

# WELCOME

Welcome to Metropol Palace Hotel Belgrade.

We are delighted to have you as our guest and in this Guest Services Directory you will find all the information you may need during your stay.

Our associates are here to anticipate your needs and help you get the most out of your stay. If there is anything that we can do to make your stay more memorable, simply dial 0 on your in-room telephone, and inform us of your wishes.

Through our unique atmosphere, bespoke services and energizing amenities, our goal is to create an unforgettable experience that will make you wish to extend your stay and return to Metropol Palace Belgrade.

We are pleased to inform you that our hotel is entirely covered with complimentary high speed wireless Internet. Our wish is that you feel comfortable and at your best.

On behalf of Metropol Palace, we look forward to welcoming you here for an enjoyable stay.

The Management

# CONTENTS

## LOCATION

DESTINATION

HOTEL MAP

SIGHTS AND ATTRACTIONS

SHOPPING

## DIRECTORY OF SERVICES

GUEST SERVICES

GUEST ROOM COMFORTS AND INFORMATION

FAMILIES WITH CHILDREN

GUESTS WITH SPECIAL NEEDS

## DINING

RESTAURANTS AND LOUNGES

IN-ROOM DINING

## TELEPHONE & TECHNOLOGY

TELEPHONE INSTRUCTIONS

INTERNET ACCESS INSTRUCTIONS

## SAFETY & SECURITY

SAFETY AND SECURITY PROCEDURES

OTHER EMERGENCIES

# LOCATION

## DESTINATION

### METROPOL PALACE HOTEL

A landmark of Belgrade, this striking hotel designed by famous Serbian architect Dragiša Brašovan and originally opened in 1957 is regarded to be one of the most luxurious hotels in the Balkans, welcoming throughout its existence the city's elite and cultural influencers, as well as foreign guests. At today's Metropol Palace, we are committed to preserving the hotel's unique traditions and providing the latest in comfort for our guests.

The hotel's historical heritage effortlessly combines its elegance with the freshness of modern details, resulting in a refined and relaxed atmosphere. This has always been the trademark of Metropol Palace and the reason for the hotel's famous clientele, ranging from Igor Stravinsky, Elizabeth Taylor and Sophia Loren to Jack Nicholson, Neil Armstrong and Bobby Fischer.

The Metropol Palace is located in the old part of Belgrade on kralja Aleksandra Boulevard, one of the longest streets of the city.

Near to the hotel are the Tašmajdan Park, the National Parliament, the St. Marko Church. Within walking distance from the hotel are the shopping and pedestrian district (Knez Mihailova Street), the old Kalemegdan Fortress and Park, and Skadarlija - Belgrade's old-style bohemian area.

Airport Nikola Tesla is only 19 km (12.5 miles) away and the nearest highway exit is 1.5 km (1 mile) far.

