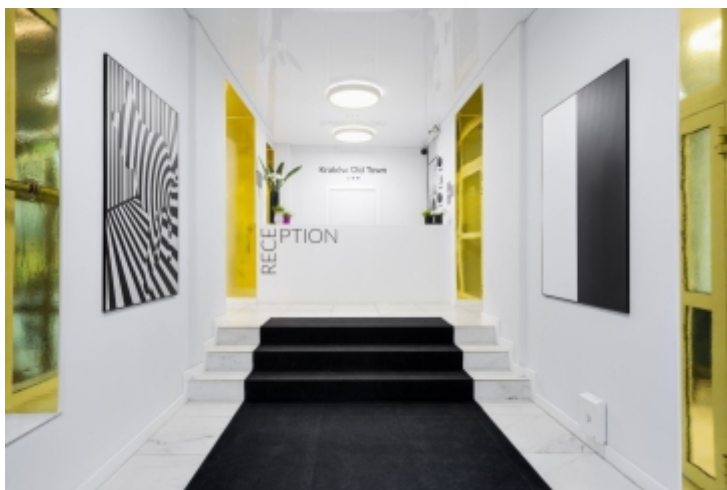




## Welcome to Best Western Plus Kraków Old Town hotel

1. Guest Directory
2. TV channels
3. Hotel Rules and Regulations
4. Room service



### Kraków Old Town

ul. św. Gertrudy 6, 31-046 Kraków, T: +48 12 422 76 66, F: +48 12 269 15 60

Reservations: +48 12 422 76 66 [hotel@bwkrakow.pl](mailto:hotel@bwkrakow.pl)

Each BWH® Hotels property is independently owned and operated.



# GUEST DIRECTORY

## Dear Guests:

1. The reception remains at your disposal  
24 hours a day
2. Check-in time:
  - check-in from 03:00 pm
  - check-out until 12:00 am
3. Tap water is drinkable
4. For information on additional services,  
please contact the reception
5. We accept credit cards:  
VISA, MASTERCARD, AMERICAN EXPRESS,  
MAESTRO, DINERS
6. Free high speed internet is available  
throughout the hotel
7. When you are out of the room, you can charge  
the electronic device only using a socket  
located on the wall behind the bed
8. **All rooms are non-smoking**

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## **The following services are available at the hotel through the reception:**

- Public computer, fax and photocopying available at the reception desk
- Possibility to use extra blanket, pillow, towels, face wash, adapter, charger, etc.
- Free amenities
- Possibility of free bathrobe rental
- Selection of newspapers online in the lobby
- Luggage storage is located next to the reception, we can help you carry your luggage
- Morning wake-up call
- Possibility to order laundry services for a fee
- Paid snacks, drinks, bottled water and ice are available during the day in the restaurant, and after 10:00 pm in the reception
- Express check-out
- a laundry bag, notebook and pen are available 24/7 at the reception desk.

### **Kraków Old Town**

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**Restaurant: 02:00 - 10:00 pm**

**Breakfast: 7:00 am - 10:00 am**

Breakfast to your room 7:00 am - 10:00 am  
(room service menu)

Early ekspress breakfast is available on request from Monday to Friday from 06:00 am in the hotel restaurant or takeaway. Please notify us of your intention to use this service the day before by 10:00 pm.

**Room service: tel.: 510,**  
available from 02:00 - 10:00 pm

**Drink Bar: 02:00 - 10:00 pm**



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## Conference Room

**Parkowa** – 59 m<sup>2</sup>, max capacity – 50 guests

**Kameralna** – 45 m<sup>2</sup>, max capacity – 40 guests

To book the room, please contact the reception desk.

## Parking

The hotel has a guarded parking lot

**Passenger car**.....**65 PLN** / day

Passenger car.....9 PLN / hour

**Motorcycle**.....**45 PLN** / day

## Nearest Transportation

Tram: 8, 10, 13, 18

## Nearby Attractions

Market Square and Cloth Hall ..... 3 min

Wawel ..... 5 min

Kazimierz District..... 10 min

Galeria Krakowska Mall ..... 10 min

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## How to act during a fire?

