

YOUR RESTAURANT

A morning, midday and evening buffet is available during the whole opening hours of Amadeus restaurant. Our nutritional therapist is available for you in the restaurant during breakfasts and lunches.

The price for the breakfast buffet includes tea, coffee, water, and juice. The price for the midday and evening buffet includes tea and juice, in the evening there is also a sour milk drink. Still table water is served as standard.

There is live music during dinner several times a week as well as extended menu aimed at traditional dishes.

DRESS CODE

As we want everybody to feel pleasant in our hotel, please do not enter the restaurant or lobby bar in a bathrobe or sportswear. We recommend at least 'casual dress code'.

In case of an early check out (earlier than 7:30 am), please contact the reception at least one day in advance as we can arrange an early breakfast for you.

If you go for a day trip or excursion, we can arrange a packed picnic to take instead of lunch or dinner. Please inform the reception at least one day in advance.

Please feel free to use the facilities and offers of the Sebastian Lobby Bar on the ground floor next to the reception.

If you want to switch lunch for dinner or vice versa in your half-board stay, please contact the sales department at least one day in advance.

YOUR SPA CENTRE, HEALTH AND BEAUTY CENTRE

Hera Spa Centre and Apollo Wellness is open every day.

Comfortable clothing, a bathrobe and slippers, are the perfect clothing for medical examination and procedures.

From your hotel room, go by lift to the -1 floor "SPA", where you can reach all the facilities of Hera Spa, Apollo Wellness and Aphrodité Beauty. You get out of the lift directly at physicians and nurses' offices where they are ready to provide advice.

In case of a comprehensive package treatment, we will make an appointment at a nurse and arrange an entrance medical examination.

We appreciate you come to treatments and procedures on time. For serious reasons we can reschedule your procedures if possible. Changes can be made only by nurses in rooms no. 2 or 3. Please, do not ask our therapists for that.

MORE THAN 100 PROCEDURES FOR YOUR HEALTH

A basic offer of spa and wellness procedures is available at the reception.

Have not you chosen or do not you have time for a comprehensive package treatment? We are sure you will choose from our wide range of wellness and complementary procedures.

Our hairdresser's, manicure and pedicure suitably complement a wide offer of cosmetics services in Aphrodité Beauty Salon.



Zámecký vrch 41, 360 01 Karlovy Vary, Česká republika
reception@olympic-palace.cz, +420 357 073 700
www.olympic-palace.cz



We are holders of an internationally recognized certificate for medical spa
www.europespa.eu

OLYMPICPALACE

LUXURY SPA HOTEL

Guide to Accommodation

Basic information for hotel guests on arrival

Dear guests,

we are really pleased you have chosen our hotel. We would like you to feel comfortable and always happy to come back. The OLYMPIC PALACE is a unique spa hotel. It draws its strength from the rich history and unique local sources, based on a tradition dating back to the mid-19th century, creating comfortable and safe atmosphere.

We offer calm and rest, as well as the constant staff care and attention. Allow yourself to be spoiled and pampered, live a full and healthy life by taking advantage of our spa facilities. Our entire team of professionals will ensure that you will leave healthier, feeling younger and be full of new positive energy.

We wish you a pleasant and peaceful stay in the OLYMPIC PALACE Luxury Spa Hotel.

YOUR HOTEL

 All inside spaces of the hotel are strictly non-smoking. It is also prohibited to use all kinds of electronic and other cigarettes. Thank you for respecting that.

 High speed Internet connection via Wi-Fi network is available in all areas of the hotel.
Network name: Olympic Palace, password: 19101910.

 The phone is available for calls outside and within the hotel. To call into the rooms, call the room number, to call outside of the hotel, dial zero before the called number.

 A porter is always ready to help you not only with your luggage at any time. Please, contact the reception (700), they will arrange everything for you.

 A Concierge is available by dialling 701 from your room phone or contact the reception (700).

