

*All you
need to
know*

Directory of Services



Holiday Inn

AN IHG® HOTEL

PRAGUE AIRPORT

We're committed to high levels of cleanliness.



It is all backed by our IHG Clean Promise.
ihg.com/CleanPromise

Hello, Prague

Hi there,

Welcome to Holiday Inn Prague Airport. Thanks for choosing to stay with us – we're excited to have you here.

We want you to make the most of your time with us. So, we've put together this Guest Service Directory, full of helpful information for your stay. Whether your visit is for business or pleasure, our colleagues are dedicated to providing the high-quality service you've come to expect from Holiday Inn®. That's our promise to you.

We invite you to enjoy as many of our services as you like. If there's anything else you require, please contact our colleagues and we'll do everything we can to ensure you enjoy your stay, your way.

***Best regards,
Radek Brusák***

Our promise to you

We want to make sure your stay is a complete success. So, if any part of your stay isn't satisfactory, just let our Manager on Duty or Reception colleagues know.

We promise to make it right or you won't pay for that part of your stay.

This is our commitment to you



***Enjoy all
we have to
offer***

Services & Facilities

Lobby Services

Breakfast

Start your day off right at our Breakfast Buffet, available from 6.00 till 10.00. We've got every appetite covered with delicious cooked breakfasts, freshly flipped pancakes and plenty of cereals to choose from. You can even see your food being cooked at the Chef Station. See our breakfast menu [here](#).

All Day Dining

Feeling peckish? Head down to our Open Lobby and tuck into our All Day Dining menu. You can take your pick from classic dishes, mouthwatering burgers and light snacks, all available whenever your stomach starts to rumble. Open daily 12.00–23.00. See our menu [here](#). See our drink menu [here](#).

Take-in

Take-in is the new take-out. Just call Reception on 111 to place your order from our All Day Dining menu, and we'll let you know when it's ready. Then pick up your freshly-made food from our To Go Café and enjoy it wherever you like – in your room, on the move or in our Open Lobby. And for an extra fee, we can even deliver to your room. Easy peasy.

To Go Café

Our To Go Café is made for people on the move. We're open 24/7, so you can grab hot or cold drinks and snacks whenever you need them and get going straight away. Perfect for when you've got places to be and people to see.

Lobby Services

Media Lounge

You'll find a home away from home in our comfy media lounge. Curl up on the sofa, turn on the TV, grab a newspaper and log on to the free Wi-Fi. Absolute bliss.

Connect

It's important to stay connected. That's why we've got free, fast Wi-Fi, computers and wireless printers in the e-bar. And with plenty of plugs in our Open Lobby, you can make sure you're always fully powered.



Hotel restaurant



Hotel lobby

Our Services

Shuttle Service (Airport Hotels)

Shuttle buses operate every 30 minutes (00 and 30). For a full timetable please contact Reception. See all shuttle bus info [here](#).

Car Park & Security

Due to the parking situation within Václav Havel Airport and the availability of sufficient parking capacity for our clients, **we have started charging for the hotel parking lot** from 11/01/2022. The first 2 hours of parking are free and then according to the price list [here](#). **The set price is the lowest within Václav Havel Airport.**

Travel Accessories

Forgot your toothbrush? Don't panic. You can buy a wide variety of travel essentials in our Reception shop. That's one less thing to worry about.

Business Services

Got work to do? We've got office facilities ready to use when you need them. Ask at Reception to find out more.

Pop-up Lounge

Our Pop-up Media Lounge is a great space for work and play. Plug in your laptop and you're ready for informal meetings, or just kick back and watch a movie or play video games. You can even close the curtains for complete privacy.

Check-in/Check-out Time

Check-in time is from 14.00 onwards and you must check-out by 12.00 on the day of departure.

If you need an early or late check-out, please let us know and we'll do everything we can to help.

Do Not Disturb

If you don't want to be disturbed in your room, just hang your Do Not Disturb hanger outside your door. We'll make sure your room isn't serviced until you're ready. In the interest of safety, each of the guest rooms will be checked once in a 24 hour period, initially by phone and, if there is no answer, by a visual room check.

Our Services

Forgotten Something

From razors to toothpaste, we have many bathroom items available with our compliments. Simply call Reception on 111 and then head down to collect.

Electricity Supply & Adapters

The hotel's electricity supply is 220 V. If you need to borrow an adapter during your stay, please give Reception a call on 111.

Guest Services – Reception

Reception is open 24 hours/day and can be reached by dialling 111 on your in-room phone.

Guest Services – Housekeeping

Housekeeping will clean your room once a day, unless the Do Not Disturb hanger is on the door. If you need any additional towels or toiletries please get in touch with Reception.

