

Dear guests,

welcome to the Spa Resort Sanssouci in Karlovy Vary! Let us provide you with some essential information regarding your stay.

Catering

Guests staying in the part of BLUE HOUSE have access to Restaurant Charleston and Blues Café at the following times:

Restaurant Charleston (Blue House, 1st floor)	Blues Café (Blue House, ground floor)
Breakfast 07:30 a.m. -10:30 a.m.	Daily 10:00 a.m. – 10:00 p.m.
Lunch 12:00 p.m. - 02:00 p.m.	
Dinner 05:30 p.m. - 08:30 p.m.	

Guests staying in the part of GREEN HOUSE have access to Restaurant Melody and Atrium Lobby bar at the following times:

Restaurant Melody (Green House, 1st floor)	Atrium Lobby bar (Green House, ground floor)
Breakfast 07:30 a.m. -10:30 a.m.	Sun -Thu. 10:00 a.m. – 10:00 p.m.
	Fri-Sat 10:00 a.m. – 11:00 p.m.

Villa Mercedes – swimming pool complex

Please note, that **entry to the pool and sauna after 7:00 p.m., is restricted for the guests over 15 years old.**

The last entry to the pool and sauna is possible at 8:30 p.m.

Spa reception	Pool	Medical staff / Nurse
Mon-Fri: 07:00 a.m. - 09:30 p.m.	Mon – Fri 07:00 a.m. – 9:00 a.m. swimming/saunas 02:00 p.m. – 09:30 p.m.	Uninterrupted operation
Sat, Sun: 10:00 a.m. – 09:30 p.m.	Sat, Sun 10:00 a.m. – 9:30 p.m. swimming/saunas	

More basic information, such as the minibar price list, is available on TV channel 1 in your room. Upon departure, please respect the 11:00 check-out time. Please return your hotel card to reception. In case of damage or loss of the hotel card, the hotel may charge you 100,-CZK/ 4,-EUR per piece. In case of any questions or requests, please do not hesitate to contact the hotel reception in person or by phone on line 7112/7111.

We wish you a pleasant stay!

The team of Spa Resort Sanssouci



Sanssouci Green programme

Spa Resort Sanssouci wants to give you the best service!

At the same time, we are not indifferent to our environment. After all, each of us influences it in our own way and together we can contribute to keeping our planet green! That's why we tailor the operations within the project of our Green Programme to have a positive impact on our surroundings.

We clean the room every other day. If you wish to have your room cleaned earlier, please contact the hotel reception between 7:00 and 12:00 (also for the current day). **Towels and bathrobes** on the floor = please change. Hanging on the hook = I'll still use them.



We change the bed linen once a week. An earlier change is possible on request for a fee. If necessary, please contact the hotel reception.



Disposable hotel slippers are available once per stay free of charge on request at reception.



Before leaving the room, please remove the card from the energy saver by the door and turn off the TV.



Press in the room - all information can be found on TV channel 1



Minibar - we don't waste food and save electricity. A vending machine with various goodies is available at the reception. You can pay either by coins (in CZK currency) or by card. Café/bar is also available for you. In case of your necessary need, you can use the fridge in your room. In that case, please, contact the hotel reception.



Thank you for joining us!