

# Reception:

## **Check-in**

Accommodation in the room is available from 14.00 on the day of arrival.

## **Wake up call**

For wake - up calls contact reception

## **Phone adapters**

A variety of basic phone chargers are available at reception free of charge.

## **Hygiene supplies**

Basic toiletries can be bought at reception.

## **Luggage, golf equipment and others**

You can store your luggage in our bag room near reception. Golf equipment, prams and so on can also be stored here.

## **Print and copy service**

To copy your documents, please contact reception. This service is chargeable.

## **Newspapers**

Local newspapers are available to read in reception and the restaurant.

## **Shoe cleaner**

A mechanical cleaner is available at reception near the elevator.

## **Umbrellas**

Umbrellas are available for your comfort during your stay at the hotel and are stored at reception. Free umbrella service is available.

## **Taxi**

To order a taxi, contact reception.

## **Hotel account and other costs**

Information about prices, accommodation and your account during your stay is available from reception. We accept Master Card, Visa and Maestro.

## **Departure**

Rooms must be vacated by 12:00 a.m. on the day of your departure.

## **Credit cards**

We accept Master Card, Visa and Maestro.

## **Late check-out**

For late check-out please contact reception, this service costs 700 Kč.

## **Room:**

### **Key (card)**

The smart card can be used not only for opening room doors and turning on electricity, but also for opening the connecting door at Hotel Dvorana. Out of hours access to the car park and external door is with the key card. Please note that functionality of cards ends at 12.00 a.m. on your departure day.

### **TV**

All rooms are equipped with TV. A list of channels can be found in the hotel room.

### **Radio**

Radio is available on your TV.

### **Mini-bar**

A mini-bar is available in all rooms. Please note that the room price does not include the mini -bar. Please pay for your consumption on departure at reception. Thank you.

### **Bathrobe**

A bathrobe is in your room

### **Room service**

Room service is available from 07.00 to 23.00. You can order meals or drinks at reception or by phone.

### **Room cleaning**

If you do not want to be disturbed by room service, use the information card and hang it on the handle of your door.

### **Bedlinen (bedclothes) allergy free**

All bedlinen is allergy free. If you require feather bedlinen, please ask at reception. For extra pillows contact reception. For extra blankets or lightweight blankets please contact reception.

### **Air-conditioning**

Rooms are equipped with independent air conditioning. The fan operation is available throughout the year and a/c temperature control only during the summer months.

### **Environment**

Towel on the floor means – please replace  
Towel on the rack means – continue to use

### **Hairdryer**

A hairdryer is available in the bathroom cabinet.

### **Electrical connection**

220 V (volts). Universal adapters can be borrowed from reception. In case of a fault please call number 1111. Use of electric, gas or heating appliances which are not part of the hotel equipment, is prohibited.

### **Personal toiletries**

Basic toiletries can be bought at reception.

### **Personal valuables**

The hotel accepts no liability for any losses relating to money and valuables. Please place these items in the safe provided.

### **Safety**

To safeguard money, jewels and other valuable items use the in-room safe. Hotel Dvorana will not be responsible for any loss. Use of electric, gas or heating appliances which are not part of the hotel equipment is prohibited. Please make sure that your door is locked if you leave your room.

## **Info:**

### **Calls inside the hotel**

Calling inside the hotel is available and free of charge. Phone numbers are in the phonebook in your room. For reception call 1111.

### **Calls outside the hotel**

Calling outside the hotel is available. All these calls will be charged. Use number 0 and then the number you need. For calls outside the Czech Republic please use the country code.

### **Czech Republic country code**

The country code for the Czech Republic is: 00420 or + 420. For other information contact reception.

### **www.hoteldvorana.cz**

Current information about accommodation is available on our web site.

### **E-mail**

E-mail address for hotel Dvorana: [info@hoteldvorana.cz](mailto:info@hoteldvorana.cz)

### **Fax to our hotel**

Fax number is: +420 355 311 313. Fax service is available at reception.

### **Timetables**

Reception will assist with arrival and departure times of buses, trains or airplanes.

### **Embassy**

If you need help from your country, we will provide embassy contact details.

# Services

## **Restaurant**

Open daily from 11:30 to 23:00.

Breakfast from 7:00 am to 10:00 am.

A la carte menu is available during opening hours and a daily menu special is available on work days from 11.00 am – 3.00 pm.

## **Meeting rooms**

We have a variety of meeting rooms with high specification sound system and projector and screen system. There is also an air circulation and a/c system. Maximum single capacity of 140 seats (total capacity 300 seats). We offer meeting rooms, cinema and offices by the hour. Food and beverage by arrangement. Information about prices can be found at our sales department.

## **Hotel cinema**

The cinema at the hotel has capacity for 42 seats with screening DVD, BLU-RAY discs and laptop with USB facility. The cinema is luxuriously equipped for maximum comfort. Information about price and service is available from reception. Restaurant service is available.

