



*Dear Guest,*

It is with great pleasure that I welcome you to Majestic Plaza Prague. Whether this is a return visit or your first, we would like to thank you for choosing Majestic Plaza for your stay – and very much hope it will become one of many.

We trust that your visit to our hotel, whether for business or pleasure, will be unique and productive. We aim to make your stay as enjoyable and comfortable as possible, so if I or any member of our team can assist you in any way, please do not hesitate to ask.

May I also suggest that at your convenience you review our Guest Services Directory to familiarize yourself with our many services and the numerous local attractions here in Prague.

If you need any further information or clarification, please feel free to contact the Reception, which will be delighted to assist you.

On behalf of all our associates, I very much hope that you will enjoy your stay with us and look forward to the opportunity to meeting with you during your visit.

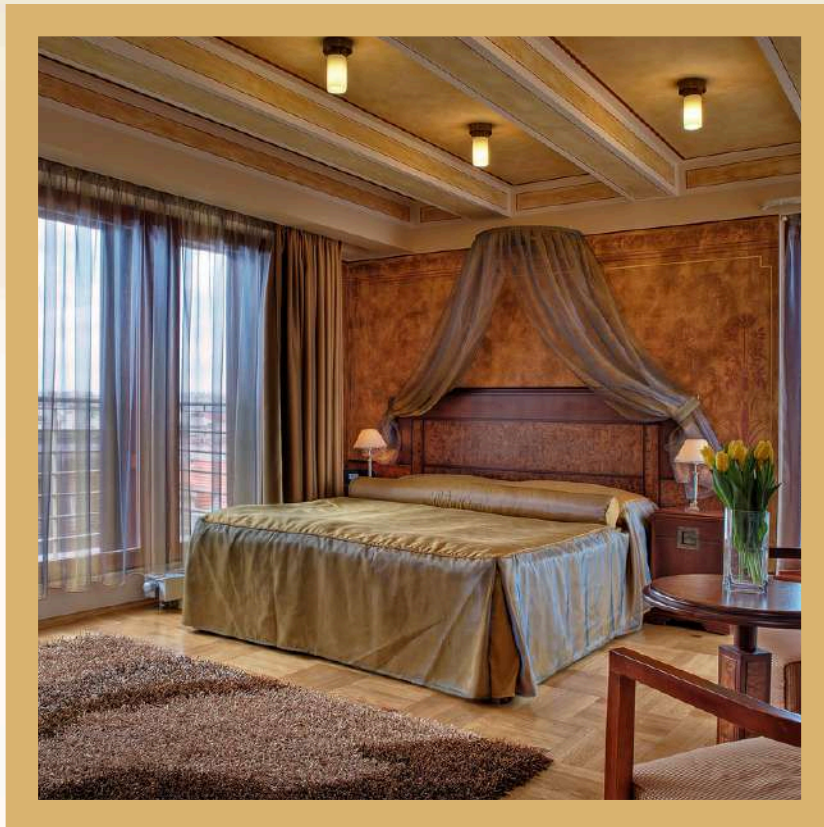
**Have a wonderful time!**

*Jan Hamouz*  
**Resident Manager**

## THE UNIQUENESS OF THE HOTEL MAJESTIC PLAZA

Enjoy your stay in our hotel which is divided into two different architectural styles and buildings. One of them, a 7-storey part decorated in Art Deco style is situated in a building that, before its reconstruction, was the first office building dating back to the 20th century.

The second one, 4 storey house decorated in the Biedermeier style with high roofs and distinctive paintings is situated in one of the two buildings of the Majestic Plaza Hotel. This building was formerly a tenement house, where famous Czech writer Jaroslav Hašek was born. This part of the hotel dates back to in 1880.





# GENERAL INFORMATION

## **A WARM WELCOME TO HOTEL MAJESTIC PLAZA!**

The guest information guide is here to familiarize you with the services we provide at the hotel. The following information has been arranged in alphabetical order for your convenience. Should you have any questions about these or other services, please do not hesitate to contact our Front Desk at extension 100.

**AIR CONDITIONING:** Is your room too hot? Please close the windows. Insert the key card into the holder on the wall. Turn on the fan button to the first position and set the temperature with the -/+ buttons. After your setting, the current room temperature will be displayed. Please note that the AC does not operate during the winter.

