók** (Operator account) and protected by 2FA, it is your service provider's protected support account (clause 4.11 of the contract). It is for maintenance, troubleshooting and handling security events (for example deactivating a compromised account), or when you ask for help. **It cannot be deactivated, and its role and two-factor sign-in cannot be changed**, and it has the admin role, so it can also see guests' notes. Its sign-ins and changes appear in the **Napló** (log) like any other account's, under the same name. Its e-mail address (its user name) is deliberately not shown anywhere. It does not count towards the "last active admin" rule: you must always keep at least one administrator of your own.

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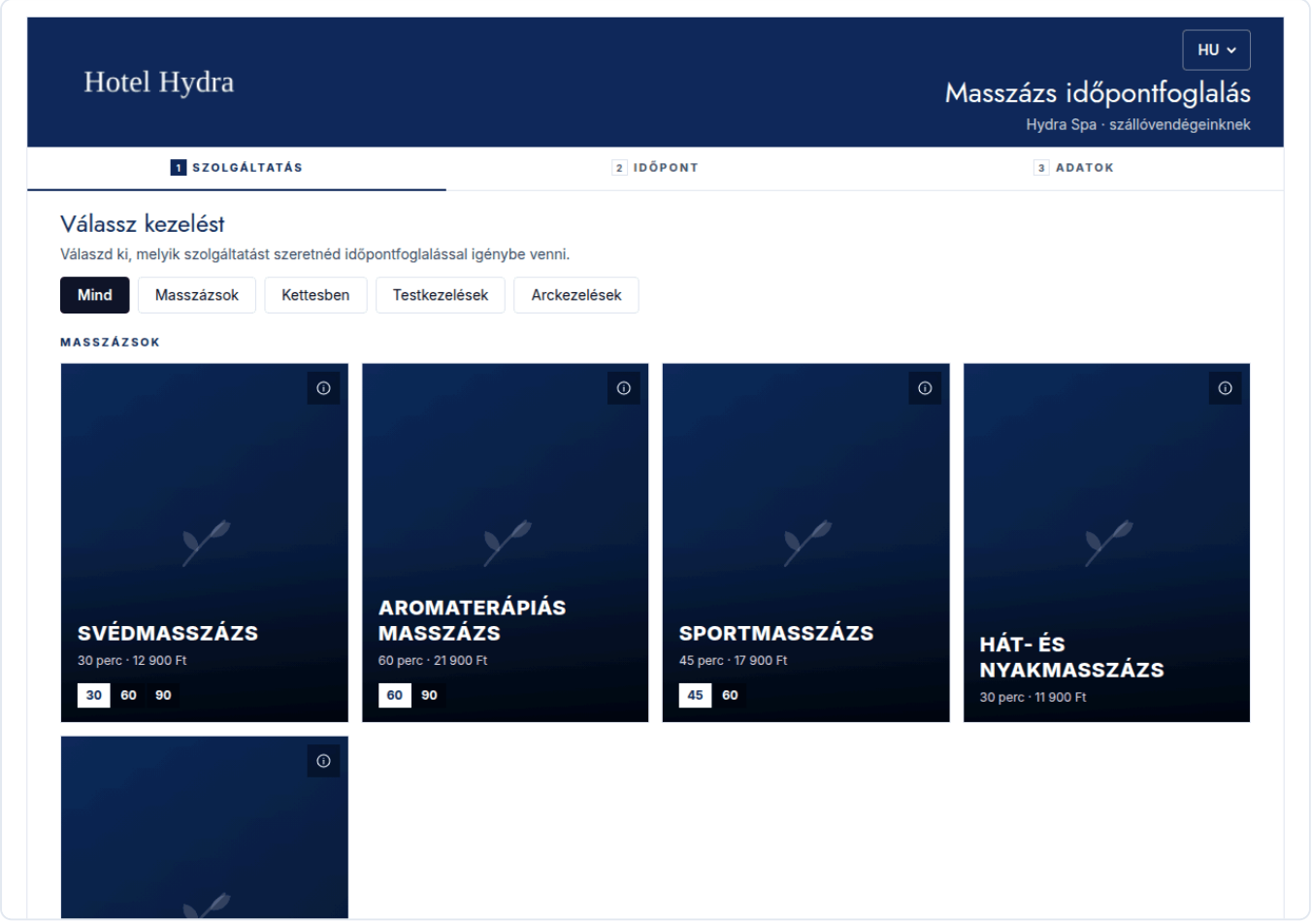
CHAPTER 16

What the guest sees

This chapter helps you answer guests' questions. Guests book on the booking page — the hotel can embed it in its own website or share it as a direct link (e.g., with a QR code in the room). The interface is available in Hungarian, English, and German; which of these languages are shown is set on the **Arculat** (Branding) page (see 11.). The guest switches language with the small button in the top right corner of the header (e.g. **HU ▾**): clicking it opens a drop-down list of the languages; if the hotel offers only one language, the button is not shown.

