🌐 Where can we make a reservation?

The best option is to book your stay directly through our official websites, where we always guarantee the lowest price. By booking directly, you will also enjoy the following benefits:

· **10% discount:** When booking through our websites.

· **Complimentary room upgrade:** The possibility of staying in a higher room category, subject to availability upon arrival.

· **Free early check-in:** If your room is ready before the standard check-in time.

Room upgrades and early check-in are subject to availability and cannot be guaranteed in advance.

🅿️ Do you have your own parking facilities?

Parking options vary by hotel:

- **Hotel Michael:** Free parking is available.
- **Hotel Noir and Hotel Raffaello:** Paid parking in a shared inner courtyard. If all spaces are occupied, paid underground parking nearby is also available.
- **Hotel White Lion:** Paid parking in a car park near the hotel.
- **Hotel Ehrlich:** Paid underground parking with access via a car lift.
- **Hotel Leon:** Paid parking in a car park near the hotel.
- **Hotel Henrietta:** Paid underground parking.

Please reserve parking at all hotels in advance, ideally at the same time as your accommodation. The reception will confirm availability and any applicable charges. If you have not yet reserved parking, please contact the reception as soon as possible.

🍽️ Where and when is breakfast served?

Breakfast is served at the hotel where you are staying at the following times:

- **Hotel Ehrlich, Hotel White Lion and Hotel Michael:** 7:00–10:30 a.m.
- **Hotel Noir, Hotel Raffaello and Hotel Leon:** 7:00–11:00 a.m.
- **Hotel Henrietta:** 7:00–10:00 a.m.

🚭 Do you have smoking rooms?

No, all our accommodation facilities are non-smoking.

🚕 Can you arrange airport transfers and transportation around Prague?

We will be happy to arrange transfers to and from the airport, as well as transportation around Prague. To make a booking and obtain pricing information, please contact the reception.

🎟️ Where can we buy public transport tickets?

You can purchase public transport tickets through the PID Lítačka app or from ticket machines at metro stations. When purchasing a ticket, choose one that is suitable for the duration and route of your journey. Our reception team will be happy to help you choose the right ticket.

🏪 Is the reception open 24 hours a day?

Reception opening hours vary by hotel and guesthouse:

- **Hotel Noir, Hotel Raffaello, Hotel Ehrlich and Hotel Michael:** Open 24 hours a day.
- **Hotel White Lion:** Daily, 9:00 a.m.–9:00 p.m.
- **Hotel Leon:** Daily, 7:00 a.m.–9:00 p.m.
- **Pension 15:** Daily, 11:00 a.m.–9:00 p.m.
- **Hotel Henrietta:** Daily, 7:00 a.m.–7:00 p.m.

🔑 What should I do if I arrive after reception has closed?

If you plan to arrive outside reception opening hours, please contact your hotel's reception in advance so that we can arrange the check-in procedure and key collection with you.

After reception has closed, you can contact our 24-hour reception if needed:

- Hotel White Lion: at the reception of Hotel Ehrlich.
- Hotel Leon and Hotel Henrietta: at the reception of Hotel Noir.

⏰ What are the check-in and check-out times?

- Check-in (arrival): from 3:00 p.m. If you arrive earlier, we will do our best to arrange an early check-in, subject to availability and whether your room is ready. In the meantime, you can leave your luggage in our luggage storage area.
- Check-out (departure): by 11:00 a.m.

🧹 How often are the rooms cleaned?

Our rooms are cleaned daily. If you would prefer your room to be cleaned at a specific time, please contact the reception. We will do our best to accommodate your request, depending on operational availability.

📶 Is Wi-Fi available throughout the hotel?

Yes, Wi-Fi is available throughout the hotel. The reception will provide you with the connection details.

💧 Is drinking water available at the hotel?

Yes, tap water in our hotels is safe to drink.

💶 Can we pay in euros?

Yes, in addition to Czech koruna (CZK), we also accept payments in euros (EUR).

🧾 Can we receive an invoice for our stay?

Yes, we will be happy to issue an invoice at reception and provide you with a printed copy or send it by email. If you require an invoice made out to a company, please provide your billing details in advance.

🐕 Are pets allowed at the hotel?

Pets are welcome subject to prior approval by the reception. Permission depends on the animal's size and breed. A fee applies for staying with a pet, and a refundable deposit is required to cover any potential damage to hotel equipment or property.

Please contact us before your arrival so that we can confirm whether your pet can be accommodated and provide details of the conditions, applicable fee and deposit.

🍽️ Where can we try traditional Czech cuisine? How do we get to the city centre?

Our reception team will be happy to recommend restaurants serving traditional Czech cuisine, advise you on how to get to the city centre and help you find your way around the city. We can also suggest Prague's landmarks, museums and other interesting places to visit.

❓ Do you have any further questions?

Please do not hesitate to contact the reception at your hotel. We will be happy to advise and assist you to make your stay as pleasant as possible.