**AIRPORT TRANSFER:** It would be a pleasure for us help you arrange your transfer. Please contact our Front Desk. The price for the transfer is fixed.

**ATM:** If you need to withdraw money there is an ATM in the lobby.

**BAR:** LOBBY BAR is open from 12:00 p.m. to 11:30 p.m.

**BREAKFAST:** Enjoy our rich buffet breakfast selection between 6:30 a.m. and 11:00 a.m. in the Victoria or Asmera Restaurant. Upon request, breakfast can be served in your room for an extra charge of CZK 150.

**CAR PARKING:** Parking spaces are available 24 hours a day for an additional cost. For more details, please contact the Front Desk.

**COFFEE & TEA:** Coffee and tea-making facilities are available in your room free of charge and replenished once daily. Please be advised that the tap water in our region is safe to drink.

**CONCIERGE:** If you would like to explore something unique in Prague, please feel free to contact the reception team at any time.

**COPY:** Available 24 hours a day at the reception desk, for a fee. To use this service, please contact the Front Desk at extension 100.

**CHECK-IN TIME:** Check-in time is at 3:00 p.m.

**CHECK-OUT TIME:** Check-out time is at 11:00 a.m. To arrange for a late check-out, please contact Reception Desk. A late check-out fee may apply.

**CURRENCY EXCHANGE:** Currency exchange is available 24 hours a day at the reception.

**DOCTOR – MEDICAL EMERGENCY:** In case you need medical assistance, please contact the Front Desk.

**ELECTRICITY:** Hotel electricity is 230 volts. You can borrow an international adapter or plug from reception with a deposit of CZK 500 or EUR 20.

**EMERGENCY & SECURITY:** At Hotel Majestic Plaza, your safety is our top priority. An associate is available 24 hours a day. If you have any questions or in an emergency, please contact Reception at extension 100. We recommend that you take a few precautionary steps when you check into the hotel:

- Locate emergency exits.
- Carefully review the evacuation plan on your guestroom door.
- Locate the nearest fire extinguishers and fire alarms.

**HOTEL AMENITIES:** There are additional blankets, towels, pillows, bathrobes, slippers, and face cloths at your disposal 24 hours a day. Please contact the Front Desk.

**INTERNET CONNECTION:** Wireless high-speed internet is available in all rooms and public areas. Please connect to the MAJESTIC network using the password: majestic1880. You can also use the business center located in the lobby. If you need any assistance with the internet, please contact the reception.

**IRON & IRONING BOARD:** An iron and ironing board are available upon request. Please contact the reception.

**LAUNDRY SERVICE:** For your convenience, we offer a laundry service. Simply drop off your laundry at reception by 9:00 a.m., and it will be ready for collection by 7 p.m. the same day. A detailed price list and laundry bag are available in your wardrobe.

**MEETING ROOMS:** The hotel has four available meeting rooms with a total capacity of up to 170 participants. If you are interested, please contact the reception.

**NON-SMOKING POLICY:** Thank you for respecting the hotel's non-smoking policy. A EUR 200 fine applies for violations.

**ROOM SERVICE:** To place an order, please call Room Service at extension 858. Food orders are available from 12:00 p.m. to 9:45 p.m., and drink orders are available from 12:00 p.m. to 11:00 p.m. A delivery fee of CZK 150 will be added to your room bill.

**SAFETY DEPOSIT BOXES:** Please store your valuables, especially jewelry and cash, in the safe in your guestroom. Otherwise, we cannot accept liability for any loss. Additional safety deposit boxes are available at reception.

**SPA:** For your relaxation, our hotel offers a beer spa and massage services for an additional charge. The wellness area is open from 12:00 p.m. to 10:00 p.m. Reservations are necessary, so please contact the spa reception at extension 300.

**SHOE SHINE:** Self-service shoe-shining station is located in the lobby area.

**TELEPHONE:** Important hotel phone numbers:

- Reception/Housekeeping 100
- Bar/Room Service 868
- Outside line 0

**WATER:** Please be advised that the tap water in our region is safe to drink.

**WAKE-UP CALLS:** Please call Reception to arrange for your wake-up call.

# Getting Around

Welcome to Prague, the capital of the Czech Republic, the city of a hundred spires. As time passed through Prague, it created a magnificent mixture of styles from Gothic and Baroque to Art Nouveau, Art Deco, and contemporary. Today's Prague is a lively and sophisticated metropolis; a city full of magic, surprises, and unforgettable memories.