16.1 The booking steps

1. Szolgáltatás (Service). The guest sees the treatments grouped by category, with name, duration, and price. If a treatment has several lengths (e.g., 30 and 50 minutes), the guest can choose between them on the card. The “i” button shows the treatment's description and image. If the services are in more than one category, category filter buttons stand above the list (**Mind** [All] and the names of the categories): clicking a category shows only its treatments. Clicking a treatment takes the guest straight to the next step.



The first step of the booking page

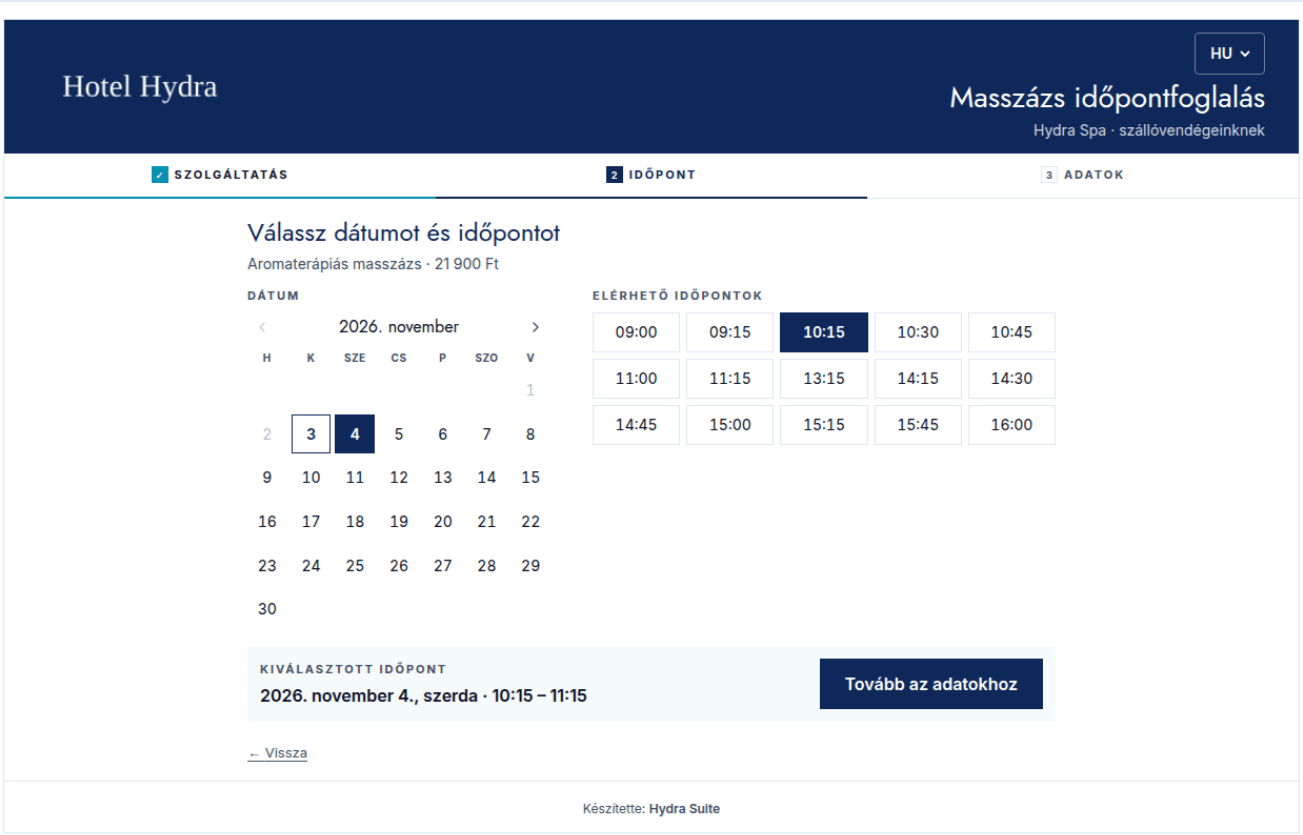
2. Időpont (Date & time). In the calendar, the guest can choose a day from today to the end of the booking window, and then one of the available start times (every 15 minutes). Only times that end within opening

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hours, respect the minimum notice, and have free capacity are shown (in a rostered week: a free, scheduled therapist who performs this treatment).

