

IMPORTANT INFORMATION from A-Z

A la carte:

The current menu is available in the restaurant in Czech and English. We offer themed seasonal menus on selected dates.

Activities and games at HOTEL BERG:

Option to play billiard, darts, table football in the hotel Lobby. Rent of board games and cards in the restaurant bar. The possibility of using the hotel library in the restaurant and in bar Melodia.

The Alfred app:

Separate attachment for using the application: check-in, services, information about trips, etc.

Berg history:

The building was built by a glassmaker company from Jablonec nad Nisou in 1925 as a penny hotel. The employees paid a penny tax from their salary for a recovery room that was built for the children of the employees and for family stays in the summer. During the Second World War there was a German school and afterwards until 1948, the national administration was located here. After nationalization, the building was used for educational purposes until the 70s. After the construction of the new school, there were group and teachers' apartments here. After 1992, the largest Dutch travel agency Kras bought the object in an auction during privatization. The building was reconstructed into a hotel and for the following 13 years, a busload of Dutch tourists was accommodated here every week. In 2009, the building was bought at an auction by the current owner, who renovated the building, built a wellness center, congress center, and purchased and consolidated the land around as well.

Guest Security:

Security provisions according to the Terms and Conditions (SP). Current version at www.hotelberg.cz and at the reception

The escape route is marked on the hotel map on the entrance door of every room or see the attachment. The hotel is completely non-smoking. Smoking is allowed in designated areas only. Prohibited in the rooms under fine and reimbursement costs according to SP. Allowed on balconies, outdoor terraces, smoking gazebo and in the hotel area in front of the reception.

Store valuables and money in the room safe. The instructions are in the hotel folders. In the event of a locking error, the reception will open the safe for you within 24 hours with a spare key.

The in-room minibar can be locked upon request. It also contains alcoholic beverages. We recommend locking it if you are traveling with children.

In the event of an accident or unexpected event, service is available 24 hours a day on 487 877 445.

A first aid kit is available at the reception and in the restaurant. A fire extinguisher is located on each floor in the corridor

The entire object is guarded by a camera system with reverse recording. The object (closed parts) is electronically guarded by the agency at the PCO with an exit. Night peace is from 10:00 p.m. to 6:00 a.m

In case of increased security, individual sections of the hotel will be closed at different times in order to exclude the entry of non-hotel clients into individual zones of the hotel. Each zone can be opened with your hotel card during given operating hours.

Price lists:

The accommodation price list is dynamic, automatic adjustment of prices in certain dates by a specified coefficient. Pricing is based on regular updates, but also on the season and market development. (web) Price list of stay packages (website and reception). Price list of hotel and accompanying services (reception) Price list for WELLNESS THERAPY (reception)

Children:

Children's corner in the Lobby, children's playground in front of the hotel (children's carousel, swings). Stay in SPA WELLNESS is limited from 3 years of age with an escort and during sauna openings from 15 years of age with an escort.

Pets:

We do not allow pets

Ecological thinking:

Even without a certificate, we have solar panels, light sensors in bathrooms, corridors and communal areas. The lights are fitted exclusively with LEDs. The south and west rooms have window blinds. We have air conditioning with a heat pump. Regulation of air conditioning and heating with control of unoccupied rooms. We have air conditioning recovery units. We sort waste and buy energy-efficient and ecologically packaged products. We only use TORK dispensers and products. We limit disposable and single-serving products. We only have cleaning products from ECOLAB production. Calling clients to be frugal - conditions for changing towels.

Fitness:

We are equipped with the KETTLER brand, which has become synonymous with quality and healthy movement. Strength tower with three workstations 100/100/150 kg. Strength bench and stand with one-handed dumbbells 16/18/20/22/24/26/28/30 kg, ergometer, exercise bike with back support, treadmill, rib tables with bar, mats, abdominal trainer.

Gastronomy:

Continental hot and cold breakfast. A selection of baked goods. Dairy products, fruits and vegetables. There is also a corner with energetically valuable cereal products for vitality and health. Depending on the occupancy of the hotel, we serve a breakfast buffet style or served breakfast according to your choice from the breakfast menu.

Lunch Friday, Saturday, Sunday from 12:00 to 14:00 ALLA CARTE, PIZZA MENU.