## **Prague Castle (Pražský Hrad)**

Founded in the 9th century, it is a living symbol of more than the millennial development of the Czech state. This monumental complex of ecclesiastical, fortification, residential, and office buildings represents all architectural styles and periods, surrounding three castle courtyards and covering 45 hectares. Originally the residence of princes and kings of Bohemia, since 1918 it has become the Seat of the President.

## **St. Vitus Cathedral (Katedrála sv. Víta)**

A gothic cathedral, the spiritual symbol of the Czech state, was founded in 1344 by John of Luxembourg and his sons Charles and John Henry in the place of the original Romanesque rotunda. The construction period extended to nearly 600 years and it was finally completed in 1929. Decorated by precious works of art, it encloses St. Wenceslas' Chapel and the Crypt with tombs of Bohemian kings. The coronation jewels are deposited here, too.

## **Charles Bridge (Karlův most)**

The oldest Prague stone bridge was founded by Charles IV in the year 1357. Originally called The Stone or Prague Bridge, since 1870 it has been known simply as Charles Bridge after its famous founder. Both ends of the bridge are fortified by towers (the Lesser Town Bridge Towers, and the Old Town Bridge Tower). From 1683 to 1928 thirty sculptures and sculptural groups of the saints were gradually set on the bridge piers.

### **Old Town Square (Staroměstské náměstí)**

The most significant square of historical Prague originates from the 12th century and since then has witnessed many significant events. Beside the Old Town Hall and the Church of Our Lady before Týn, the Square has several other dominants: the Baroque St. Nicholas Church, the Rococo Kinský palace housing the National Gallery exhibition hall, and the Stone Bell house – a Gothic city palace from the 14th century.

### **Old Town Hall (Staroměstská radnice)**

It was established in the 14th century as the seat of the Old Town authorities. The oldest gothic part of the complex – a tower and oriel chapel – is richly decorated with coats of arms. In the top part of the Astronomical clock, the 12 apostles appear every hour. The bottom part was supplemented with a round calendarium including the Signs of the Zodiac painted by Josef Manes. The eastern pseudo-gothic wing of the Town Hall was destroyed in May 1945 and has not yet been rebuilt.

### **Jewish Quarter**

The largest Jewish settlement in Europe, the Prague Jewish Town served as a ghetto until the year 1848. Even though most of the buildings were destroyed 100 years ago, Prague is proud to conceal the most preserved collection of Jewish monuments in Europe and the Prague Jewish Quarter retains an inimitable atmosphere of past times.

### **Municipal House (Obecní dům)**

This is one of the finest Art Nouveau buildings in Prague, constructed in 1905 – 1911 on the spot of the former King's court – a seat of the kings of Bohemia in the 15th century. The monumental Smetana concert hall forms the center of the building, being the location of the International Prague Spring Music Festival, as well as many other concerts and important social events.

### **Powder Tower (Prašná brána)**

A monumental entrance to the Old Town built by Matěj Rejsek in the Gothic style in 1475, this once served as a gunpowder depot. In the late 19th century, it was rebuilt by Josef Mocker.

### **Vyšehrad**

Famed Prague Hill by legend connected with ancient Princess Libuše and the first Přemyslides. The noteworthy sights there comprise the precious Romanesque rotunda of St. Martin, the gothic church of St. Peter and Paul, the Vyšehrad cemetery "Slavín" used as a burial site of the Czech outstanding personalities, and the underground casemates housing the originals of several Baroque statues from the Charles Bridge. In the 21st century, Vyšehrad retains its atmosphere of magic and mystery and offers visitors one of the most beautiful urban panoramas of bygone Europe and quiet parks for relaxation.

### **Museums**

#### **National Museum**

This monumental Neo-Renaissance building from the years 1885-1890 that dominates the Wenceslas Square houses the largest and oldest Czech museum.

#### **National Gallery**

Boasting modern exhibitions and a wealth of collections this ranks among the leading international establishments of its kind. Some of the buildings of the National Gallery are rated as architectural treasures.



