

Hotel Élite Prague

Ostrovní 32, 110 00, Prague 1, Czech Republic

Tel.: +420 211 156 500

E-mail: reception@hotelelite.cz

Web: www.hotelelite.cz



Dear Guests,

Welcome to Hotel Élite!

We are delighted to welcome you to our hotel, based in the remarkable historical building dating back to the 14th century.

Our entire hotel team is ready to assist you with your requests and to ensure your stay will be enjoyable and memorable experience.

The following pages were created to give you an overview of hotel services, facilities and its surrounding area. Should you need any assistance or have any specific questions, please do not hesitate to contact our Reception by dialing the extension „500“ on your in-room phone or by e-mail at reception@hotelelite.cz.

I wish you an enjoyable and memorable stay!

Milan Švára
Hotel Director

HOTEL INFORMATION

Address: Hotel Élite,
Ostrovní 32, 110 00, Prague 1
www.hotelelite.cz
E-mail: reception@hotelelite.cz
Tel.: +420 211 156 500

Internet Access

All our guest rooms as well as public areas offer complimentary wi-fi internet access. Log in information is provided upon check-in together with your room keycard. If you have troubles connecting online, please contact our reception for assistance.

Breakfast

Our breakfast is served daily at hotel restaurant from 7:00 a.m. – 10:00 a.m. during weekdays and from 7:00 a.m. – 10:30 a.m. on weekends.

Should you wish to check out before 7:00 a.m., please order your breakfast package at the reception desk one day prior your departure day by 3:00 p.m.

Check out

Check-out time is at 12 a.m. Please note, that late check out is subject to availability, please contact reception, should you wish to extend your check out time.

In case you would like to store your luggage before your departure, our front office staff is ready to assist you.

Emergency & Safety

To ensure your safety and comfort, we encourage you to read the „Safety first“ section in this directory and the emergency phone list along with the evacuation instructions on the back of your guest room door. Please call the reception if you require an immediate assistance.

Electricity & Adapters

Please note that the electricity in your room must be activated using your key card.

The voltage in Czech republic is 220V. If you need to borrow an adapter or have any additional questions about the electricity in your room, please contact our reception.

Please, pay attention to the voltage your devices work on, adapters do not change the voltage.

Non-smoking policy

Our hotel is completely non-smoking. In case of smoking in non-smoking guest room or public areas, our hotel reserves a right to charge a fee in the amount of 100 EUR for deep cleaning and odor removal. Thank you for your cooperation.

Pets

For the convenience with respect to other guests and in an effort to help us provide the cleanest and most sanitary accommodation possible, pets are not permitted.

Tap water

Tap water in our region is safe to drink.

Time zone

Prague is located in Central European time zone.

HOTEL SERVICES

Reception

Hotel Reception is open 24/7 and secures the following services:

- Check in, check out
- Currency Exchange
- Concierge services

To contact reception, dial the extension „500“.

Money Exchange

Money Exchange service is available at the hotel reception 24/7. Please, contact our reception staff for further details, including the exchange rates and list of currencies accepted.

Taxi / Transportation

To reserve a taxi, please contact reception or bellstand. Thank you.

Wake-up call

If you wish to arrange your wake-up call, please contact our reception.

Wellness & Spa

Wellness & Spa is located on the ground floor and offers a private jacuzzi for 2, sauna or massage for a fee. For reservations and prices, please contact our reception.

Minibar

All guest rooms are equipped with the minibar, offering snacks, variety of soft drinks as well as alcoholic beverages. Price list is displayed on the table with snacks.

Consumed products will be put on your hotel bill and shall to be paid upon departure.

Laundry

The laundry service is available daily. If you need to have your clothes washed, please place them into the laundry bag, along with filled out laundry form, which can be found in your closet. Inform reception before 9:00 a.m. in order to receive it back on the same day after 5:00 p.m.