Evening menu (half board) To enter the restaurant at the time of serving the evening five-course menu, reservations with prior selection of the main course are required. You can make your selection at the reception upon arrival by 5:00 p.m. Reservations and selection for the following days of stay are during breakfast. The restaurant is open from 18:30 and we only issue an evening menu for hotel guests with a reservation

Half board "Evening menu" (salad, amuse bouche, soup, choice of main course, dessert) for 450 CZK per person from 6:30 p.m. to 8:30 p.m. Half board "Evening children's menu" (soup, children's meal, ice cream) 250 CZK, per child from 3 to 12 years old from 6:30 p.m. to 8:30 p.m

We do not provide a full pension. The preparation and delivery of meals after 10 p.m. is excluded in order to preserve the night peace of clients in the rooms above the kitchen and restaurant.

We do not provide diet food and special pastries, etc., we respect the delivery of your own pastries for breakfast. We cook from quality ingredients; it is everyone's responsibility what food they order or choose at breakfast. Allergens are marked on the menu

The terrace is open during the restaurant's operating hours until 10 p.m. We are obliged to comply with 5 paragraph 6 of Act No. 251/2016 Coll.

Pool Bar (Plastic and Limited Offer with Limited Quantity) 4.00pm to 6.30pm

Lobby After 10 p.m., you can use the Lobby area, or rent space for larger groups

GDPR:

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council, hereinafter referred to as "GDPR", in connection with visiting the website www.hotelberg.cz and processing personal data.

Hotel bill:

In order to use the transfer of your ongoing payments for services and consumption in the restaurant to the hotel account with payment at the end of the stay, pre-authorization of the card payment is required. We recommend that you sign each bill from the hotel restaurant before leaving the restaurant area.

The reception and restaurant are equipped with payment terminals (possibility of payment by cards: Visa, Visa Electron, Eurocard mastercard, Electronic mastercard, Maestro).

Check-out and extension:

Extended check-out after 11 a.m. is only possible in exceptional cases if there is no arrival for the particular room, the price is according to the valid price list for the starting hour. (up to 16 hours)

Card to enter:

The room card is also used to open the main door, which is switched to "safe" mode when the receptionist is not present and at night. To the right of the main door is a black card sensor. The door will open for you. The card is also used to enter the private spa, wellness, fitness (during opening hours). If you have ordered guarded parking for your stay, it is used to open the gates and doors to the parking area.

Air conditioning:

The rooms on the third, highest floor have air conditioning (rooms 301, 302, 303 and 304 are already included in the accommodation price) The other rooms are without air conditioning.

The congress hall and hotel restaurant with bar are also air-conditioned.

Bike room:

We have a bike storage room where you can store and lock your bikes. The bike room is only accessible during reception working hours from 7:00 a.m. to 7:00 p.m. This service is free for hotel guests.

*We offer **Cyklo boxes** for rent (each for 3 bikes) for storing bikes. The service is charged, we recommend booking. A security padlock is required, or it can be purchased at reception. Strict prohibition of storage of bicycles, scooters, electric scooters, etc. in the rooms under a fine of 1500 CZK per night/pc.*

Smoking areas:

The entire hotel is strictly non-smoking.

There are reserved places in front of the hotel and a place for standing at the smoking table on the terrace.

Fine for smoking CZK 5,000 for the lost profit for renting the room for the following 2 working days (+ any non-working days) when the room cannot be occupied.

Macha's Lake:

The shore of Mácha's lake is below the hotel approx. 50 meters from the hotel premises

The boat platform is 100 meters away.

It is a 5-minute walk to Staré Splavy beach with a water park.

The area of 280 hectares provides opportunities for active recreation. There are sandy beaches with water attractions and a children's pool on the water. Pedal boats, boats, paddleboards and windsurfing rentals. If you want to fish on Mácha's lake or the six surrounding private areas, you can buy time-limited permits.

On request:

We do not offer on-demand services. Our services are included in the price or in the valid price list.

State of emergency, state of emergency and necessary measures:

In the case of these measures, more detailed information and restrictions apply, follow the instructions of the reception and staff.

Parking:

Free in the hotel area. Closed electronically guarded parking lot according to the price list.

Credit card payment

Yes, it is possible to use a Visa, Master Card and Maestro payment card to pay for your stay.

No, there will be no charge for paying by credit card.

We only require payment for the bank fee, for payments to the hotel account from abroad.

Payment of the accommodation fee is only possible in cash

Rooms:

The room price includes VAT, parking, wifi, continental breakfast. All hotel areas are non-smoking. Stays without the possibility of pets. Local taxes are not included in the price

Rooms: Single, Double, Double balconies, Double terrace, Junior Suite, Suite (apartment).

Room minibar:

After filling in the consumption and signing the hotel form, we will add the contents of the minibar to you. If the refrigerator is not used as a minibar, but will be used for personal needs of clients, a fee will be charged according to the valid price list in accordance with the General Terms and Conditions.