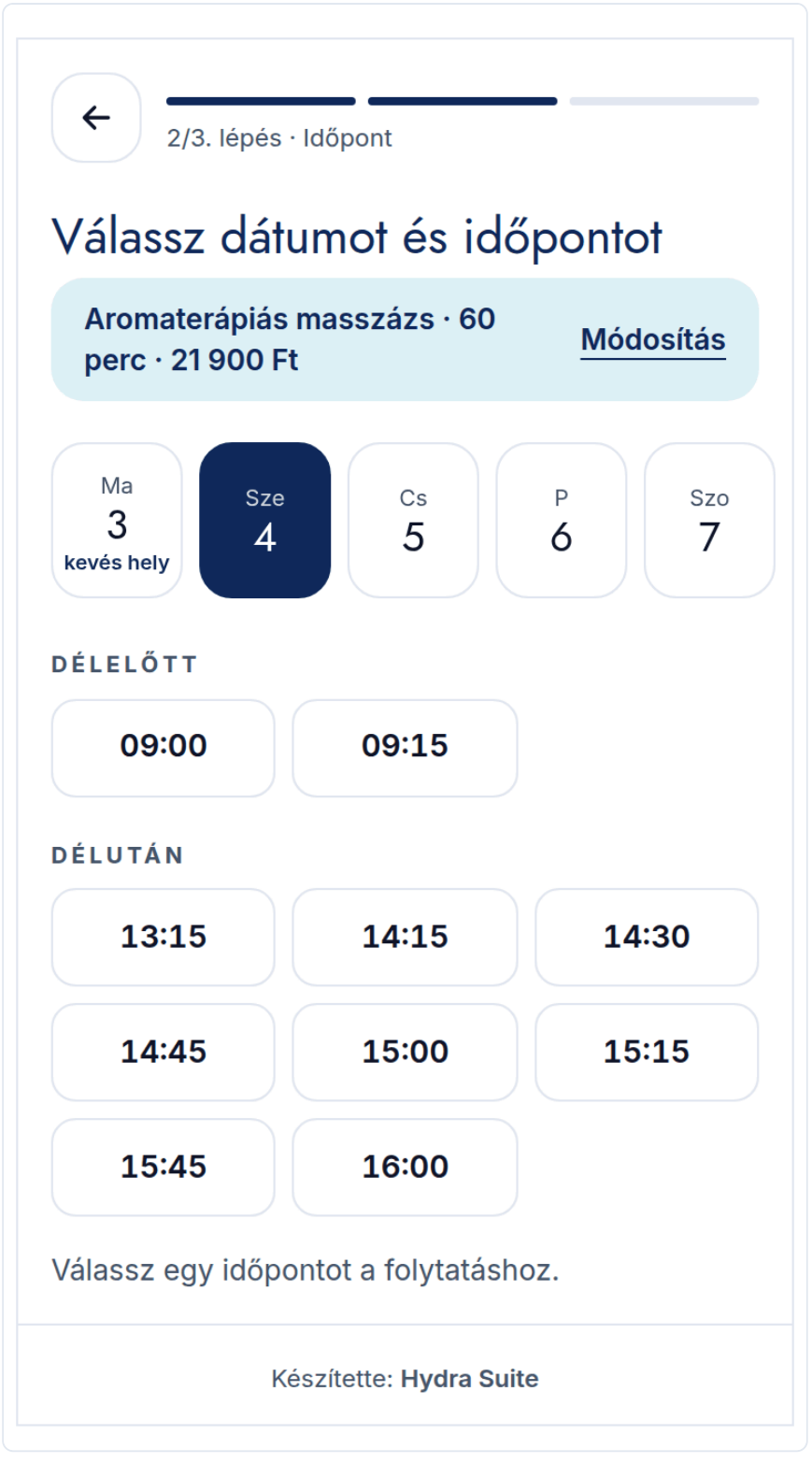
On a phone, the monthly calendar is replaced by the next 14 days in a strip you can swipe sideways (the first one is „Ma" ["Today"]). Under a day, „kevés hely" ("few left") appears if at most 4 free times remain, and „tele" ("full") if none remain (it is booked up, closed, or a closure day). The calendar icon at the end of the strip opens the full monthly calendar for days further out. The times are grouped by part of the day: **Délelőtt** (Morning; before 12), **Délután** (Afternoon; 12 to 17), **Este** (Evening; from 17).