# LOCATION

## LOCATION MAP



## METROPOL PALACE

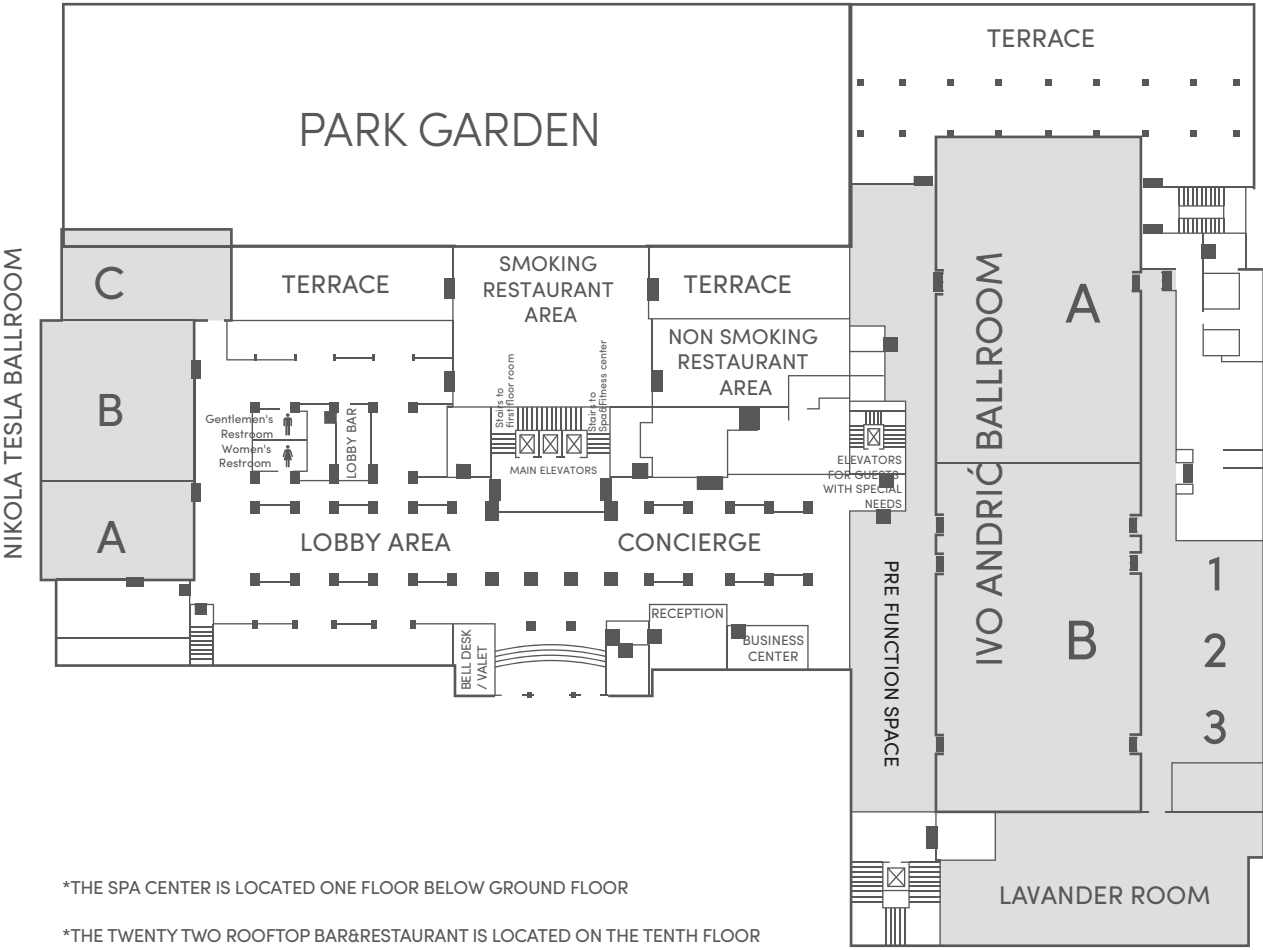
BULEVAR KRAJKA ALEKSANDRA 69, 11000 BELGRADE, SERBIA

T 381 11 3333 100 — F 381 11 3333 300

[WWW.METROPOLPALACE.COM](http://WWW.METROPOLPALACE.COM)

# LOCATION

## HOTEL MAP



\*THE SPA CENTER IS LOCATED ONE FLOOR BELOW GROUND FLOOR

\*THE TWENTY TWO ROOFTOP BAR&RESTAURANT IS LOCATED ON THE TENTH FLOOR

# LOCATION

## ACTIVITIES & ATTRACTIONS IN BELGRADE

We invite you to explore and enjoy Belgrade to the fullest. We have compiled a list of the very best that Belgrade has to offer to maximize your pleasure.

## PARKS & GARDENS

### TAŠMAJDAN PARK

Location: Between streets Beogradska, Bulevar kralja Aleksandra and Takovska street.

Tašmajdan Park is one of the largest and most beautiful parks in the city overlooking the Metropol Palace. Park was built in 1950s, but before that, it was a stone pit. Tašmajdan got its name from the combination of Turkish words: "Taš" (meaning "stone") and "Majdan" (meaning "pit"). After a recent renovation, Tašmajdan Park offers all modern standard facilities that can be expected.

### KALEMEGDAN PARK & FORTRESS

Location: Between streets Tadeuša Košćuška, Cara Dušana and Bulevar vojvode Bojovića.

The Kalemegdan Fortress is located on a 125-metre-high cliff, at the junction of the River Sava and the Danube within Kalemegdan Park. Its name is formed from the two Turkish words: "Kale" (meaning "fortress") and "Megdan" (meaning "battle field"). It saw many armies, was the field of many battles, it witnessed the brutality of the conquerors and the courage of the tireless defenders of the city.

Breathtaking sunset views over the Fortress are particularly special.