- In case of fire, please contact the reception urgently - **dial 500**
- Leave the room, do not take your luggage, close the door
- Do not use the elevators and leave the building through the nearest evacuation exit
- The evacuation plan is located on the front door
- Do not return to the building until the fire department gives permission to do so

## How to proceed in case of an emergency?

In case of an emergency, please contact the reception - **dial 500** and ask for help. You can also contact the emergency service by **dialing 0112, or 112 using your cell phone.**

## Guest Feedback

We truly care about your experience. If there is anything we can do to improve your stay, please contact the front desk immediately.

After your stay is completed, we would sincerely appreciate you taking a few minutes to share your comments about your experience with us. You will be sent an email invite to provide Medallia survey feedback.

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## Laundry service

Please report your desire to use the laundry service by 10:00 am at the reception. Please fill out the form and leave it with your belongings at the reception until 10:00 am. Laundered clothes will be returned the next day by 12:00 pm. The laundry is closed on weekends and holidays.

- Sweater / 40 PLN
- Sweatshirt / 39 PLN
- Pyjamas / 33 PLN
- Shirt / 35 PLN
- Tie / 35 PLN
- Coat / 90 PLN
- Jacket / 85 PLN
- Overcoat / 100 PLN
- T-shirt / 30 PLN
- Trousers / 65 PLN
- Skirt / 65 PLN
- Dress / 85 PLN
- Socks / 15 PLN

### Kraków Old Town



## High-speed internet access

Wireless internet access is available free of charge throughout the hotel. In order to obtain a connection you should:

1. Select the Wi-Fi option on your device
2. Select the network: **BWkrakowOldTown**
3. Enter the password: **hotelBWswg6**
4. Click „Connect”.

There is a possibility of wired internet connection in the hotel. Internet sockets are available in selected rooms and in the Conference Room. Cables are available upon request at the reception desk. The service is free of charge.

In order to obtain the connection you should:

- Open a web browser
- Enter login data - individual login and password available at the reception
- Click „Connect”.

In case of problems with logging in, please contact the reception.

**Helpdesk is available 24/7, free of charge - dial 500.**

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## **TV Channels**

4Fun TV  
Discovery Channel HD  
Discovery Historia  
Discovery Life  
Discovery Science  
HGTV  
Disney Channel HD  
Euronews  
Eurosport1 HD  
France 24 HD  
AXN HD  
AXN SPIN HD  
AXN White  
AXN Black  
RTL  
DTX  
TVN 24 HD  
TVP2  
TVP1 HD  
TVN Turbo HD  
TVP Info HD  
TVN 24 BiS HD  
TVN Style HD  
Hotel info channel



## Feel the rhythm of the city in romantic Krakow

Best Western Plus Krakow Old Town is a place that will surprise even the most demanding guests. In the hotel we combine unique interiors with high quality service, as well as a great location in the very center of Krakow. We guarantee that your stay will be a true pleasure!



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## Stunning interior Unique decor

Best Western Plus Krakow Old Town is located in a historic, restored building. If you appreciate modern design blended with the historic character of the area, check out what we have prepared for you.



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## Excellent location In the heart of Krakow

A huge advantage of our hotel is its unique location. Best Western Plus Krakow Old Town is located a few steps from the Market Square, about 500 meters from the Wawel Castle and the Kazimierz district.



KRAKÓW

Kraków Old Town

Świętej Gertrudy 6

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## Stylish restaurant in the Center of Krakow

Midtown Restaurant is a unique place on the culinary map of Krakow. In the elegant interiors, guests can enjoy traditional Polish dishes of international cuisine, as well as seasonal specialties of the Chef.



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A clear glass pitcher is pouring water into a glass filled with ice cubes. The background is a blurred indoor setting with a green plant on the left.

