

WELCOME TO HARVEY SPA HOTEL, FRANZENSBAD

Telephone Information

To call the Front Desk or Balneo, please dial 990

To call the Front Desk from an external phone, please dial +420 353 302 900

To call the restaurant William, please dial 915

For an emergency call, please dial 112

To call room to room, please dial the room number.

Smart TV

Smart TV lets you share screens from your devices and connect to your favorite streaming apps. All apps automatically log you off when you check out, and all browsing and personal data will be deleted.

Food & Beverage

Restaurant William

Harvey Spa Hotel invites you to the newly opened restaurant William, located in the basement of the hotel. The restaurant is based on preparing meals from local ingredients and fresh herbs. Here you will find Czech and international cuisine.

Opening hours:

Breakfast buffet service:	7.00 a.m. - 10.30 a.m.
Lunch buffet service:	12.00 p.m. - 2.00 p.m.
Dinner buffet service:	6.00 p.m. – 10.00 p.m.

A la carte service in the restaurant is served simultaneously, between 12.00 p.m. and 10.30 p.m. We accept the last order until 9.30 p.m.

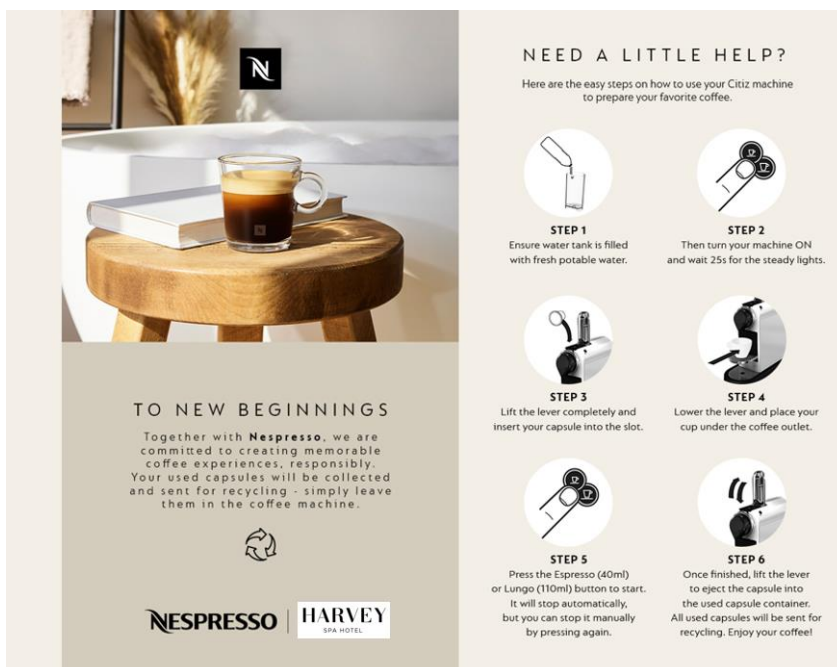
Minibar

The minibar is placed in a cabinet under the desk. The price list is located on the desk.

Ice Cubes

Ice and ice buckets are available at the restaurant William.

Nespresso Coffee Machine



The image shows a Nespresso instruction card. On the left, there is a photograph of a Nespresso coffee machine on a wooden stool next to a cup of coffee. The card features the Nespresso logo and the text: "TO NEW BEGINNINGS. Together with Nespresso, we are committed to creating memorable coffee experiences, responsibly. Your used capsules will be collected and sent for recycling - simply leave them in the coffee machine." Below this is a recycling symbol and the logos for Nespresso and Harvey Spa Hotel. On the right, under the heading "NEED A LITTLE HELP?", there are six numbered steps with icons and descriptions: STEP 1: Ensure water tank is filled with fresh potable water. STEP 2: Then turn your machine ON and wait 25s for the steady lights. STEP 3: Lift the lever completely and insert your capsule into the slot. STEP 4: Lower the lever and place your cup under the coffee outlet. STEP 5: Press the Espresso (40ml) or Lungo (110ml) button to start. It will stop automatically, but you can stop it manually by pressing again. STEP 6: Once finished, lift the lever to eject the capsule into the used capsule container. All used capsules will be sent for recycling. Enjoy your coffee!

Services

Front Desk

Check-in begins at 3 p.m. and the check-out time is at noon. To request a late checkout, please get in touch with the Front Desk for assistance. Requests will be granted depending on availability and may incur an additional cost.

Concierge

Our Front Desk team is on hand 24 hours a day to assist you with your planning needs and offer a wealth of knowledge of the city of Prague and surrounding areas including private and group sightseeing tours.

Wake-up Call

It can be set on the TV or ordered at the Front Desk.