By law, the fee is not included in the price and is collected from the guests at the end of their stay:

Local Charges Act. Regulation No. 565/1990 Coll. as amended from 1 January 2020.

§ 3a Subject of the fee. The subject of the stay fee is a paid stay lasting no more than 60 consecutive calendar days with an individual stay provider.

§ 3b Exemption from the fee (1) A) blind person, a person who is considered dependent on the help of another natural person according to the law governing social services, a person who holds a ZTP/P card, and their guide are exempt from the residence fee , b) younger than 18 years,

§ 3c Basis of the fee. The basis of the stay fee is the number of days of the stay, with the exception of the day of the start of the stay.

§ 3d Fee rate. According to the municipal decree, the rate of the residence fee for 2021 is CZK 30.

§ 3f Payer of the fee (1) The payer of the stay fee is the provider of paid stay. (2) The fee payer is obliged to collect the fee from the taxpayer.

Washing and ironing:

In case of interest, the price list for washing and ironing is available at the reception.

Extra bed:

Most rooms have a sofa bed that can be converted into a 140 cm wide bed

Third person, child in a room without right to bed and extra bed up to 6 years incl. with free breakfast

Every additional person accommodated in the room on an extra bed up to 12 years incl. with breakfast 50% of the price of a fixed bed in the room.

Each person in the room on an extra bed from 13 to 17 years incl. with breakfast 70% of the price of a fixed bed in the room

Each additional person in the room on an extra bed from the age of 18 with breakfast is the price of a fixed bed in the room

Baby cot (up to 3 years old), reservation required, number limited CZK 150 / night

The prices of extra beds differ for individual reservation systems. The most advantageous is at <http://www.hotelberg.cz/cs/rezervace/> Please note that these prices are the most advantageous and guaranteed exclusively when ordering through the HOTEL BERG reception. The prices of extra beds

differ for individual intermediaries (Booking, Agoda, HRS, Expedia...), competing intermediary websites do not have a uniform calculation for creating the price of an extra bed.

Room bar:

Each room has an equipped in-room bar. Consumption of the room bar is not included in the price. It can be used as a fridge for a fee, the hotel staff will remove the contents of the in-room bar.

Reception:

We are certified HOTEL SAFE STAY

Restriction of staff contact with hotel clients and the movement of persons other than those staying in the hotel area.

The reception is open at times for CHECK-IN (14.00-19.00) and CHECK-OUT (8.00-11.00).

The receptionist is available at the hotel from 7:00 a.m. to 7:00 p.m. by phone at the number listed on the reception desk.

The hotel is only accessible with a hotel card. Routine cleaning is only on request.

Early CHECK-OUT and late CHECK-IN outside reception opening hours must be resolved in advance by phone.

Terms and conditions:

The current SP are located in the reception hall and at www.hotelberg.cz and the reception.

The SPA WELLNESS visiting rules are located in the SPA WELLNESS and in the reception hall.

Spa wellness:

Part of your stay is the possibility of using a private wellness area. (admission for accompanied children from 3 years of age and from 15 years of age during the sauna) If you decide to do so, we ask you to visit the reception. Bath robes and sauna sheets are ready for you to rent here. Please wear your bathrobe when moving around the common areas of the hotel to the wellness area and back. Return the bathrobe at the reception at the end of your stay. The condition for entry is compliance with the visiting rules of the Private Spa wellness. We are not a water park, but a quiet relaxation Spa zone.

Sports, culture and excursions:

In the immediate vicinity of the hotel, you will find a wide range of sports fields, tennis courts, bike rentals, e-bikes and mini golf. Another possibility is a visit to the Paintball Center, Autodrom in Sosnová. The stop of regular boat transport on Mácha's lake is 150 meters from the hotel. You can also use your free time to go hiking or cycling in the romantic surroundings. Our recommendations: fishing and hunting, golf trips and recommended tours. Music festivals Mácháč and České hrady are popular. Recommended trips are on our website: aqua park, berg cycle path, tennis, horse riding, golf, fishing, castles, nature, museums and galleries, attractions in the area.

Complaints:



Jste spokojeni se službami restaurace? Nebo vás něco nemile překvapilo?

Pošlete SMS na číslo 720 002 002

ve tvaru „RHB 1-5 komentář“ kde "1 až 5" je známka jako ve škole.

Chcete nám říci více? Napište to za známku do SMS. Nebo vyfoťte QR kód.