**WE SWAPPED THE  
BOTTLES FOR  
A WATER  
CORNER!**



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# HOTEL RULES AND REGULATIONS

1. Hotel rooms are rented for nights. Check-in begins at 03:00 pm on the day of arrival and ends at 12:00 am the next day.
2. The wish to extend the stay beyond the period indicated in the reservation should be reported at the reception until 06:00 pm on the day preceding the departure date indicated in the reservation. The hotel will be happy to accommodate your wish to extend your stay, as long as there are vacancies. If you extend your stay without arranging it with the reception, your account will be charged with the amount appropriate to the extension time. If there are no vacancies, the guest's belongings will be packed and deposited by committee.
3. Prices include breakfast and VAT. Prices are quoted in PLN.
4. Upon your arrival at the hotel, please do the following:
  - fill in the check-in card and leave it at the reception desk
  - pick up the room key card
  - pay in advance for your stay
5. The restaurant serves buffet breakfasts from 07:00 am to 10:00 am. In case of early departure, we kindly ask you to report it at the reception desk by 06:00 pm the previous day, which will allow us to prepare breakfast packs for you.



6. Persons who are not checked in the hotel are asked to leave by 10:00 pm. If your guests stay in the hotel room after 10:00 pm, the receptionist is obliged to charge your bill for the stay of this person, and this person is obliged to fill in the registration card.
7. The hotel guest may not transfer the room to other persons even if the period for which he has paid for the stay has not expired.
8. The hotel is obliged to maintain silence from 10:00 pm to 07:00 am. The behaviour of guests and persons using the hotel's services should not disturb the peaceful stay of other guests; the hotel may refuse to provide further services to a person who violates this rule.
9. The hotel provides services in accordance with its category and standard. In the event of complaints about the quality of service, the guest is asked to report them to the reception as soon as possible, which will enable the hotel to respond immediately.
10. A safe is available in each hotel room. You are kindly requested to deposit money, securities and valuable items in it, especially valuables and items of scientific or artistic value. The hotel has limited liability for loss or damage to the above-mentioned items if they are not deposited in the safe. The hotel may refuse to accept for safekeeping the aforementioned items if they threaten security or if, in relation to the size or standard of the hotel, they are too valuable and take up too much space.



11. The hotel shall be liable for loss of or damage to items brought in by guests within the scope of the provisions of Articles 846-849 of the Civil Code. The guest should notify the hotel reception of the occurrence of damage immediately upon discovery.
12. The hotel is not responsible for the cars of guests left in hotel or city parking lots.
13. The hotel shall not be responsible for the belongings of guests located in the hotel restaurant.
14. Personal belongings left by the departing guest in the hotel room will be sent back to the address indicated by the guest at the expense of the guest ordering the dispatch instruction. If no such instruction is received, the hotel will store these items for three months.
15. In case of any damage or visible negligence in the room on the day of check-in, the guest is obliged to immediately notify the reception staff. In the absence of notification, the guest shall be held financially responsible for any damage or destruction of items, equipment and appliances arising in the room. The hotel reserve the right to charge the guest's credit card for the damage caused after the guest's departure.

16. In the hotel rooms it is prohibited to perform activities that may cause a fire (use of heaters, electric irons and other devices that do not constitute room equipment), its spread and impede rescue operations or evacuation. Please read the instructions in case of fire, located in the hotel room.
17. Smoking is prohibited throughout the hotel. In case of violation of this prohibition, the guest will be charged 200 PLN and the cost of refreshing the room.
18. The cleaning of the rooms and any necessary repairs takes place daily, during the absence of the guest in the room, and in his presence only if he agrees. If you do not wish your room to be cleaned during your absence, notify the reception desk.
19. Each time you leave the room, please carefully check the proper locking of doors and windows and leave the card at the reception. If the card is lost or not returned, the hotel will charge the guest 20 PLN per card.
20. The hotel has the right to refuse to accommodate a guest who, during a previous stay at any of the hotels belonging to the Satoria Group SA network, has violated hotel regulations, obstructed the stay of other guests or failed to pay the bill.



## CONTINENTAL BREAKFAST

cheese, butter, bread, preserve, cake, yoghurt, milk, coffee, tea, orange or apple juice

Breakfast will be available **from 7 am until 10 am**

Delivery charge of **30 PLN** will be added to your bill.