### HYDE PARK, TOPČIDER AND KOŠUTNJAK

Topčider Park is positioned besides Košutnjak park-forest that was once home to deer and fawn (košuta) hunters. Two most elite suburbs (Dedinje & Senjak) are located in near vicinity with magnificent villas, residents to international diplomats, celebrities and politicians. Located only 5 km from the city centre, this oasis holds a special place in the hearts of many Belgrade citizens because of its cultural and historical significance marked by monuments and fountains. Interestingly enough, the oldest and most beautiful platanus tree was planted on Prince Miloš Obrenović's order besides his Residence in Topčider called "Milošev Konak". It is the oldest Planetree in Europe, protected as a natural treasure, over 170 years old.

### BOTANICAL GARDEN - JEVREMOVAC

Address: Takovska 43, Belgrade

Working hours: every day 09:00 -19:00

Telephone: +381 64/ 82-37-919, Website: [www.jevremovac.bio.bg.ac.rs/home/lang/eng](http://www.jevremovac.bio.bg.ac.rs/home/lang/eng)

Located in the city centre in Dorćol, Botanical Garden Jevremovac is a true green paradise. Founded in 1874. Jevremovac Botanical Garden lies across an area of around five hectares, has more than 250 types of trees and about 750 types of herbaceous plants, local, European and exotic.

### THE BELGRADE ZOO

Address: Mali Kalemegdan 8, Belgrade

Working hours: every day 09:00 – 19:00

Telephone: +381 11/26-245-26, Website: [www.beozoovrt.rs/home-page/](http://www.beozoovrt.rs/home-page/)

Situated at the very center of the city, the Belgrade Zoo, or the Good Hope Garden, holds on one of the most attractive city locations, an area of the Kalemegdan Park. It was founded in 1936 and it is one of the oldest homes of animal kingdom in Europe. It covers an area of 7 hectares and has more than 2,000 animals. The complex includes cafes and a souvenir shop.

# LOCATION

## MUSEUMS

One of the great Serbian writers, Momo Kapor once said: "Belgrade is a low-budget New York." The rich history of Belgrade and Serbia is very accessible to the public, through museums, music festivals, traditional restaurants and much more. Entrance fees to the majority of the cultural treasures are minimal or sometimes even free. To the guests of Metropol Palace, entrance fees may be different. Please, consult the reception for details.

### NIKOLA TESLA MUSEUM

Address: Krunska 51, Belgrade

Working hours: Monday 10:00 - 18:00, Tue - Sun: 10:00 - 20:00

Telephone: +381 11/24-33-886, [www.nikolateslamuseum.org/en/](http://www.nikolateslamuseum.org/en/)

Nikola Tesla made significant contributions to the development of electric engineering, pioneering alternative current, radio and AC motors. Half of this small museum is dedicated to Tesla's personal artifacts, while the other half contains models of his inventions. Nikola Tesla Museum is a unique institution of science and culture in Serbia and in the world. It is the only museum in the world, which preserves the original and personal inheritance of Nikola Tesla. Location of the Nikola Tesla museum is a short walk from the Metropol Palace hotel.

### NATIONAL MUSEUM

Address: Trg Republike 1a, Belgrade

Working hours: Tue/Wed/Fri/Sun: 10:00-18.00, Thurs/Sat: 12:00-20:00

Telephone: +381 60/80-75-020, Website: [www.narodnimuzej.rs/?lang=en](http://www.narodnimuzej.rs/?lang=en)

The National Museum of Serbia is the largest and oldest museum in Serbia, established on 10th of May 1844.

Since its founding, the museum's collection has grown to over 400,000 objects, including many foreign masterpieces.

The Museum has 34 archeological, numismatic, artistic and historical collections today. The last few decades, the rich exhibiting and publishing activity as well as the diverse programmes for the public with new technologies in a prominent place, confirmed that the National Museum is an important center of communication and source of knowledge, an open, dynamic and accessible museum.

### ETHNOGRAPHIC MUSEUM

Address: Studentski trg 13, Belgrade

Working hours: Tue-Sat: 10:00-17.00, Sun: 09:00 -14:00

Telephone: +381 11/32-81-888, Website: [www.etnografskimuzej.rs/en/](http://www.etnografskimuzej.rs/en/)

Ethnographic museum in Belgrade is one of the oldest museums on the Balkans. It recently celebrated its 100th anniversary and it deserves to be called the guardian of national culture and, at the same time, learn more about Serbian contemporary art and its artists.