> On a computer, the calendar does not gray out or mark closed days, closure days, or fully booked days — the guest sees this only after clicking the day: „Ezen a napon nincs elérhető időpont. Próbálj másik napot." ("No times are available on this day. Please try another date.") (The „kevés hely" and „tele" marks of the phone's day strip cover only the next 14 days; the monthly calendar opened with the calendar icon marks nothing there either.)



Choosing a date and time

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Choosing a date and time on a phone: the day strip with a „kevés hely” mark, and the times by part of the day

3. Adatok (Details). The guest enters:

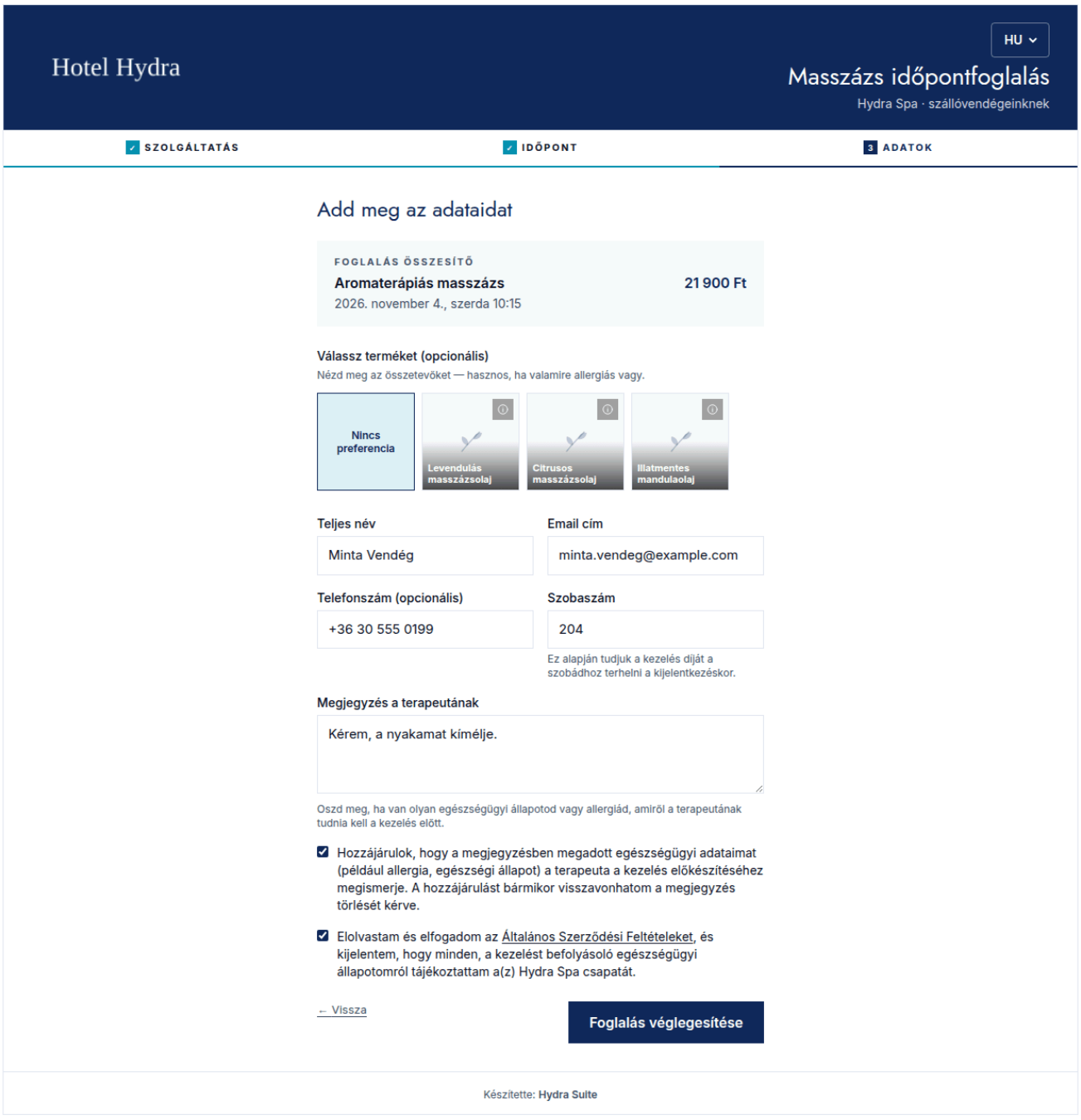
FIELD	REQUIRED?	NOTES
Teljes név (Full name)	yes	