Internet

Complimentary high-speed internet is available in each guest room and public area. The wireless network is called HarveySpaHotel. The connection does not require a password.

Smoking

The entire hotel is a non-smoking room. The use of cigars, cigarettes, electronic cigarettes, and all other smoking devices are not allowed inside. Smoking in this room will result in a €200 cleaning fee. There are designated smoking areas outside the hotel.

Laundry, Dry Cleaning, and Ironing Service

It is available from Monday to Sunday. For more information please get in touch with the Front Desk staff.

Luggage storage

The luggage room is located in the Lobby area. You can store your luggage at no extra charge. After dropping off your luggage at the Front Desk, you will receive a tag to ensure the correct receipt. Please be informed that we cannot return any luggage without a tag due to security reasons.

Hotelové parkování

Parking is available to our guests at a charge. Our capacity of 45 cars is available daily for 300 CZK per car & 24 hours.

Irons & Ironing Boards

You can find them in the wardrobe of your hotel room.

Hairdryer

The hairdryer is placed in the box you can find in your room's wardrobe.

Housekeeping

The housekeeping services are available daily on a complimentary basis.

Toiletries and Additional Items

Toiletries are available upon request at the Front Desk. Items include several types of pillows, blankets, extra linen, towels, dental and shaving kits, shower caps, combs, sewing kits, conditioner, and other items.

Baby cribs

Baby cribs are complimentary.

Taxi in Franzensbad

If you decide to take a taxi, we recommend contacting the reception staff, who will gladly advise you and arrange for a car to arrive.

Wellness services

Hairdresser's

Everything you want under one roof. Hairdressing services from cutting, blow-drying, or highlighting are waiting for you in the Harvey Spa Hotel salon. You can order at the hotel reception by dialing 900.

Massage

It is currently possible to order one of the three massages provided. The hotel offers its guests a classic massage, an aroma massage, or a massage with lava stones. You can order at the hotel reception by dialing 900.

Hotel swimming pool, sauna, and fitness center

This trio is open daily for hotel guests and is provided completely free of charge. Guests can use the hotel pool and fitness from 8:00 a.m. to 10:00 p.m. The sauna is open in June, July, and August as follows:

Monday- Friday 17.00- 21.00

Saturday 10.00- 21.00

Sunday 17.00- 20.00

Procedures

In addition to the above, the hotel also offers the following options for regeneration procedures:

- Paraffin hand wrap
- Pearl bath
- Whirlpool full body bath
- Additive bath
- Oxygen therapy
- Zone reflex massage of the areas

- Sedative face and head massage
- Swamp isothermal bath
- Inhalation

You can order at the hotel reception by dialing 900 on your hotel phone in your room.

Safety & Security

Safes and In-Room Security

In-room safety has been provided as a courtesy for our guests adding convenience and privacy. It is not a substitute for the safety deposit boxes available at the Front Desk.

We recommend that money, jewelry, documents, and other articles of value be placed for safekeeping in the safety deposit boxes at the Front Desk.

The Hotel cannot assume liability for valuables not placed in the safety deposit boxes at the Front Desk. The use of in-room safe does not increase, extend, or change the hotel's liability under any applicable law, regulation, or ordinance.

On your arrival, you are given a coded room card – this will not identify your room number if misplaced.

For additional security, while in your room, utilize the deadbolt lock provided on your door upon entering. This will prevent the door from being opened with a regular key. As an additional precaution, please secure the safety chain or bar lock. If you lose your key card, immediately notify the Front Desk so your lock may be recorded.

For your protection, you will be asked for identification. Please return your key card to the Front Desk upon check-out. For your security and protection, please ensure that your bedroom door is closed and locked at all times.

Safety & Security

We kindly ask you to pay attention to the following procedures while staying at our hotel:

- Usage of electrical heating appliances in the guest rooms is strictly forbidden.
- Use of open fire, cigars, cigarettes, electronic cigarettes, and all other smoking devices is not allowed inside. Smoking in this room will result in a €200 cleaning fee. There are designated smoking areas outside the hotel.
- Flammable and explosive materials cannot be stored or kept in the guest rooms.
- In case of fire or any other emergency, the hotel alarm system will be automatically activated and all necessary information will be provided over a loudspeaker system.

Emergency Exits

Please notice the floor plan on your room door. It provides you with important details, where the next emergency exit from your room is located, and gives you useful instructions in the event of an emergency. For more information, contact the Front Desk.

Doctor

A doctor or ambulance can be called 24 hours a day by dialing 112 on your telephone. You can call our Front desk team by dialing the 900 for assistance. Please inform us what kind of assistance you need and mention your room number.

Lost & Found

For lost property or found items within the hotel, please contact the Front Desk immediately.