Safety box

Please place your valuables into the safety deposit box in your room, or in the hotel reception. Otherwise we are not liable for any losses.

Housekeeping services – Sundry items

Your room is serviced daily from 10:00 a.m. till 18:00 p.m. In case you do not want to be disturbed, kindly hang the „do not disturb“ sign on your door from outside. At such case we respect your privacy and will not service your room. Should you require your room to be serviced in certain time, please inform reception accordingly.

Have you forgotten something at home? At reception we can provide you with complimentary dental kits, shaving kits or some other simple sundry items.

Telephone

Please note that all phone calls will be automatically charged to your hotel bill according to the hotel price list below.

Room to room	room number only
Local calls	telephone number
Long distance calls	telephone number
International calls	00 + country code + telephone number
Mobile calls	telephone number

Pricelist

Czech Republic landline	30 CZK / minute
Czech Republic mobile phone	45 CZK / minute
Europe and USA	90 CZK / minute
Other locations	180 CZK / minute

SAFETY FIRST

As your safety is on the first place, please pay attention to the following guidelines:

- Place all valuables in the hotel safety deposit box.
- Do not leave valuables in your vehicle.
- Do not leave your luggage unattended while checking in or out.
- Upon arrival, please notify Reception if you require special evacuation assistance in case of emergency.
- If you are travelling with children, provide adult supervision at all times.
- Safeguard and keep your room key with you at all times; should you lose your key/keycard, please immediately notify the hotel reception in order to re-code your lock. For your own safety, you will be asked for identification.
- If you see any suspicious activity, please report your observations to the management.
- Do not answer the door in a hotel room without verifying who it is. If a person claims to be an employee, call the front desk and ask if someone from their staff is supposed to have access to your room and for what purpose.
- Close the door securely whenever you are in your room and use all of the locking devices provided.
- Do not invite strangers to your room. All persons must be registered by the Reception.

Important phone numbers

- Police 158
- Fire 150
- Ambulance 155
- General emergency 112

Fire emergency

Locate the nearest Fire Exit from your room entrance (see back side of the room door).

Locate alarms and extinguishers on your floor and review their instructions.

In the unlikely case of fire or upon hearing alarms, test the door for heat with the back of your hand before opening. If the door is cool, check the hall for smoke. If smoke is present:

- Close the door, call for help.
- Turn off the air conditioning.
- Place wet sheets and towels in cracks and vents around the door.
- Remove drapes from windows.
- Fill bathtub with water to keep all fabric moistened.
- After completing the above steps, calmly proceed to the window so you will be visible.

If the hallway is clear:

- Walk calmly to nearest stairway exit located at the end of each hallway.
- Do not use elevators.

Please remain calm at all times and follow instructions provided.

LOCAL INFORMATION & CITY ATTRACTIONS

Banks

All major banks are located in the proximity of the hotel, mainly in Spalena street. The opening hours are Monday to Friday, 8:00 a.m. to 5:00 p.m. During the weekends and public holidays banks are closed.

Pharmacy / Emergency

The closest pharmacy is located 2 min. walk from the hotel in Spalena street and is open daily.

The closest emergency pharmacy open 24/7 is located in Palackeho street, 10 minutes walk from our hotel.

ATM machine

All ATM machines are located in the proximity of the hotel, mainly in Spalena street at the banks or in the shopping center in Spalena street.

Public transportation

Public transport system in Prague is considered as very user friendly and is operated by 3 metro lines (A, B, C), tram lines and buses. Travelling by city transport is possible only with a valid ticket, which has to be purchased before boarding the vehicle or entering the metro system and marked in the validation machine. The basic tickets are valid from 30 min to 90 min., but there is also an option to purchase a day passes. Please, contact our hotel reception for further information.