# LOCATION

## MUSEUMS

### MUSEUM OF IVO ANDRIĆ

Address: Andricev Venac 8, Belgrade

Working hours: Tue / Wed / Thurs / Sat: 10:00-17:00, Friday: 10:00 – 18:00, Sunday: 10:00 – 14:00

Telephone: +381 11 / 32 3-8 3-97 [www.mgb.org.rs/en/visit/museum-of-ivo-andric](http://www.mgb.org.rs/en/visit/museum-of-ivo-andric)

Ivo Andrić received the Nobel Prize for Literature in 1961. The museum commemorates his literary work that became part of the national culture. Some of his greatest work includes: The Damned Yard, Unrest, the Journey of Alija Đerzelez and the Bridge on Drina. Location of the Ivo Andrić museum is a short walk

### MUSEUM OF PAJA JOVANOVIĆ

Address: Kralja Milana 21/ IV, Belgrade

Working hours: Friday: 10:00-18:00, Saturday: 10:00-17:00, Sunday: 10:00 – 14.00

Telephone+381 11/ 33-40-176 [www.mgb.org.rs/en/visit/museum-of-paja-jovanovic](http://www.mgb.org.rs/en/visit/museum-of-paja-jovanovic)

Pavle Paja Jovanovic is the most famous Serbian painter of Academic Realism. Some of his greatest work includes: Serbian Migrations, Crowning of Stefan Dušan, Takovo Uprising, Cockfighting, Decorating of the Bride, and Fencing. He also painted many famous portraits. His works can be found in European museums across the continent. Location of the Paja Jovnović museum is a short walk from the Metropol Palace hotel.

### RESIDENCE OF PRINCESS LJUBICA

Address: Kneza Sime Markovica 8, Belgrade

Working hours: Tue / Wed / Thurs / Sat: 10:00 – 17:00, Friday: 10:00 – 18:00, Sunday: 10:00 – 14:00

Telephone: +381 11/26-38-264 [www.mgb.org.rs/en/visit/the-residence-of-princess-ljubica](http://www.mgb.org.rs/en/visit/the-residence-of-princess-ljubica)

Princess Ljubica's Residence in Belgrade was built between 1829 and 1831. The residence was for Miloš Obrenović's wife Ljubica and their children. It is preserved as the most representative city house from the first half of the 19th century. Architecturally, it contains Ottoman attributes but with elements of classicism which anticipate future Western influences on architecture in Belgrade.

Permanent exhibit includes original furniture made in Ottoman Balkan style and many other styles of that time (Classicism, Biedermeier and Neo-baroque).



# LOCATION

## THEATERS

### OPERA

Located in the city centre, The Belgrade Philharmonic Orchestra and Kolarac are the oases of classical music where both the most famous local and foreign artists perform. Belgrade's National Theatre is also the National Opera and Ballet, located in the main city square only a 15 minute walk away from the hotel.

There is another Opera House in Belgrade - The Madlenianum Theatre in Zemun, an old part of the city, on the other side of the river.

### NATIONAL THEATER

Address: Francuska 3, Belgrade

Working hours (tickets selling): Mon – Sat: 11:00 – 15:00 and 17:00 – till performance

Sunday: 17:00 – till performance

Telephone: +381 11/ 32-88-565

Website: [www.narodnopozaoriste.rs/en/](http://www.narodnopozaoriste.rs/en/)

### MADLENIANUM OPERA&THEATRE

Address: Glavna 32, Belgrade, Zemun

Working hours (tickets selling): Mon – Fri 09:00 – 16:00, in case of performance 12:00 – 20:00,

Sat-Sun: 18:00 – 20:00 (in case of performance)

Telephone: +381 11/31-62-533

Website: [www.operatheatre-madlenianum.com/en](http://www.operatheatre-madlenianum.com/en)

### BELGRADE PHILHARMONIC ORCHESTRA

Address: Studentski trg 11, Belgrade

Working hours (tickets selling): weekdays 10:00 – 16:00 and 2 hours before concerts

Telephone: +381 11/32-82-977

Website: [www.bgf.rs/en/](http://www.bgf.rs/en/)

### KOLARAC

Address: Studentski trg 5, Belgrade

Working hours (tickets selling): Mon – Fri: 10:00 – 14:30 and 15:00 – 20.30, Sat: 10:00 – 14:00

Telephone: +381 11/26-35-073

Website: [www.kolarac.rs/?lang=en](http://www.kolarac.rs/?lang=en)

# LOCATION

## MUST SEE

### SKADARLIJA STREET

The old, cobble stone, bohemian quarter of Belgrade, Skadarlija, was once a gathering place for many Serbian poets, writers, artists and actors. It is frequently compared to the Montmartre of Paris, both in appearance and dynamic artistic atmosphere.