Ice Machine/Ice

Ice is available from the bar. Please contact room service if you'd like ice brought to your room.

Ironing board & Iron

Irons and ironing boards are available in all guest rooms.

Internet & Wi-Fi

Wi-Fi is free to use during your stay and is available throughout the hotel. Please contact Reception by dialling 111 if you need more information on how to connect.

Laundry & Dry Cleaning

Drop in your dry cleaning or laundry items by 8.00 and we'll have them back to you by 18.00, ready to wear.

Our Services

Mini Gym

Our gym is open non stop for all hotel residents over 18 years of age.

Newspapers

You can pick up free newspapers every day from our Open Lobby.

IHG® Rewards Club

Make the most of your stay by joining IHG Rewards Club. As an IHG Rewards Club member, you can earn points or airline miles at over 3,650 hotels worldwide with every qualifying stay. For more information please ask at Reception.

Reservations

For worldwide reservations please ask at Reception or call 0800 40 50 60 for free. You can also visit our website www.holidayinn.com.

In-room Safe/Safety Deposit Boxes

All our rooms have an in-room safe. You can find instructions in the safe.

Wake-up Service

You can set a wake-up call by contacting Reception on 111.

Meetings

Our well-equipped meeting rooms mean you can do business in style. Get in touch with Reception for more information, for a viewing or to make a booking. See options [here](#).

Extra Services

Baby Cot

Baby cots and bedding are available free of charge for use during your stay, subject to availability. Please contact Reception for more information.

Bank/ATM

Please ask at Reception for the directions to local banks and ATM machines.

Cigarette Vending Machine

Our Reception team will explain how to find the cigarette vending machine if there's one in the hotel, or will advise where the nearest one is along with directions.

Travel & Local Area Information

Our Reception team will be happy to give you any information you need.

Currency Exchange

Need to change your money? Ask our Reception team for local currency exchange options.

Express Check-out

Express check-out is available – please ask Reception for details when checking in.

Medical Services (Doctors, Dentist or Pharmacies)

Should you require the assistance of a doctor, dentist or need to know where the nearest pharmacy is, please speak to our Reception team who will be able to provide you with the necessary information.

Running Routes

Ask at Reception for maps of safe local running routes.

Stamps

Sending a letter? You can buy stamps from Reception.



*Just
a phone
call away*

Phone and TV

Phone Directory and TV Programmes

In-house Telephone Numbers

Outside Line _____	0
Reception _____	111
Reservations _____	111
Room Service _____	120
Restaurant _____	120

*To make calls to other rooms dial:
the room number.*

TV programmes

We offer a variety of local and international TV channels, as well as access to radio and paid in-room movies.



Looking Out For You

Health & Safety

Emergency Services

Emergency

Should you have or discover an emergency, please contact Reception immediately.

Emergency Evacuation

We have taken every precaution to ensure the safety and comfort of all our guests whilst in the hotel.

Please familiarise yourself with the fire evacuation instructions, including directions to your nearest emergency exit, displayed on the back of your entry door. **IN THE EVENT OF THE FIRE ALARMS BEING ACTIVATED PLEASE LEAVE THE BUILDING VIA THE NEAREST ESCAPE ROUTE.**

If you discover a fire please activate the nearest break-glass point or press the emergency button on your room phone.

UNDER NO CIRCUMSTANCES SHOULD YOU USE THE LIFTS TO EVACUATE.

DO NOT STOP TO COLLECT PERSONAL BELONGINGS.

ASSEMBLE AT THE EVACUATION POINT.

Assisted Evacuation

We operate a system of assisted escape for disabled guests and visitors. Please contact Reception who will provide more information. Please advise Reception if you will require assistance in the event of an evacuation, who will take note of this information.

Emergency Lighting

In the event of a power failure, emergency lighting will come on throughout the building. Candles are not permitted in the bedrooms in the interest of safety.

Fire Alarms

If at any time the siren should continue to sound please make your way to the nearest exit and go to the fire assembly point.

***Ready to
explore?***

Out and About

Out and About.

Airport Information

Our hotel is conveniently located to the following airports: Václav Havel International Airport Prague

For further details and for transfer options please ask our Reception team.

Local Leisure Facilities

There are plenty of leisure facilities to enjoy nearby – for more information please ask the Reception team.

Post

Reception will be happy to post any item for you. The cost of postage will be added to your room bill.

Public Transport

Ask at Reception for timetables and public transport information.

Local Taxis

Need a cab? Call or ask at Reception.





Holiday Inn Prague Airport

K Letisti 1074/32

Prague 6, 161 00

Czech Republic

T +420 602 413 344

F +420 236 161 115

holidayinn.com

0800 40 50 60