



Guest Directory



HERMITAGE

HOTEL PRAGUE

Telephone Information

To call the Front Desk, please press FRONT OFFICE

For emergency call, please press EMERGENCY

To order room service, please press ROOM SERVICE

To call room to room, please dial 8 + room number

For outgoing line, please dial 0 + number

For international calls, please dial 0 + 00 + country code + phone number

Please be informed that additional charges apply, except for emergency calls and internal calls.

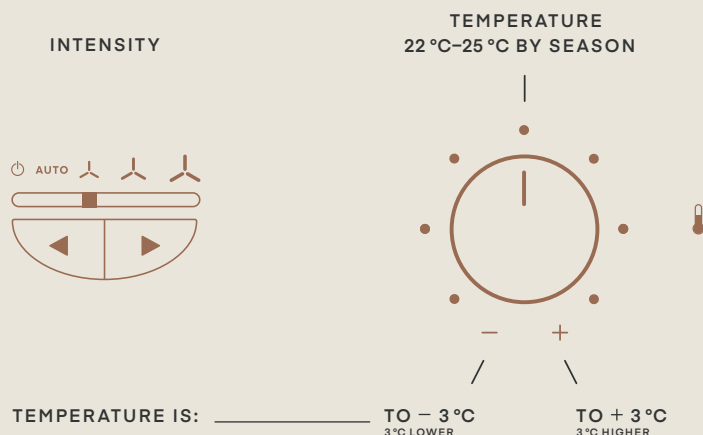
Average Price per Minute:

Local call (Czech Republic)	24 CZK
International call – EU countries	56 CZK
International call – non-EU countries	99 CZK
International call – satellite phones	260 CZK

List of all countries and phone zones with prices is available at the Front Desk.
VAT is included.

Air Conditioning & Temperature Control

Each room has an individual thermostat, which enables you to regulate the room temperature. Please be aware that the air conditioning will automatically turn off when the window is open or when a key card is taken from the wall slot.



Food & Beverage

Type Restaurant & Bar

The restaurant offers a selection of dishes of international cuisine as well as popular Czech specialties.

Opening Hours:

Restaurant:	11:30 am–10:00 pm
Bar:	11:30 am–12:00 pm
Breakfast:	06:30 am–10:30 am (Mon–Fri) 06:30 am–11:00 am (Sat–Sun + public holidays)
Room service:	06:30 am–10:00 pm

Buffet Breakfast

In case you need to leave the hotel before opening time, inform us in the evening before (until 8 pm) and we will arrange a breakfast box for you. For in-room service, please dial room service.

Room Service

A separate room service menu is available in your room. Please dial room service to place your order. A 100 CZK tray charge per room service order will be applied.

Minibar

Minibar, including the price list is located below the desk.

Ice Cubes

Ice can be obtained at the Type Restaurant & Bar.

Food Kiosk

It is close to the Front Desk and provides snacks and drinks any time of the day & night.

Services

Front Desk

Check in begins at 3 pm and the check out time is at noon. To request a late check out, please contact the Front Desk for assistance. Requests will be granted depending on availability and may incur some additional cost.

Concierge

Our Front Desk team are on hand 24 hrs a day to assist you with your planning needs and offer a wealth of knowledge of the city of Prague and surrounding areas including private and group sightseeing tours.

Wake-Up Call

It can be set on the TV or ordered at the Front Desk.

Internet

It is available in each guest room and public areas, free of charge. Wireless network is called Hermitage_Guest. The connection doesn't require a password, however, you will be asked to agree with terms and conditions. Ethernet cables are available at the Front Desk. For help with connection, please contact support: 0 212 220 456 free of charge from your hotel room telephone.

Smoking

This is a non-smoking room. The use of cigars, cigarettes, electronic cigarettes and all other smoking devices is not allowed inside. Smoking in this room will result in a €100 cleaning fee. There are designated smoking areas outside the hotel.

Laundry, Dry Cleaning and Ironing Service

It is available from Monday to Sunday. Laundry bags, including a price list and form to be filled and signed, can be found in the wardrobe in your room. Laundry delivered to the Front Desk before 10 am will be returned the same day. Laundry delivered to the Front Desk after 10 am will be returned back the following day between 5-6 pm. Extra charges for weekend and public holiday laundry requests apply.

Luggage Room

Luggage room is located at the Lobby area. You can store your luggage at no extra charge. After dropping off your luggage at the Front Desk, you will receive a tag which will ensure correct receipt of your luggage. Please be informed that we cannot return any luggage without a tag due to security reasons.

Fitness Center

The Fitness center with a roof top terrace is available to all guests at no extra charge. For access, please use the lift in wing B of the hotel. The Fitness center is located on the 6th floor.