 Excursion offers are available at the reception. Taxi, transfers and car rentals are also arranged through the reception.

 Thank you for respecting quiet hours from 10 pm to 6 am.

YOUR ROOM

 By inserting the card into the holder right next to the door, you activate the lighting and temperature.

 All the hotel rooms are fully air-conditioned and have automatic temperature control. Having the hotel card in the holder, you can manually change the temperature $\pm 3^{\circ}\text{C}$.

Air conditioning and heating will stop working automatically when you open the window or balcony door.

 The lights will be centrally turned on by inserting the hotel card in the holder and will be switched off while leaving the room.

 There is a wide range of room services available, please see the room service menu.

WE HELP SAVE OUR PLANET

The OLYMPIC PALACE Luxury Spa Hotel is committed to provide perfect service to assure your comfort. Our priority is to respect the environment by using environmental friendly technologies.

 At any time according to your wishes we can adjust the following hotel procedure of towels and cosmetics exchanges, please contact the hotel service or reception:

- we always replace towels during the morning or evening room cleaning if you put the dirty towels on the bathroom floor
- we replace bed linen every third day of your stay, bathrobes and slippers are usually changed on request.
- we change the hotel cosmetics if fully used and laid aside.

 We check and refill the minibar every day during the morning. The use of the minibar is not included in the price of your stay.

 You will find a safe in the wardrobe in the hall with a built-in socket, voltage 220V. We do not take any responsibility for valuables stored outside the safe. We can offer a safe to use at the reception for bigger valuables.

 LCD TV with a remote control offers 60 television programmes in several languages. To view the TV channels directly, press the “Guide” on the remote control. It is possible to access your USB memory or disk directly to the TV. If you would like so, please contact the reception.

 Upon the request we provide a stool in the shower and a non-slip mat. ~~We also offer to lend you an iron and ironing board in the room.~~

 Upon the request we will exchange your pillows, blankets, or a range of cosmetics. Please choose from the options in the Pillow Menu on the bedside table and Cosmetics Menu in the bathroom.

 Reception will lend you an umbrella whenever you need it.

WE PAY ATTENTION TO CLEANLINESS

We clean your room twice a day. Main room cleaning is usually until 3 pm. Evening room cleaning is usually from 5:30 pm, but we can adjust according to your wishes at any time.

 You can find more detailed information on:

- [instagram.com/ophkv](https://www.instagram.com/ophkv)
- www.olympic-palace.cz
- [facebook.com/ophkv](https://www.facebook.com/ophkv)

Use great possibilities of walking into surrounding spa forests. Ask for a map of tourist routes at the reception.

CHARGED SERVICES

 We provide a rental of a laptop, printer, scanner and other equipment. We can also provide rooms for your meetings.

 We offer laundry, ironing and dry cleaning of your clothes. Please, put the dirty washing into the laundry bag stored in the wardrobe, fill in the form and leave it in the front of the wardrobe.

 We offer a limited number of parking spaces. A parking space must be reserved in advance.

 We provide sports equipment like Nordic walking poles. If interested, please contact the reception.

YOUR CHILDREN

We take pride in the family atmosphere of the hotel and the children belong to the family. We like children and that is why you can also find the little things making the stay easier for the smallest guests. However, we also esteem other guests, who came here to relax, therefore we thank all mums and dads for respecting that, too.

We provide free of charge:

- wooden or textile cot
- children potty
- toilet seat reduction
- footstep to use the washbasin
- baby bathtub
- children's cutlery and dishes
- children's breakfast menu
- high chair in Amadeus restaurant
- baby buggy
- baby cosmetics
- children's bathrobe and slippers
- children's swimming aids at the pool

You can ask about child's treatment in our Spa centre. The paediatrician will set up a tailor-made spa treatment for your child.

We recommend you take full advantage of the Kids Club services on the 5th floor which offer different kinds of games and toys. Please remove shoes before entry. Thank you.

