

# Information on transfers provided by Prague City Apartments Ltd. (PCA)

Transfer service organized by PCA includes airport / train station pickup, key collection and check-in procedure in the central PCA reception desk and “to the apartment door delivery”. Please read also full Terms & conditions.

## Complimentary airport pick-up

To be entitled for complimentary airport / train station pick-up you must meet following conditions:

1. Your accommodation must be booked only on [www.prague-city-apartments.cz](http://www.prague-city-apartments.cz) or directly with Prague City Apartments (PCA) central reservation office via phone or mail request. We refuse all claims for complimentary transfer in relation with apartment reservations made by third parties if not agreed and confirmed at the booking time.
2. The total amount of apartment reservation must be 200 EUR or more per person per reservation. The minimal amount of 400 EUR per reservation is required.
3. Only one journey per reservation is provided for free. If you are arriving at different times to Prague, the only first journey is complimentary.
4. Full arrival details must be submitted via mail or by phone to the PCA representative 48 hours before the arrival time by the latest.
5. Complimentary transfers are provided for the number of guests corresponding to the apartment reservation only.
6. We provide this service for free only for the journey from the airport / train station to the apartment. Ask for discounted rate for you return transfer.
7. Price may vary depending on actual exchange rate

## Not fulfilling the above conditions? Discounted transfers!

Don't worry, if you make apartment reservation with us we still offer very convenient way how to get from the Prague airport to the apartment and back.

1. Your accommodation can be booked through any PCA partner or travel agent.
2. Full arrival details must be notified to us 24 hours before arrival time by the latest.
3. Price may vary depending on actual exchange rate

## Price list transfers

| route   |  | price CZK | price/EUR |
|---------|--|-----------|-----------|
| arrival | airport --> apartment transfer (car 1-4 pers.) - discounted*               | 450       | 17        |
|         | airport --> apartment transfer (minivan 4-8 pers.) - discounted*           | 700       | 26        |
|         | train/bus station --> apartment transfer (car 1-4 pers.) - discounted*     | 250       | 9         |
|         | train/bus station --> apartment transfer (minivan 4-8 pers.) - discounted* | 400       | 15        |

*\*Prague City Apartments offers approximate 10% discount from the standard (still one of the best in Prague) rates on your arrival transfers. We participate on the transfer cost to make the beginning of your stay in Prague as much easy and trouble-free as possible ...*

| route     |  | price CZK | price/EUR |
|-----------|--|-----------|-----------|
| departure | apartment --> airport transfer (car 1-4 pers.)               | 500       | 19        |
|           | apartment --> airport transfer (minivan 4-8 pers.)           | 800       | 30        |
|           | apartment --> train/bus station transfer (car 1-4 pers.)     | 300       | 11        |
|           | apartment --> train/bus station transfer (minivan 4-8 pers.) | 450       | 17        |

## Multi-stop transfers

If you require multi-stop transfer there will be waiting charge in the sum of 300 CZK / 11 EUR per hour.

## Payments

Please pay your transfer directly to the driver if not agreed differently at the time of booking. The drivers accept cash payments in CZK or EUR only or credit card payment (VISA, MC/EC). The payment by credit card is always charged in CZK, the exact conversion into your currency depends on the daily rate between CZK and EUR and might vary from promoted rates in EUR. Please note that we do not accept electronic cards e.g. Maestro, Visa Electron etc.

## Full arrival details

Please collect all following information before you make a transfer reservation:

- arrival date and arrival time
- flight / train number
- departure destination
- number of adult passengers, number of children under 12 age plus their age

We recommend you to provide us with your personal GSM number. Please ensure that this GSM

number is a mobile phone number that will work abroad as we cannot be held liable for any costs that you may incur, if we are unable to contact you. Please check for SMS messages on arrival at the airport in case PCA has tried to contact you.

## **How to meet the driver?**

Your driver will be holding a card with your surname on it in the 'Arrivals' area of the airport / train station. Please be vigilant when you have left arrival gate. If you fail to meet the driver, please call PCA 24/7 customer help line, we will advise the driver's current location. You can call +420 224 990 990 from your GSM phone or Toll free number 800 800 722 from the public phones located at arrivals lobby by the exit gates.

**Please note!** In the event that alternate transportation for whatsoever reason is arranged by guest without prior agreement with PCA, PCA reserves the right to refuse any compensation or reimbursement.

**Arriving by plane:** Drivers wait just at or near the arrival gate.

**Arriving by train:** Drivers wait in the middle of the platform where your train is scheduled to arrive.

**Arriving by bus:** Drivers wait at the entry into the terminal hall.

## **Arrival delays**

Drivers are obliged to check major delays and/or respect minor arrival delays of up to 30 minutes from scheduled time. If your arrival is postponed for more than 30 minutes, the driver usually goes to meet following guests in his daily schedule and we will organize alternate car for the most recent arrival time. We would appreciate if you let us know as soon as possible (from departure airport) about significantly delayed flight. Send us e-mail to [reservations@prague-city-apartments.cz](mailto:reservations@prague-city-apartments.cz) or send text message to +420 777 777 100 or call us on +420 224 990 990.

## **No transfer arranged**

Please refer to complete check-in information for detailed information and more check-in options.

Please read also full Terms & conditions.

[Print Terms & conditions.](#)

**Arrange your trouble free arrival to your apartment in Prague right NOW on [www.prague-city-apartments.cz](http://www.prague-city-apartments.cz) .**