



Welcome to the EST[®] HOTEL PALAIS CHOTEK!

We are delighted to have you as our guest.

If you require anything during your stay, please do not hesitate to contact us directly.

Below are A-Z's most frequently asked questions to help you navigate our facilities and services.

Adapters and Phone chargers

These are available for the most popular models. Please contact reception.

Air Condition and Heating

All rooms have got air condition with individual control. Please refer to the symbols on the unit to select cooling or heating. We recommend setting your preferred temperature and leaving the unit in automatic mode.

Anti-allergenic Bedlinen, Duvets and Pillows

Please inquire at the Front Desk.

Baby cot

A baby cot with bedding can be provided free of charge.

Banking and Cash Machines

Please check with reception for bank opening hours. There are several cash machines close to the hotel.

Breakfast

A delicious buffet breakfast is served in the BELETAGE on the first floor from 6.30 am to 10.00 am daily.

Check-in / Check-out

Check-in starts at 3 pm on the arrival day. Earlier check-in subject upon availability.

Check-out is at 11 am on the departure day. If you wish to check out later, please get in touch with reception.

Coffee and Tea Making Facilities, as well as an Espresso Machine

Complimentary tea and coffee including espresso pads are provided in the room. Additional pads can be purchased from reception if required.

Concierge Service

Our Front Desk Team is happy to assist you with any concierge services you may require, such as arranging flowers, making restaurant reservations, booking sight-seeing tours, concert and theater tickets, taxis, shuttle services, transfers, as well as information about public transport.

Conference and Meeting Rooms

The hotel has 7 meeting rooms, all air conditioned and equipped with the latest audio visual technology. For reservation and further information, please contact our Group and Event Manager.

Electricity

The voltage is 220V.

Emergency, Fire Alarm, Escape Route

Please check the floor plan and the fire safety plan in your room to find the nearest emergency exit.

Food – Special requirements

Please inform our Food and Beverage Department if you have any food allergies or intolerances.

Hair Dryer

There is a hair dryer located in the bath room.

Housekeeping, Room Cleaning

Your room will be cleaned daily. Bedlinen and towels will be changed every 3 days. If you leave used towels on the floor they will be replaced, however, if you will leave them on the towel rail they will not be changed.

Housekeeping "Do Not Disturb"

If you do not wish to be disturbed in your room, please place the DO NOT DISTURB sign on the door handle outside.

If the sign is outside all day the room will not be cleaned. If you require anything, please get in touch with reception.

Housekeeping "Do Not Service"

Our environmental policy helps to reduce cleaning products and detergents.

If you are staying for two or more nights, we offer „Do not service your room“ in exchange for a complimentary drink at the bar. Please get in touch with reception if are you interested.

Internet Terminal

There is a desktop computer and printer in the lobby which can be used free of charge.

Iron and Ironing Board

The hotel provides an iron and ironing board. Please call reception after use to arrange the equipment to be collected from your room. (Fire hazard!).

Laundry Service

Please use the laundry bag in wardrobe. The cost of each item is shown on the price list. If you bring the laundry bag to reception before 9 am it will be returned by 6 pm the same day. Alternatively, contact reception by dialing 801 so that we can collect your laundry.

This service is not available on weekends and public holidays.



Lobby Bar

In our Bar „Sophie“ we do offer a wide range of drinks from 11 am to 11 pm daily.

Lost & Found

Please get in touch with reception if you have lost or found an item on the hotel premises. Items left behind can be posted to the guests at their own expenses.

Luggage Service

If requested we do offer porter service. Please do not hesitate to contact reception if needed.

Luggage Storage

Your luggage can be stored in our secure luggage room in case of an early arrival or late departure.

Medical Assistance, Pharmacy

Please contact reception for emergency medical assistance or pharmacy opening hours. There is a pharmacy close to the hotel.

Mini Bar

Located in your room for instant refreshment. We can arrange daily replenishment. Please inform reception regarding the mini bar consumption upon check out.

Parking

We do have a hotel own garage. A parking space costs Euro 38,00 for 24 hours.

Payment methods

We accept payment in cash in Euro, as well as, Visa, Visa Electron, Mastercard, Maestro and American Express cards.

Pets

Pets are not allowed in the hotel.

Reception

is located on the ground floor and on duty 24 hours. You can reach the Front Office Team by dialing 801 or by email fo.chotek@est-hotels.com

Safe

A safe is provided in each room. Please note that the hotel is not responsible for any valuables left in the room. Please refer to the instructions inside the safe.

Sewing kit

This is located in the EST Amenities Box in the bathroom.

Smoking Policy

The entire hotel is non smoking. Smoking is not permitted on the premises.

Tap Water

Tap water in Vienna is of high quality and is safe to drink.

Telephone

The hotel features a wired telephone network in all the rooms providing access to local and international calls.

Television

We offer a variety of local and international TV channels including Amazon Prime, Netflix and YouTube. Please refer to our EPG for detailed TV schedule.

You will need your login details to access the smart TV (please log off before turning off the TV).

Toiletries

High quality toiletries are provided in the bathroom. If you require additional items such as toothbrush, toothpaste, shaving cream, razors, please contact reception.

Umbrellas

Are available at reception. Please return after use.

Wake-up calls

You can set these on the telephone in your room or contact reception to request one.

Wellness Area with gym , sauna and massage

Our gym is equipped with modern workout and cardio equipments. The use of all equipments is at your own risk.

The Finish Sauna is set at 90 degrees Celsius and has a adjoining relaxation area.

Massages are available by appointment only. Please contact reception.

Bathrobes and slippers are available upon request.

WiFi

High speed WLAN is free of charge in the entire hotel.

The network name is EST-HOTELS, the password is est-hotels

Windows

Please note that all windows can be fully opened.