Contemporary Skadarlija is a "must see" tourist attraction with famous traditional restaurants, art galleries and antique shops. The sound of trumpet players and traditional "kafanske" songs will leave you speechless and full of emotion. If you want to order a song and stand out from the crowd, we suggest "Djelem, Djelem" originally sang by Šaban Bajramović (the greatest Serbian gypsy singer). This is a cult gypsy song that was improvised by many famous international singers.

### KNEZ MIHAILOVA STREET

Knez Mihailova is the main pedestrian street in Belgrade located between Terazije Square and Kalemegdan. Crowded with cafes and boutiques, the street never sleeps. As an epicenter of culture and history, it was named one of the most beautiful pedestrian streets in Eastern Europe.

Among leading shops and cafes, the street is home to the French Cultural Centre, National Theatre, National Museum, Republic Square and other historic buildings.

Once you reach Kalemegdan Park from Knez Mihailova, turn left to Pariska Street, going past the French embassy. Again, turn left to Pop Lukina Street towards Residence of princess Ljubica, which will lead you to one of the most beautiful suburbs in Belgrade called Kosančićev venac.

### DORĆOL CITY QUARTER

Dorćol is a Turkish word meaning "four roads." As one of the oldest suburbs, Dorćol was known as the Danube Town, where during the times of Ottoman, beside Turkish merchants and craftsmen, lived Jewish, Greek, Armenian and Serbian merchants. Today, Dorćol is the Manhattan of Belgrade, known for its galleries, cafes, restaurants, nightclubs and live music venues. The most famous street in Dorćol is called Strahinjića Bana.

### BETON HALL & BRANKO 'S BRIDGE

One of the main Belgrade Ports is also home to popular nightspots, festivals and tourist attractions. It is located on the Sava bank, under the Branko's bridge in Karađorđeva Street, with stunning views of the Kalemegradan fortress. It is a gateway through which you enter Belgrade. There is an elevator which you can take to Branko's bridge (particularly convenient for the cyclists) and continue your journey over the bridge by foot or bicycle to the suburb of NewBelgrade and Ušće shopping centre or choose the opposite direction straight to the main Terazije Square and Knez Mihailova.

# LOCATION

## MUST SEE

### VRAČAR CITY QUARTER

Vračar is one of the most beautiful residential areas of Belgrade, located less than a kilometer away from the city centre and across the street from the hotel. Vračar is home to St. Sava church, The Kalenić Open Air Fresh Market, The National Library and Karađorđev Park. Walk around, discovering little streets that lead to great bakeries, cafes, wine bars and traditional restaurants, as well as a variety of international restaurants, overlooking one of the small squares or parks.

### THE DANUBE AND SAVA RIVER

The Danube is 2850 km long and one of the greatest rivers of the world. It passes through Serbia and represents a link to Germany, Austria, Hungary, Croatia, Romania and Bulgaria.

The Sava River is 945 km long and passes through Serbia, connecting Slovenia, Croatia, Bosnia and Herzegovina.

Experience Sava and the Danube rivers up close by taking a walk or a bicycle ride along the shore. Stop for a drink and have lunch at one of many floating restaurants, or experience the city from all angles by taking a cruise on one of the boats.

New Belgrade bank of the Sava river is very popular with authentic "splav" (river raft) nightclubs. This is the place where people come during hot summer nights.

### ZEMUN

The Danube bank leads to a very popular promenade called Kej oslobođenja in Zemun. Zemun has been a municipality of Belgrade since 1945. The promenade is particularly beautiful during night-time, with well-known restaurants serving delicacies of local seafood dishes as well as other traditional Serbian meals.

While in Zemun, we recommended you visit Gardoš, the highest point of Zemun. According to legends it is remembered as a settlement of fishermen, craftsmen and fruit and vegetable vendors.

### NEBOJŠA TOWER

Nebojša's tower is located along Sava bank port besides Bulevard vojvode Bojovića (formerly known as Karađorđeva Street) that is approximately 2 km long. The main entrance is from this street, however you can also enter the pedestrian area at the sports centre "Milan - Gale Muškatirović" in Tadeuša Koščuška Street and walk alongside the river to reach the tower.