## STARTERS

**Cesar Salad/** grilled chicken breast/ bacon/ tomato/ cesar dressing/ parmesan/ crouton (300 g), /A: 4,7,9,10,13/ **44 zł**

**Mix salad with tofu/** olives/ marinated onion/ fresh vegetables/ French mustard dressing/ grissini /A:1,3,8,9,10,12,13/ (300 g) / **37 zł**

**Traditional polish smoked cheese/** bacon/ red onion confit/ plum sauce with rum /A: 8,12,13 / (200 g) / **36 zł**

**Black Tiger Prawns/** chili/ cherry tomato/ wine-butter sauce/ garlic baguette /A: 5,8,9,10,13/ (300 g) / **56 zł**

## SOUP

**Chicken broth/** meat ravioli/ burnoise carrots/ parsley /A: 2,3,7,8,9,10,13/ (300 ml) / **24 zł**

**Soup of the Day** (300 ml) / **22 zł**

### ALLERGENS

1. Nuts
2. Peanuts
3. Soybeans
4. Fish

5. Shellfish
6. Mollusks
7. Eggs
8. Milk
9. Gluten

10. Mustard seeds
11. Lupine
12. Sesame
13. Celery
14. SO2



## POLISH CLASSICS

**Dumplings with pork filling/ cracklings/ onion/ bacon/ parsley** /A: 1,7,9,13/ (250 g) / **42 zł**

**Dumplings with cottage cheese filling/ potatoes/ onion/ butter/ sour cream/ chives** /A: 1,7,8,9,13/ (250 g) / **39 zł**

## MAIN DISHES

**Chicken Supreme/** risotto with chorizo and sun dried tomatoes/ young carrots/ basil pesto/ fresh herbs  
/A: 1,2,3,7,8,9,10,12,13/ (350 g) / **54 zł**

**Duck breast/** parsnip and blue cheese purée/ roasted beetroot with honey/ blackcurrant sauce/ fresh herbs  
/A: 8,9,13/ (350 g) / **58 zł**

**Bone-in pork Schnitzel/** roasted potatoes with garlic and rosemary/ fried cabbage/ fried egg/ sour cream/ chives  
/A: 1,3,7,8,9,12,13/ (400 g) / **52 zł**

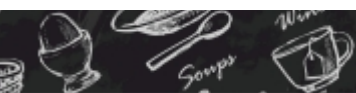
**Cod tenderloin/** almond-lemon crumble/ black lentils with spinach/ wild broccoli/ cauliflower purée/ tarragon sauce  
/A: 1,2,3,7,8,9/ (350 g) / **56 zł**

### ALLERGENS

1. Nuts
2. Peanuts
3. Soybeans
4. Fish

5. Shellfish
6. Mollusks
7. Eggs
8. Milk
9. Gluten

10. Mustard seeds
11. Lupine
12. Sesame
13. Celery
14. SO2



## HOTEL CLASSICS

**Beef burger**/ 100% beef patty/ wheat bun/ bacon/ lettuce/ onion/ pickled cucumber/ tomato/ cheddar cheese/ BBQ sauce/ fries /A: 1,2,3,7,8,9,10,12,13/ (400 g) **58 zł**

**Vegetarian burger**/ wheat bun/ grilled zucchini/ fresh vegetables/ arugula/ onion/ vegan mayo  
/A: 1,3,7,8,9,10,12,13/ (350 g) **49 zł**

## PASTA

**Cannelloni**/ ricotta/ spinach/ tomato sauce/ parmesan/ fresh herbs /A: 7,8,9,12/ (250 g) / **40 zł**

**Tagliatelle**/ chicken breast/ onion/ pear/ curry/ cream/ parmesan/ fresh herbs /A: 1,2,3,7,8,9,10,12,13/ (250 g) / **42 zł**

**Udon noodles**/ onion/ garlic/ fried tofu/ vegetables/ sesame/ soy sauce/ roasted cashew nuts/ lime/ chili/chives  
/A: 1,3,7,8,9,10,12,13/ (250 g) / **39 zł**

## DESSERTS

**Chocolate fondant**/ vanilla ice cream/ strawberry gel/ mint  
/A: 1,2,3,7,8,9/ (150 g) / **32 zł**

**Cheesecake**/ caramel sauce/ pistachios/ crushed meringue/ mint /A: 1,2,3,7,8,9/ (150 g) / **28 zł**

### ALLERGENS

1. Nuts
2. Peanuts
3. Soybeans
4. Fish

5. Shellfish
6. Mollusks
7. Eggs
8. Milk
9. Gluten

10. Mustard seeds
11. Lupine
12. Sesame
13. Celery
14. SO2

