

# CHECK-IN INSTRUCTIONS

*Please read these instructions carefully to prevent all potential problems and misunderstanding from the beginning of your stay. If any unexpected situations occur, don't hesitate to contact us from Prague on the Toll free number 800-800-722 (800-800-PCA)*

## Check-in for all apartments is provided in the:

Prague City Apartments head office/main reception is located at Karoliny Svetle 4, Prague 1 – The Old Town. The company representatives are available 24 hours a day, 7 days a week. The head office is accessible by car, by tram or on foot. We have chosen a place to be easy to find and to be close to YOU.

<b>Address</b>	<a href="#">Karoliny Svetle 4, Praha 1</a>
<b>Nearest tram stop</b>	National Theater (Narodni Divadlo)
<b>Tram lines</b>	6, 9, 18, 22
<b>Nearest metro</b>	Staromestska (line A) or Mustek (line A and B)
<b>Phones</b>	+420 224 990 990 +420 777 777 100 +420 602 602 722 800 800 722 – Toll free from local CZ phone only
<b>GPS</b>	50.082230, 14.415550

## Opening hours

Daily from 08:00 – 20:00 full operation, 20:00 – 08:00 night-shift operations only.

## Residence Brehova reservations

The guests having the reservation in the Residence Brehova can benefit from direct check-in in the house. Reception desk / concierge is available daily from **08.00 – 23:45**

- the address [Brehova 8, Prague 1](#)
- direct phone number +420 777 777 105
- nearest tram stop – 50 meters "Pravnicka fakulta" – tram No. 17
- nearest underground station – 300 meters – Staromestska (line A)
- GPS - 50.090924, 14.417374

## Late arrivals

Although we offer 24/7 check-in service we would recommend you to inform us about arrivals after 8PM. Our representative might be out of the office after 20:00 for a while, so an approximate arrival time can be very useful for both parties.

## **Express check-in – check@apartment**

If you complete our check@apartment guidelines, check-in directly at your apartment is available. Documents needed for this service are:

- Copy of your valid ID or passport & copy of your valid credit card
- Written approval to charge your card under certain conditions

You can download all required documents from:

[www.prague-city-apartments.cz/support/PCACCMO\\_full\\_EN.pdf](http://www.prague-city-apartments.cz/support/PCACCMO_full_EN.pdf)

[www.prague-city-apartments.cz/support/PCACCRSD\\_EN.pdf](http://www.prague-city-apartments.cz/support/PCACCRSD_EN.pdf)

We will then either send you entry codes to your registered GSM number to pick-up key cards or the driver will take you directly to the apartment, if you have booked a transfer with us. You'll be asked to visit our head office anytime next day to proceed all other formalities. We offer this feature also for all of our returning guests with simplified procedure – just let us know if you are interested in it.

## **Airport / train station transfers**

Even though, our receptions are located in the very centre of Prague and only a few minutes away from your apartment we would suggest you to book airport or train station transfer with us. We offer this service to our guests complimentary (ask for certain conditions) or for unbeatable price in the town. This service will make your stay hassle free from the beginning of your stay. If you book a transfer to your accommodation with us, our driver is always ready to help you with your first steps in Prague.

Our driver will wait for you at the given time (even if the flight or train is delayed) and will provide you with assistance until you open the door of your residence.

## **Arriving by plane**

All guests arriving by plane will be landing on the only Prague international airport – Vaclav Havel Airport. This modern airport has two terminals located very close to each other.

- T1 - all non EU countries + UK destinations
- T2 - EU countries

The company driver will be holding a card with your surname on it in the arrival's area of the airport. Please present your transfer confirmation to him. Please be vigilant when you have left the arrival gate.

**If you fail to meet the driver** please look around you for the sign with your surname and then call +420 224 990 990 from you GSM phone or dial **our toll free number 800 800 722** before you do any action. We refuse all reimbursements for the expenses paid for a TAXI if it is not ordered by us.

## **Arriving by train**

Prague has two train stations with international connection: Main station (MS) – Hlavni nadrazi and Holesovice station (HS). Both are directly connected to the underground train station (Metro) on the line C. (see map of the stations)

## Prague City Apartments - Serviced apartments in the heart of Prague

The company driver will be waiting with a sign with your surname, in the middle of the platform, where your train is scheduled to arrive.

As we offer complimentary airport/train station shuttle, there might be more individual travellers joined for one car / journey. We always try to optimize the waiting time for our guests to be not more 20 minutes. Unfortunately sometimes due to unexpected circumstances as delayed baggage's reclaim etc. we might experience minor schedule changes. Thank you for your understanding in these situations.

### **Arriving by bus**

The only bus station for international lines Praha – Florenc is located in the city centre near the Main Railway Station. The station is connected to the underground station Florenc (lines B, C). Some of the smaller and private bus operators might permanently or even temporary use another bus stop to unload and load passengers. **Unfortunately, as it is not possible to follow the bus delays, we do not provide transfers from the bus station.**

### **No transfer arranged**

Please check the reception address, nearest public transport stops or our GPS details to find us. If you need any help, do not hesitate to contact us on 800 800 722 (800-800-PCA)

If you suppose to catch a TAXI, be aware: ask for the approximate price first. The price may vary:

- 500 – 1500 CZK from the airport
- 200 – 500 CZK from the train station
- 200 – 500 CZK from the bus station

### **Arriving by car**

When approaching Prague by highways from all directions find the traffic signs "CENTRUM" which means centre of the city and follow it until you reach the embankment of Vltava river. Once you arrive close to the National Theatre building, take the street Narodni between National Theatre and Café Slavia, from which as first left, you will find the Karoliny Svetle street. Our office is a couple of meters just ahead of you.