## **Bertramka**

A villa from the latter half of the 17th century where W. A. Mozart stayed during his visits to Prague in 1787 and 1791 and where he composed the opera, Don Giovanni.

## **Mucha Museum Prague**

The world's first Alfons Mucha Museum, dedicated to the life and work of this world-acclaimed Czech Art Nouveau artist Alfons Mucha (1860-1939), is housed in the Baroque Kaunický Palace in the very heart of Prague.

## **Churches**

### **St. Nicolas Church, Lesser Town**

This is one of the most valuable buildings of the "Prague Baroque" period with a dominant dome and a belfry, the inside décor of the church is also a specimen of the high Baroque style. W.A. Mozart the organ here during his stay in Prague.

### **Church of Our Lady of Victory**

An early Baroque building from the year 1611, later rebuilt by the Carmelite Order, this Church is world-famous thanks to the Prague Bambino – Infant Jesus wax figure (of Spanish origin), which was presented to the church by Polyxena of Lobkowitz.

## **Loreta**

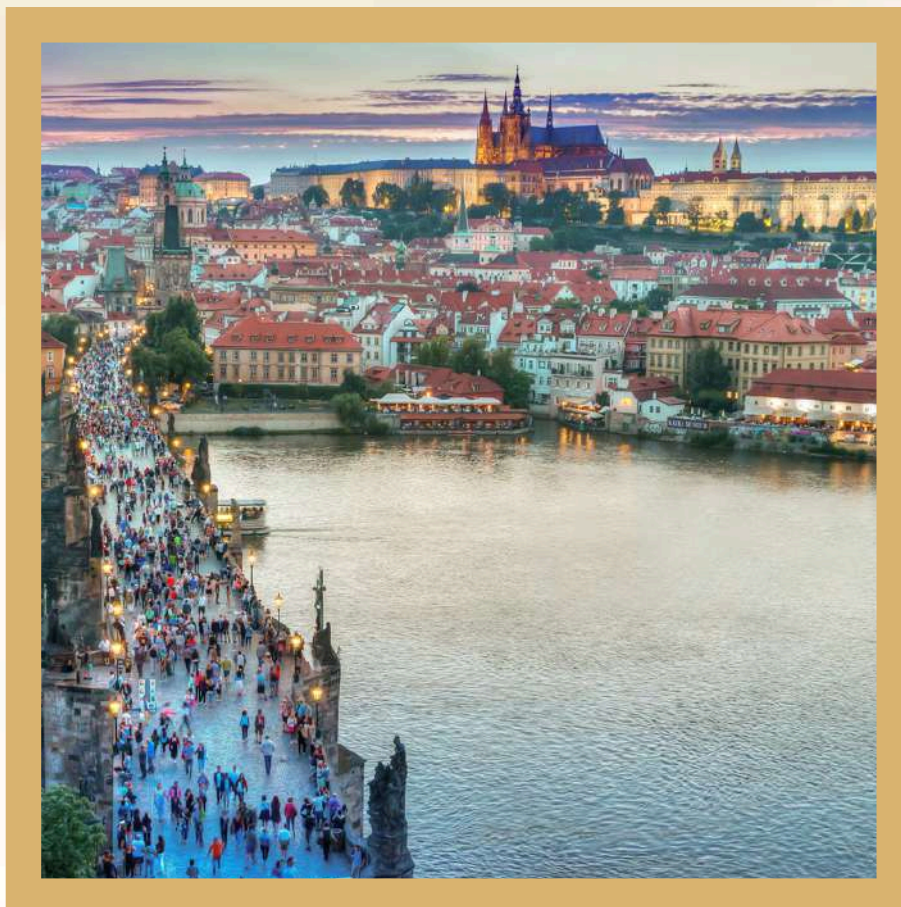
A Marian pilgrimage place with a copy of the Italian Santa Casa including the Baroque Church of the Nativity of our Lord, the spire houses a carillon with 27 Loreta bells which tune a Marian song "We Greet You Thousand Times". The valuable liturgical treasury contains precious gems such as the Loreta Treasure – a collection of sacral objects from the 16th to 18th centuries and the Diamond Monstrance adorned with 6222 diamonds.