Business Corner

The business corner with two desktop computers, internet connection and a printer is available 24 hours a day in the Lobby area next to the Front Desk.

Conference and Banqueting Services

Our event facilities provide an exceptional setting for entertaining and private meetings. Please contact our Event Manager for planning assistance: +420 225 995 602 or sales@hermitageprague.com

Postage Stamps

Stamps are sold at the Front Desk, you can also leave any outgoing mail there.

ATM and Exchange Cash Machine

It is located at the ground floor for your convenience.

Hotel Parking

Parking is available to our guests at charge 70 CZK/hour; outside parking 375 CZK/24 hours; garage 550 CZK/24 hours.

Adapters

Rooms are equipped with European plug sockets type E (230V, 50Hz). Universal adapters and chargers are available at the Front Desk.

Irons & Ironing Boards

They are available upon request at the Front Desk. Please note that there might be a small waiting time. User manuals are available at the Front Desk.

Hairdryer

Hairdryer is placed in the drawer of your desk.

Toiletries and Additional Items

Toiletries are available upon request at the Front Desk. Items include several types of pillows, blankets, extra linen, towels, dental and shaving kits, vanity sets, shower caps, combs, sewing kits, shampoo, conditioner, body wash and lotion, coffee, tea, etc.

Baby Cribs

Baby cribs are complimentary, extra beds require additional charge.

Prague's Public Transport

Prague has one of the best public transportation systems in Europe. To move around town, we recommend using public transport over driving or taking a taxi.

You can look up Prague public transport schedules and connections at www.dpp.cz. Enter the names of your two stops in the From and To fields and you'll get results for all types of Prague public transport that connect the two stops.

Tickets are sold through yellow ticket vending machines and ticket offices located at some metro stations. You can also purchase tickets directly on the public transport with contactless credit card.

For mobile tickets and schedules download the app *Lítačka*.

Available on the
App Store



ANDROID APP ON
Google Play



24hour tickets are available for purchase at the Front Desk.

A ticket must be punched at the entrance to the metro station and on the tram/bus to mark the start of the validation period. Traveling without a valid ticket is under a fine.

Taxi

Getting around Prague by public transport is easy and convenient and you may never need to use a taxi. If you, however, decide to take a taxi, we suggest contacting our Front Desk staff for assistance. Hotel driver is available to take you to your desired destination. We recommend using a phone app of verified taxi providers.

Safety & Security

Safes and In-Room Security

In-room safe has been provided as courtesy for the added convenience and privacy of our guests. It is not a substitute for the safety deposit boxes available at the Front Desk.

We recommend that money, jewelry, documents and other articles of value be placed for safekeeping in the safety deposit boxes at the Front Desk.

The Hotel cannot assume liability for valuables not placed in the safety deposit boxes at the Front Desk. The use of in-room safe does not increase, extend or change the hotel's liability under any applicable law, regulation or ordinance.

On your arrival, you are given a coded room card - this will not identify your room number if misplaced.

For additional security, while in your room, utilize the deadbolt lock provided on your door upon entering. This will prevent the door from being opened with a regular key. As an additional precaution, please secure the safety chain or bar lock. Should you lose your key card, immediately notify the Front Desk so that your lock may be recoded.

For your own protection, you will be asked for identification. Please return your key card to the Front Desk upon check-out. For your security and protection, please ensure that your bedroom door is closed and locked at all times.

Safety and Security

We kindly ask you to pay attention to the following procedures while staying at our hotel:

- Usage of electrical heating appliances in the guest rooms is strictly forbidden.
- Use of open fire, cigars, cigarettes, electronic cigarettes and all other smoking devices is not allowed inside. Smoking in this room will result in a €100 cleaning fee. There are designated smoking areas outside the hotel.
- Flammable and explosive materials cannot be stored or kept in the guest rooms.
- In case of fire or any other emergency, the hotel alarm system will be automatically activated and all necessary information will be provided over a loudspeaker system.

Emergency Exits

Please notice the floor plan on your room door. It provides you with important details, where the next emergency exit from your room is located and gives you useful instructions in the event of emergency. For more information, please watch our safety and security video available on your television. For additional information on safety issues within the hotel, please get familiar with the Fire & Emergency Evacuation plan or contact the Front Desk.

Doctor

A doctor or ambulance can be called 24 hours a day by dialling 0112 on your telephone. You can call our team by dialling Front Desk or Emergency button for assistance. Please inform us what kind of assistance you need and mention your room number.

Lost & Found

For lost property or found items within the hotel, please contact the Front Desk immediately.

HERMITAGE HOTEL PRAGUE

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