## **Sauna and steam**

Sauna and steam is available and must be ordered in advance. It is situated on the first floor and charges apply. A gown and slippers can be found in the room. Entry for children is not permitted under 15 years. Orders are taken at reception. Sea salt system is also available. Sauna and steam packages (including gown and slippers) are available to non-residents from reception.

## **Massage**

We offer different massages in our wellness center. A list of massages can be found at reception. Orders must be made at reception. Please book 2 hours in advance at reception with payment.

## **Cosmetics**

Take advantage of our cosmetics service in our wellness center on the first floor. Orders supplied by staff at reception.

## **Reading room / Internet**

A reading room with publications is on the 1st floor and is free of charge for guests. Internet service is also available free of charge.

## **Games room**

A pleasant and relaxing environment can be found in the games room, where we offer billiards, darts, t.v. and poker. Refreshment services are available. Charges apply. Maximum capacity is 25 people and more information can be found at reception.

## **Laundry service**

Washing and dry cleaning is available from Monday to Friday. Laundry sent by 9.00 a.m. will be returned the following working day. Laundry bags and lists are available in your room. You can order this service at reception.

## **Special occasions**

If you wish, we can arrange your wedding, family or company celebrations. Please contact reception.

### **Cultural events**

Information about cultural events can be found at reception

### **Photographer**

At your request, we can provide the services of a photographer.

### **Parking**

The hotel has private parking with camera system in front of the hotel. Parking is free for guests and visitors.

### **Rent a car**

Car rental can be arranged, enquire at reception.

### **Breakfast in room**

Breakfast can be ordered by telephone before 10.00 pm the day before. This service is not included in the price of the room. Orders are taken at reception.

### **Accommodation regulations**

Accommodation regulations can be found in the hotel room.

### **Courier service**

We can arrange courier services for you.

### **Flowers**

If you wish to order flowers, contact reception the day before.

### **Ironing**

An iron and an ironing board are available at reception.

## **Outside activities:**

### **Sport**

Information about sports facilities can

### **Golf courses**

A fantastic golf opportunity, within 30 minutes you can reach 4 of the best golf courses in the Czech Republic. Some of the best golf courses around Karlovy Vary are :

- Golf Resort Karlovy Vary (10 mins by car) Karlovy Vary's oldest course called Olšovy Vrata.
- Golf Resort Cihelny (15 mins by car) for information about discounts for players please contact reception.
- Golf Resort Sokolov (20 mins by car) the official partner of our hotel- for information about discounts for players please contact reception.
- Golf Club Mariánské Lázně (35 mins by car)
- Golf Resort Františkovy Lázně (35 mins by car)
- City Golf & Racing Club (5 mins by car) golf course and horse racing area with 9 tees and 18 holes.

Golf equipment can be stored in the hotel bag room. For more information please contact reception.

### **Swimming pool**

You can visit the nearby new swimming pool in KV ARENA (15 min walk). Other public swimming pools are in the center of Karlovy Vary (Alžbětiny Lázně, hotel Thermal). Close to our hotel is the natural water area Rolava with leisure area (20 min wal).

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### **Fitness centre**

The Kalbi-centre complex with rehabilitation, sports and health care programs is located in Zezan (5 min walk). For more information please contact reception.

### **Carriage ride**

You can book a carriage ride through Karlovy Vary at rece.

### **Theatre**

The theatre is one of the biggest architectural treasures of the city and it was designed by The Viennese architects Fellner and Helmer. It is located near the Colonnade.

### **Shops**

Near the hotel are shopping centers Varyáda-Interspare (10 min wal), Kaufland (5 min wal) and Tesco (15 min wal).

## **City:**

### **Centre of the city**

Centre of the city is situated about 2 km from the hotel. For more information please contact reception.

### **Bars**

A variety of bars, pubs and entertainment clubs can be found in the centre of Karlovy Vary.

### **Banks**

All banks are located on T.G.Masaryka and Moskevská.

### **ATM**

ATM's are available in the following shopping centers: Kaufland (10 minutes walk), Varyáda Interspar (10 minutes walk) or Fontána Tesco (15 minutes walk).

### **Bus station**

The central bus **stop** (intercity transportation) is located on Sklářská street. More information is available from reception.

## **Others:**

### **Smoking Policy**

The whole hotel is non-smoking. Thank you for your understanding.

### **Fire**

On hearing the fire alarm immediately leave your room and follow the arrows placed on the walls of the hotel corridors. An escape plan is in all rooms. Don't use the elevator! Take care of your safety and the safety of other people. Thank you.

### **Emergency exits**

Emergency exits are marked with green EXIT signs located at the bottom of the exit doors. An escape plan is available in all rooms.

### **Accommodation regulations**

Accommodation regulations can be found at reception.

### **Airport information**

Please contact reception.

### **Doctor**

In an emergency, please call reception: tel. number: 1111

### **Lost and found**

All found items are stored at reception.

### **Animals**

Animals are prohibited in the hotel.

### **Guest's personal equipment**

Guest use of personal equipment is at their own risk.

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