**Váš názor
dostává
přímo ředitel.**

Cena SMS zprávy je stejná jako standardní SMS dle vašeho tarifu u operátora. Vaše názory jsou zpracovány anonymně službou www.Freebando.com a slouží ke zlepšení našich služeb. Hodnocení není veřejné.

Lights:

The lights in the hallways (can be switched off permanently) and in the bathroom are switched on automatically.

Lights in the corridors with automatic lighting.

Phone Numbers:

Reception: 11 (from the room phone) or +420 487 877 445

Restaurant: 14 (from the room phone) or +420 487 525 405

Integrated rescue system: Firefighters, Police, Ambulance 112

Calling another room, dial the room number. Only hotel numbers can be called with room phones. The system monitors the numbers and times called for the safety and peace of mind of the guests.

Heating:

The central heating of the rooms is controlled by setting the desired temperature in the set range on the wall-mounted digital switch next to the door, where the degrees are displayed.

The floor heating in the bathroom is controlled by turning the white wheel to the desired temperature

The heated ladder in the bathroom is controlled by a white switch. After switching on, the ladder starts to heat up.

Transfer from the airport:

Hotel transfer, for example to Prague to Václav Havel Airport, by car is approx. 2,500 - 3,000 CZK / one way. (depending on the size of the car). The price will always be specified by the contractual partner before the transfer. Payment always in advance when ordering.

Safe in the room:

Instructions see Annex and "Guest Security"

TV:

Smart TV with hotel modem, mirroring option with android. Selection of Czech and foreign programs.

Instructions, TV program and channel list in a separate A-Z appendix.

Accommodation fee:

By law, the fee is not included in the price and is collected from the guests at the end of their stay.

Local Fees Act (full version) Regulation No. 565/1990 Coll. as amended from 1 January 2020

§ 3a Subject of the fee

(1) The subject of the stay fee is a paid stay lasting no more than 60 consecutive calendar days with an individual stay provider.

§ 3b Exemption from the fee

(1) A person is exempt from the residence fee

a) a blind person, a person who is considered dependent on the help of another natural person according to the law regulating social services, a person who holds a ZTP/P card, and their guide,

b) under 18 years of age,

§ 3c Basis of the fee

The basis of the stay fee is the number of days of the stay, with the exception of the day of the start of the stay.

§ 3d Fee rate

According to the municipal decree, the residence fee rate is CZK 30 for 2022. For 2023, it is CZK 50.

§ 3f Fee payer

(1) The payer of the stay fee is the provider of paid stay.

(2) The fee payer is obliged to collect the fee from the taxpayer.

PAYMENT OF THE ACCOMMODATION FEE IS ONLY POSSIBLE IN CASH.

Cleaning:

Routine cleaning is only on request. The guest is entitled to changing towels, bathroom hygiene, making the bed, taking out the trash, replenishing toiletries and the minibar. Bed linen is changed once a week during a long-term stay. Changing bed linen at your own request is charged according to the price list.

Wine list:

A wine store with approximately 130 bottles from the old world. Czech, Moravian, Italian, Austrian German, Spanish and French wines.

WiFi:

The hotel staff will provide the password for internet access. Access to the network is available throughout the hotel, including the restaurant.

Lift:

We don't have an elevator. We are a historic building from 1925.

Wellness therapy:

Procedures, such as massages, wraps, sunbathing, balneotherapy, hammam, oxygen therapy, lymphatic massages and others, for an additional fee according to the valid price list (information about procedures and prices at the hotel reception). Book your appointment at the reception.

Wellness limited:

Wellness therapy: keep in mind that there are circumstances in which it is not possible to carry out the procedure. Before ordering, consider whether any of the contraindications apply to you. Procedures and services must be ordered at least 24 hours in advance. In case of cancellation of the order by the guest, concealment of health problems and refusal by the staff to perform the procedure, or missing the date of the procedure, a 100% fee is charged.

Sauna area: follow the illustrated instructions, enter the saunas without swimwear and sauna sheets underneath.

Spa wellness: entry for accompanied children from 3 years of age. Spa wellness during sauna sessions with an escort from 15 years of age. Please wear your bathrobe when moving around the common areas of the hotel to the wellness area and back. Entry to the pool and whirlpool only in swimwear. Keep quiet, we are a quiet relaxation Spa zone. Follow the instructions, prohibitions: jumping into the pool and playing ball games, etc. - we are not a water park.

Hotel textiles: towels, bath towels and bathrobes may not be taken out of the hotel area

Modification of operating hours, limitation of the number of persons, expulsion of persons in case of violation of conditions and shutdown of individual parts of the SPA for maintenance reasons reserved.

Restrictions cannot be claimed. Thank you for your understanding.