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FIELD	REQUIRED?	NOTES
Email cím (Email address)	yes	the confirmation and the cancellation link are sent here
Telefonszám (Phone number)	no	
Szobaszám (Room number)	yes	if there is a room list on the **Szobák** (Rooms) page, only an existing, active room number is accepted; you charge the fee to the room bill
Megjegyzés a terapeutának (Note for your therapist)	no	health condition, allergy, request (e.g., a specific massage therapist) — max. 1,000 characters
Hozzájárulás a megjegyzés kezeléséhez (Consent to the note being handled)	only if there is a note	a separate checkbox that appears under the note as soon as the guest types something: „Hozzájárulok, hogy a megjegyzésben megadott egészségügyi adataimat … a terapeuta a kezelés előkészítéséhez megismerje. …" ("I consent to my therapist reading the health information I give in the note … to prepare for the treatment. …"). Without it, the booking cannot be sent („A megjegyzés elküldéséhez hozzájárulás szükséges …" ["Consent is needed to send the note …"]). The time of acceptance is stored on the booking; the consent can be withdrawn with the **Megjegyzés törlése** button (5.9)
ÁSZF elfogadása (Accepting the Terms and Conditions)	yes	the ÁSZF can be opened in a new tab

If products (e.g., massage oils) are assigned to the treatment, the guest can choose from them here („Nincs preferencia" ["No preference"] is also possible); if only one product is assigned, the system assigns it automatically and displays it.

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The details step

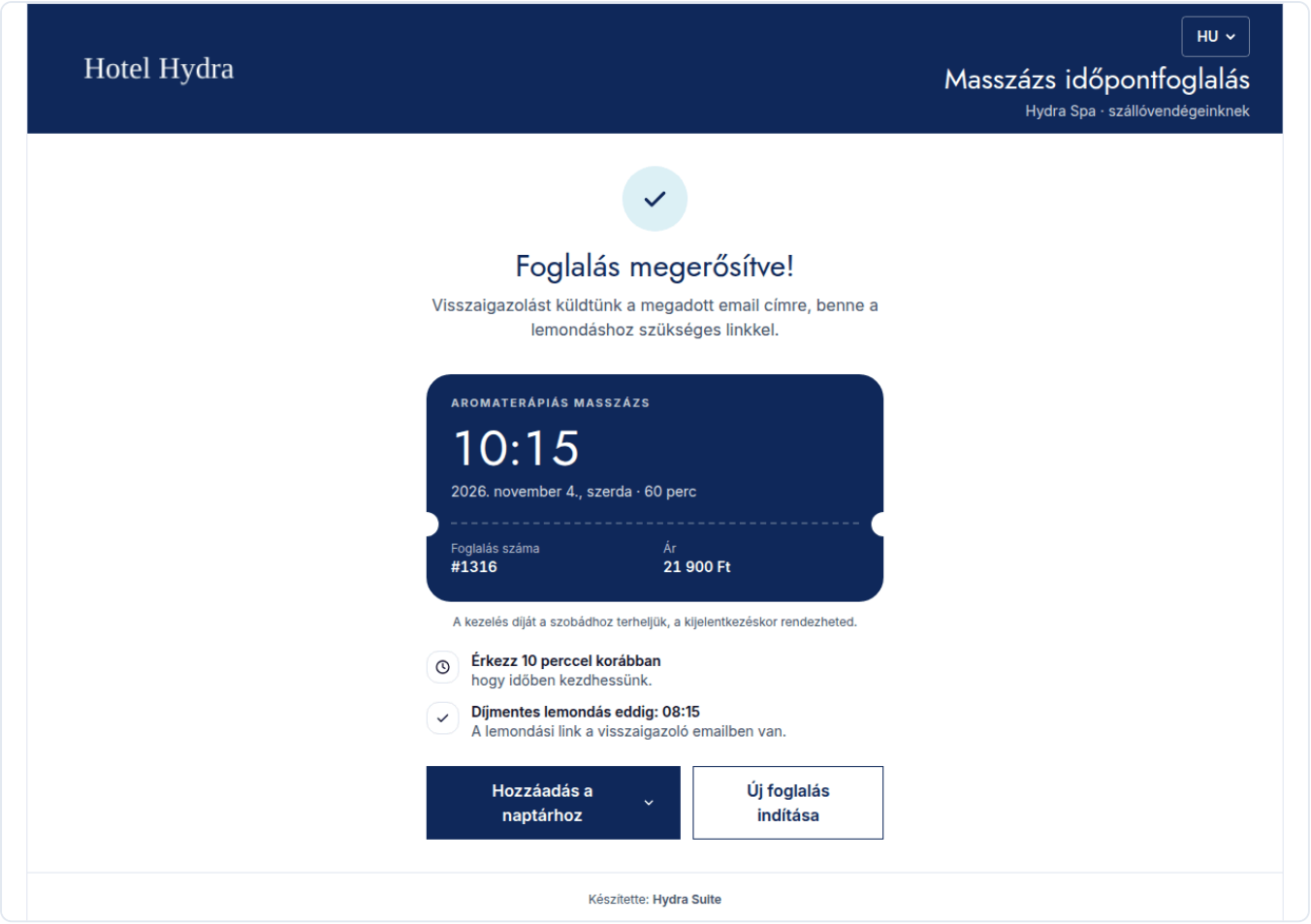
After **Foglalás véglegesítése** (Confirm booking), the system checks once more whether the time is still free. If someone else has booked it in the meantime, the guest is taken back to the time selection with this message: „Sajnos ezt az időpontot időközben már lefoglalták. Kérjük, válassz másik időpontot.” (“Sorry, that time was just booked by someone else. Please choose another time.”)