### **Strahov Monastery**

This Premonstratensian Order monastery was founded in 1140 and converted into the present Baroque shape during the 18th century. The most precious parts of the Monastery are the church of the Assumption, the Strahov picture gallery, the valuable Strahov Library, the Baroque Theological Room, and the classicist Philosophy Room decorated with fresco paintings of A. Maultbertsch.

### **Church of Our Lady Before Týn**

This is the most impressive gothic sacral building in Prague, originating from the mid-14th century. In the late 17th century the church interior was rebuilt in the Baroque style. Its interesting decorations include valuable altar paintings by Karel Škréta and a tombstone of the astronomer Tycho de Brahe.



# Regional Attractions

## **Český Krumlov**

Situated on the banks of the Vltava River, this picturesque town in South Bohemia was built in the 13th century and represents an outstanding example of a small central European medieval town whose architectural heritage has remained intact over more than five centuries. The castle with Gothic, Renaissance, and Baroque elements dominates the town and its charming cobblestone streets. Because of its unique character, the town was entered into the UNESCO List of World Cultural and Natural Heritage.

## **Karlštejn**

Karlštejn Castle – built in 1348-57 in a picturesque, hilly landscape southwest of Prague – was founded by the Emperor of the Holy Empire and King of Czech Lands Charles IV in 1348 to house the coronation jewels, state documents panel paintings of saints from Master Theodoricus – court painter, has been preserved. The present Neo-Gothic appearance dates to the end of the 19th century.

## **Karlovy Vary**

This world-famous spa is known for its 12 medicinal mineral springs. The best known for its 12 medicinal mineral springs. The best known is the “Vřídlo” (“Geyser”) springing its curative water to a height of 12m. In Karlovy Vary, you can also admire historical colonnades and locally manufactured Moser glass and Thun porcelain. We recommend tasting delicious local wafers and traditional “Becherovka” liqueur made from herbs.

## **Kutná Hora**

Kutná Hora developed as a result of the exploitation of the silver mines. In the 14th century, it became a royal city endowed with monuments that symbolized its prosperity. The Church of St. Barbara, a jewel of the late Gothic period, and the Cathedral of Our Lady at Sedlec, which was restored in line with the Baroque taste of the early 18th century, were to influence the architecture of central Europe.

## **Czech UNESCO Sites**

There have been 12 places of interest in Bohemia and Moravia included in UNESCO´s list of world heritage sites. Such a concentration of UNESCO sites cannot be found anywhere else in the world.

- **Prague's historical center**
- **Český Krumlov**
- **Village of Holašovice**
- **Telč**
- **Třebíč – The Basilica of St. Procopius and the Záměstí Jewish quarter**
- **The Villa Tugendhat (Brno)**
- **Lednice – Valtice area**
- **Kroměříž**
- **Olomouc – Holy Trinity Column**
- **Litomyšl – Renaissance chateau**
- **The pilgrimage church of St. John of Nepomuk at Zelená Hora near Žďár nad Sázavou**
- **Kutná Hora**



# Airline & Airport Information

The Václav Havel International Airport is located northwest of Prague, 20 kilometers from the city center.

The approximate transfer time by hotel car/taxi is about 30 minutes.

Airport **220 111 111**

Luggage handling **220 116 072**

Airport Lost & Founds **220 115 005**

Airport on-line [www.prg.aero](http://www.prg.aero)

## **Airlines numbers:**

Aeroflot **227 020 020 / 800 722 143**

Air France **233 090 933**

Austrian Airlines **227 231 231**

British Airways **239 000 299**

CSA **239 007 007**

Delta **225 439 798**

El Al Israel Airlines **224 226 624**

Emirates **239 016 320**

KLM **233 090 933**

LOT **220 117 729**

Lufthansa **234 008 234**

Malev **841 182 182**

Swiss Airlines **234 008 229**

***For additional numbers or other arrangements please contact the reception desk (line 100).***

## **Transportation**

### **Hotel Car**

Hotel cars are available in front of the hotel. For arrangements and bookings, please contact our Front Desk.

For your safety and convenience, we strongly recommend using the hotel car. Hotel Majestic Plaza cannot guarantee the price policies of other taxi providers.