Safety tips for travellers

- Do not needlessly display guest room keys in public or carelessly leave them on restaurant tables, at spa or other places where they can be easily stolen.
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewellery.
- Never exchange money on the street and be careful about small money exchange offices. The safest way to exchange money is at the hotel or at the bank.
- Use only hotel taxis or reliable companies to avoid overcharging. Contact our Reception for more details.
- Watch your belongings especially in busy tourist areas and public transportation.

LOCAL ATTRACTIONS

Prague Castle

Prague Castle has been an important symbol of the Czech state for more than a thousand years. It was founded in the 9th century and became the seat of Czech rulers and later presidents. The castle, one of the largest complexes in the world, is made up of historical palaces, offices, church and fortification buildings, gardens and picturesque spots. It covers an area of 45 hectares. The panoramic view of Prague Castle is one of the most spectacular in the world. Prague castle can be reached by tram (from the tram stop Narodni trida), approx. 15 min. ride.

Old Town Hall with the astronomical clock

The Old Town Hall - the most famous attraction of the Old Town Square - was established in 1338 as the seat of the Old Town administration. The oldest part of the complex consists of a beautiful Gothic tower with a bay chapel and a unique astronomical clock – known as the Orloj – where, every hour between 9:00 a.m. and 11:00 p.m., the twelve apostles appear. Old Town Square is in walking distance from the hotel Elite, approx. 15 min.

Vyšehrad

According to ancient legends, Vyšehrad is the oldest seat of Czech princes; in fact, the local settlement was established in the mid. 10th century. Situated on a rocky promontory above the Vltava River, it offers stunning views of the city, and the park area holds hidden architectural treasures. Vyšehrad can be reached by metro – line C, station Vyšehrad (approx. 15 min. ride from the hotel).

Petřín Lookout Tower

This is the youngest, and also the tallest tower in Prague's centre that stands on the top of Petřín Hill at an altitude of 327 metres. From the top the entire city is laid out before you. It was built in 1891 as a loose copy inspired by the Eiffel Tower in Paris. The top of Petřín Hill can be reached by the funicular that is boarded at the foot of the hill at Újezd stop. Even at night the illuminated main body of the tower is visible from a far. It can be easily reached by tram from the tram station Narodni trida (5 min. ride to Újezd) or by walk – approx. 15 min. to get to Újezd.

Jewish Museum in Prague – Old Jewish Cemetery (Židovské muzeum – Starý židovský hřbitov)

The cemetery was founded in the first half of the 15th century. Burials took place here until 1787. The most important person buried in the Old Jewish Cemetery is undoubtedly the great religious scholar and teacher Rabbi Judah Loew ben Bezalel, known as Rabbi Löw (d. 1609), with whom is associated the legend of the artificial creature – the Golem. Old Jewish Cemetery is located 5 min. walk from the Old Town Square.

Our tips...

Palace Gardens under Prague Castle

This complex of interconnected historical gardens (Ledeburg, Small and Large Palffy, Kolowrat and Small Fürstenberg Garden) is situated on the southern slopes below Prague Castle. All of these palatial terrace gardens have a rich architectural decoration, decorative staircases, balustrades, scenic terraces, garden-houses and pavilions carefully integrated into the vegetation to create a picturesque whole. Concerts and social events are often held here.

Kampa

This park – an island between the Vltava River and its side branch, Čertovka, where you can see the huge mill wheel from the 15th century former Grand Priory Mill, is one of the most romantic and picturesque places in the city. Not surprisingly, the prestigious traveler's server VirtualTourist declared it the second most beautiful city island in the world. Grassy areas of the island are widely used for picnics and relaxation.

Prague Zoo (Zoologická zahrada hl. m. Prahy)

Thanks to its unique position, Prague Zoo is considered one of the most beautiful zoos in the world. The rugged terrain offers over 10 km of walking trails through such exotic exhibitions as the Africa House, the Indonesian jungle, or the Valley of the Elephants. This beautiful slice of nature is a popular destination for families with children who can pet and feed animals at the Children's Zoo.