16.2 After a successful booking

The guest sees the **Foglalás megerősítve!** (Booking confirmed!) screen: a “ticket” with the treatment's name, the start time, the date and duration, the booking number (e.g., #1316), and the price. Below the ticket:

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- „A kezelés díját a szobádhoz terheljük, a kijelentkezéskor rendezheted.” (“The treatment is charged to your room and settled at checkout.”) — for online payment, the amount paid is shown instead;
- **Érkezz 10 perccel korábban** (Arrive 10 minutes early) — so they can start on time;
- **Díjmentes lemondás eddig: HH:MM** (Free cancellation until HH:MM) — the last moment according to the cancellation deadline (9.2); with the date as well if the deadline falls on a different day than the appointment. If the deadline had already passed at the moment of booking (this can only happen if the minimum notice is shorter than the cancellation deadline), this line is not shown;
- two buttons: **Hozzáadás a naptárhoz** (Add to calendar) opens a drop-down menu with **Google Naptár** (Google Calendar), **Outlook** (both open in a new tab), and **Apple Naptár vagy egyéb (.ics fájl)** (Apple Calendar or other, .ics file) — the last one downloads a calendar file with a reminder 30 minutes before the start; **Új foglalás indítása** (Make another booking) — booking another treatment (one treatment can be booked at a time).



Successful booking

At the same time, two emails are sent (see 5.9):

- to the guest, a **confirmation** with the booking details, the **Foglalás lemondása** (Cancel booking) button, and the calendar file, in the booking's language;
- to the spa's notification address, an **„Új foglalás érkezett”** (“A new booking has come in”) email, in Hungarian, with the guest's contact details.

The text of the guest's note is in neither email (it can be health information): the guest's email only says that the note was recorded, and the spa's email says that there is a note and that it can be read in the

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admin.

16.3 Cancellation by the guest

1. In the confirmation email, the guest clicks the **Foglalás lemondása** (Cancel booking) button.
2. A confirmation page opens with the booking details. Opening the link does **not** cancel anything by itself (so link checkers in email systems cannot cancel by accident either).
3. When the guest clicks **Igen, lemondom** (Yes, cancel my booking), the booking is cancelled, the time is freed up, and both the guest and the spa's notification address receive an email.



Confirming the cancellation

Cancellation deadline: guests can cancel online only up to the **Lemondási határidő** (Cancellation deadline) before the start, as set on the **Elérhetőség** (Availability) page (default: 60 minutes). After that, they see: „Ezt a foglalást már nem lehet önállóan lemondani — … Ha segítségre van szükséged, keresd a recepciót.” (“This booking can no longer be cancelled online — … If you need help, please contact reception.”) In that case, reception can cancel the booking in the admin interface.

The link also does not work if the booking has already been cancelled, if the appointment has already been set to „Megtörtént” (“Completed”) or „Nem jelent meg” (“No-show”), or if reception has changed the guest's email address in the meantime (in that case, a new link is sent to the new address).