### **Public Transportation**

Passengers traveling by public transport (metro, tram, bus) have to obtain their tickets before boarding the vehicle or entering the Metro system. The ticket must be validated.

Public Transport operates daily from 05:00 a.m. to midnight and from midnight to 05:00 am for night operation.

### **Car Rental**

For car rental arrangements, please contact our Front Desk.

### **Railway Traffic**

For train schedules, please contact our Front Desk.

### **Important railway stations in Prague:**

Hlavní nádraží (the Main Station)

- *Metro C-line, Hlavní nádraží station*

Masarykovo nádraží (Masaryk Railway Station)

- *Metro B-line, Náměstí Republiky station*

Praha – Holešovice

- *Metro C-line, Nádraží Holešovice station*

## **Telephone**

Hotel Majestic Plaza Prague

**+420 221 486 100**

## **Room to Room Dialling**

To call another Guest room, dial directly room number directly. If you need assistance with the room number, dial 100.

## **Local Calls**

For local calls dial 0 + number. Local calls are charged according to the length (time) of the call. Calls to a mobile phone are charged differently than local calls according to the local telephone company pricing structure.

## **Important numbers**

- Emergency calls – central number 112
- Police 158
- Ambulance 155
- Firefighters 150

# International Calls

***Dial 0 + 00 + country code + number***

***Please note that international 800 numbers are not toll-free if dialed from the Czech Republic.***

Country	Country code
Argentina	54
Australia	61
Austria	43
Belgium	32
Brazil	55
Bulgaria	359
Canada	1
China	86
Czech Republic	420
Denmark	45
Finland	358
France	33
Germany	49
Greece	30



# International Calls

***Dial 0 + 00 + country code + number***

***Please note that international 800 numbers are not toll-free if dialed from the Czech Republic.***

Country	Country code
Hungary	36
India	91
Ireland	353
Israel	972
Italy	39
Japan	81
Mexico	52
Netherlands	31
Norway	47
Poland	48
Portugal	351
Romania	40
Russia	7
Singapore	65

# International Calls

***Dial 0 + 00 + country code + number***

***Please note that international 800 numbers are not toll-free if dialed from the Czech Republic.***

Country	Country code
Slovakia	421
Slovenia	386
Spain	34
Switzerland	41
Sweden	46
UAE	971
United Kingdom	44
USA	1

## **Fire safety procedures**

Our hotel is equipped with a modern, efficient emergency system which includes smoke detectors in Guest rooms and hallways. We want to make sure you are prepared to exit the hotel safely if any of our detection systems sound a warning; therefore, we ask that you please familiarise yourself with the following procedures:

### **Exiting the hotel:**

- Take your key.
- Test the door for heat or smoke before opening it.
- If the hallway is clear, exit by the nearest stairway.
- Do not use the lifts.

### **If your door feels warm or is impassable:**

- Place wet towels at the base of the door.
- Call Reception line 100, giving your name and room number.
- Turn off your air conditioner or heater to keep smoke from entering the room.
- Remain as close to the floor as possible to avoid inhaling smoke.

## **Security & Traveller Safety Tips**

We want to do all we can to help you enjoy a memorable and safe stay at our hotel. Here are a few tips for your safety and security while staying in hotels.

### **Inside the Guest room:**

- Lock your door securely using all locking devices when you are in your room.
- Before opening your guest room door, ask for identification. If you are uncertain about anyone who comes to your door, call Reception.
- Place your valuables – especially jewelry and cash – in the safe available in your room.
- Make sure all windows are locked.

## **AIR-CONDITION SYSTEM**

We would like to inform you how to use our air-conditioning system properly.

Please follow the few steps:

- Please, close the windows.
- Insert the key card into the slot on the wall (to have electricity).
- Turn on the fan button to the first position.
- Please set the temperature with the +/- button up or down, depending on your requirements.

If you have any problem with operating air-conditioning, please do not hesitate to contact our Reception Desk.



## **Personal Data Protection**

Protecting the privacy of our customers has always been our highest priority. We treat the information you provide to us – whether online, over the phone, or in person – as confidential information, and during the data transmission and storage we follow general industry standards of privacy principles complying with EU data protection directives.

Reservation information and personal information provided by you will be processed in our computer system to facilitate ordered services and billing. We will retain your information only as long as it is needed for business purposes or required by law.