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16.4 What the guest cannot do

- **Choose a therapist.** If they want a specific person, they can write it in the note; reception can set it manually on the booking.
- **Change the appointment time.** Only reception can do this; the guest receives an email about it. What the guest can do is cancel with the link before the cancellation deadline and book a new time.
- **Book within the minimum notice** (default: 2 hours). Reception can.
- **Pay online.** The fee goes on the room bill; reception charges it.
- **Have the confirmation resent.** There is no separate button for this. If the address was wrong, reception corrects it, and a new confirmation is then sent. If the address was correct, reception can resend it by removing the email address in the **Szerkesztés** (Edit) dialog and saving, then entering it again and saving (the old cancellation link stops working; the new email contains a new one).
- **Enter the second guest's details for a couples treatment** — the booking is made in one name and for one room.

16.5 Common guest questions and answers

QUESTION	WHAT TO DO
“I didn't receive a confirmation.”	Ask them to check their spam folder. Find the booking and check the email address in the **Szerkesztés** (Edit) dialog. If they mistyped it, correct it — the system sends a new confirmation to the new address.
“I'd like to cancel, but the link doesn't work.”	The cancellation deadline has probably passed. Cancel the booking at reception (**Lemondás** [Cancel]). The system does not send an email when reception cancels.
“Could we move it to another time?”	**Szerkesztés** → choose a new date and time → **Módosítások mentése** (Save changes). If the booking has an email address and a room number, the guest receives an email about the new time.
“Can I have the same massage therapist as yesterday?”	Check whether they are free at the requested time, and set them in the **Munkatárs** (Therapist) field when editing the booking.
“Why can't I book for tomorrow / this afternoon?”	It may be fully booked, you may be closed, no therapist may be scheduled, or it may be within the minimum notice. Reception can make a booking even within the minimum notice.

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CHAPTER 17

Troubleshooting

SYMPTOM	POSSIBLE CAUSE AND WHAT TO DO
The guest sees no times for a day („Ezen a napon nincs elérhető időpont." ["No times are available on this day."])	Check in this order: whether you are closed that day (**Elérhetőség** [Availability] → opening hours) or it is a closure day; whether it is fully booked (Hét [Week] view); in a rostered week, whether there is a scheduled, free therapist who performs this treatment (**Beosztás** [Roster], yellow warning); whether it is within the minimum notice (today); for a couples treatment, whether two therapists are free. (Days beyond the booking window are grayed out in the calendar and cannot be clicked; an inactive service or length does not appear to the guest at all.)
Reception cannot create a booking for a time either	Opening hours, closure days, the booking window, and capacity/roster apply to reception too — only the minimum notice does not. In a rostered week, add a shift first.
I can't see the "+" sign / I can't book from the Lista (List) view	Bookings are created in the **Hét** view, by clicking a free hour.
The guest did not receive an email	Spam folder; the booking's email address (**Szerkesztés** [Edit] — correcting it sends a new confirmation). No email is sent when reception cancels or for bookings without an email address. If nobody receives emails, the operator needs to check the email sending setup.
No notifications arrive in the spa's mailbox	**Arculat** (Branding) → **Új foglalás értesítési cím** (New booking notification address). For a booking made by reception, a notification is sent only if the guest's email address has also been entered.
I can't sign in	„Hibás email cím vagy jelszó." ("Incorrect email or password.") — check the address and the password; your account may be inactive. „Túl sok sikertelen próbálkozás…" ("Too many failed attempts…") — wait 15 minutes. Forgotten password: choose **Elfelejtett jelszó?** under the password field (2.3). „Hibás kód. Próbáld újra." ("Wrong code. Try again.") — with two-factor authentication, enter the app's current code (it changes every 30 seconds) or a recovery code; if the phone and the recovery codes are both lost, an Admin can reset it (2.4).
The system signed me out while I was working	If you did not check the „Maradjak bejelentkezve 30 napig" ("Keep me signed in for 30 days") box, the session ends when you close the browser, and at the latest 12 hours after you signed in (with the box checked, after 30 days). You are also signed out if your password was changed on another device, or if an Admin deactivated your account.
The guest's cancellation link does not work	The cancellation deadline has passed, the booking has already been cancelled or closed, or the guest's email address has been changed in the meantime (a new link was sent to the new address). Reception can cancel it at any time.
The booking has the wrong therapist / shows a "⚠" sign	**Szerkesztés** → **Munkatárs** (Therapist); or **Automatikus újraosztás** (Automatic reassignment) on the **Beosztás** page.

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SYMPTOM	POSSIBLE CAUSE AND WHAT TO DO
Two colleagues want to swap	5.3.
A service / product / therapist cannot be deleted	It has already had bookings — make it inactive.
Revenue in the statistics is lower than you would expect	Only bookings marked **Megtörtént** (Completed) count; mark the past appointments. Deleted bookings do not count.
I added a closure day, but the bookings are still there	A closure day only prevents new bookings; cancel or move the existing ones one by one.
The cancelled appointment is still in the guest's calendar	The system does not send a calendar update on cancellation; the guest should delete it manually.
I set the Megtörtént / Nem jelent meg (No-show) / Lemondva (Cancelled) status by mistake	It cannot be undone. For a booking cancelled by mistake that has not started yet, create a new booking for the same time; no new booking can be created for a past time. An item marked Megtörtént (Completed) by mistake can be permanently deleted with the **Törlés** (Delete) button, which removes it from the revenue.

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APPENDIX A

Initial setup for a new hotel

A checklist for the manager (Admin) before first use. The operator handles the installation and the email sending setup (see the Technical guide).

1. **Arculat** (Branding): hotel and spa name, logo, browser icon, colors, languages and default language, sender name and email address, **notification address** (where the booking notifications arrive).
2. **Szobák** (Rooms): add all of the hotel's room numbers.
3. **Szolgáltatások** (Services): categories; treatments in three languages, with descriptions and images; lengths and prices; 2 required therapists for couples treatments.
4. **Termékek** (Products), if needed, and assigning them to treatments.
5. **Elérhetőség** (Availability): opening hours (be sure to save them at least once), booking rules (buffer, minimum notice, advance booking limit, cancellation deadline, default headcount), closure days.
6. **Beosztás** (Roster), if you schedule therapists by name: therapists with their colors and the treatments they perform; the roster for the first week, then **Ismétlés N hétre** (Repeat for N weeks).
7. **ÁSZF** (Terms and Conditions): publish the lawyer-approved text in all three languages, without a draft banner; the cancellation deadline must match the one stated in the text.
8. **Felhasználók** (Users): a personal account (Munkatárs role) for everyone whose work needs one — the receptionists and, if needed, the therapists; do not use shared accounts — except the read-only Viewer account (see 15.).
9. **Test booking:** make a booking as a guest on the booking page, check the emails sent to the guest and to the spa, and then cancel it at reception with the reason **Ez nem valódi lemondás → Teszt foglalás** (This is not a real cancellation → Test booking), so that it is not included in the statistics.
10. Put the booking page on the hotel's website (the code is on the **Arculat** page, see 11; the operator allows the website), and its link as a QR code in the rooms and at reception.

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APPENDIX B

Glossary

TERM	MEANING
Foglalás (booking)	a guest's appointment for a treatment; every booking has a unique number (e.g., #1409)
Zárolás (block)	an entry with no guest for a period (break, maintenance); it takes the selected therapists' time, or one lane
Ismétlődő szünet (recurring break)	a break that returns at the same time every week on chosen days, for chosen therapists or the whole spa; a rule, not a block created each day
Szolgáltatás (service)	a type of treatment, with one or more lengths
Hossz (length)	a bookable duration of a service, with its own price
Kategória (category)	a group of services in the guests' list
Termék (product)	oil, cream, etc., that the guest can choose for the treatment
Munkatárs (therapist; as a user role: staff member)	a colleague in the roster who performs treatments (massage therapist, therapist)
Műszak (shift)	a therapist's working hours on a given day
Beosztásos hét (rostered week)	a week (Monday–Sunday) with at least one shift entered; in such a week, the roster determines the available times
Szabadnap (day off)	a therapist's day off in the roster
Szünnap (closure day)	the spa being closed on one or more days (Elérhetőség [Availability] page)
Létszám (headcount)	in a week without a roster: how many treatments can run at the same time
Puffer (buffer)	a mandatory break between two treatments
Minimális előzetes idő (minimum notice)	guests cannot book online for a time closer than this (on the **Elérhetőség** page, the „Foglalás legkésőbb ennyivel a kezdés előtt” setting)
Foglalható időszak (booking window)	the days from today to the limit of the „Legfeljebb ennyi nappal előre foglalható” (“Bookable up to this many days ahead”) setting
Lemondási határidő (cancellation deadline)	how long before the start the guest can cancel using the link
Páros kezelés (couples treatment)	a treatment that requires two therapists at the same time

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TERM	MEANING
Visszaigazolva / Megtörtént / Nem jelent meg / Lemondva (Confirmed / Completed / No-show / Cancelled)	the statuses of a booking
ÁSZF (Terms and Conditions)	the General Terms and Conditions, which the guest accepts when booking
Napló (audit log)	the record of the more important changes made by staff (not every change is logged; see 14.)
Admin / Munkatárs / Megtekintő (Admin / Staff member / Viewer)	the three user roles (manager / reception / read-only)

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