Nebojša's tower was built in 1460 for the purpose of defending the city from the Ottoman Empire. It is the only remaining well preserved medieval building within the Belgrade Fortress.

Among many restaurants, cafes and river rafts, the Sava bank is home to sports centre "Milan - Gale Muškatirović" (once called "25th of May") and summer festivals, such as: fish festival and the boat carnival held every year during June and July.

# LOCATION

## ORTHODOX CHURCHES

### ST. MARK'S CHURCH

Address: Bulevar kralja Aleksandra 17, Belgrade

St. Mark's Church at Tašmajdan was built in the 1931-1940 period at the place where the old church from 1835 used to be. Architects Petar and Branko Krstić designed it in Serbian-Byzantine style.

### ST. SAVA CHURCH

Address: Katanićeva bb, Vračar, Belgrade

The Cathedral of Saint Sava or Saint Sava Temple in Vračar, Belgrade, the largest Orthodox church in the Balkans and one of the 10 largest church buildings in the world. The church is dedicated to Saint Sava, founder of the Serbian Orthodox Church and an important figure in medieval Serbia. It is built on the Vračar plateau, on the location where it is believed his remains were burned in 1595.

### CHURCH OF CHRIST THE KING

Address: Krunska 23, Belgrade

Located in one of the most beautiful streets, very close to Metropol Palace, Christ the King is the oldest Catholic Church in Belgrade. Its construction was undertaken in 1924.

## MOSQUE

### BAJRAKLI MOSQUE

Address: Gospodar Jevremova 11, Belgrade

Belgrade once had more than 80 mosques. Today, Bajrakli Mosque, built in 1575, is the last one remaining. As the number of mosques in Belgrade decreased, a flag on top of this one marked the beginning of prayer in all remaining mosques. After that flag mosque got its name "Bayrak" (meaning "Turkish"). During Austrian rule in the first half of 17th century, Bajrakli Mosque was converted into Catholic Church and most of other mosques were destroyed. After Turks regain its rule, church was reconverted into mosque. Today stands as the only place of prayer for Muslims in Belgrade.

## SYNAGOGUE

### SYNAGOGUE

Address: Maršala Birjuzova 19, Belgrade

This is the only synagogue remaining in Belgrade. Building of today's Jewish synagogue was built as a confirmation of Serbian-Jewish friendship. Document confirming this friendship was signed and immured in the foundations by King Aleksandar. There are regular services on Friday evenings and Jewish holidays.

# LOCATION

## SIGHTSEEING TOURS

### FREE SIGHTSEEING TOUR OF BELGRADE BY TRAM

Website: [www.belgradewalkingtours.com/#free-belgrade-tours](http://www.belgradewalkingtours.com/#free-belgrade-tours)

Free Belgrade Tours – tours you absolutely have to take before you leave Belgrade: Downtown tour (every day 11:00 and 16:00 during the whole year, meeting point The Republic Square); 20th Century Tour (every day 10:30 during the whole year, meeting point The Republic Square); Zemun Tour (every Saturday 15:00 during the whole year, meeting point The Republic Square).

Information and reservation: +381 66 509-17-93

### AVALA MOUNTAIN

Website: [www.tob.rs/belgrade-sightseeing-tours/other-sightseeing-tours/avala-tower](http://www.tob.rs/belgrade-sightseeing-tours/other-sightseeing-tours/avala-tower)

Avala stands at 511 meters above sea level, which means it enters the mountain category just by 11 meters. Rich in natural, as well as historical and cultural heritage, located 16 km from Belgrade, is ideal for maintaining physical fitness. Approximately ten kilometers of marked hiking paths are ideal for walks and recreation.

The Avala tower is the main tourist attraction offering great panoramic views of Belgrade, Vojvodina and Šumadija. The tower was once the tallest structure in former Yugoslavia and the Balkans.

Information and reservation +381 11 26-35-622.

### BOAT SIGHTSEEING

Website: [www.cruisebelgrade.com/](http://www.cruisebelgrade.com/)

"If there is magic on this planet, it is in the water." Loren Eiseley

Therefore, do not miss out on this wonderful opportunity and enjoy the phenomenal panoramic views of Belgrade.

4 P.M. Day Tour

6 P.M. Sunset Tour

8 P.M. Night Tour

Duration: 90 minutes

Information and reservation: +381 69 333-96-97

# LOCATION

## SPORTS

Serbia is a sporting nation where teams and individuals have proudly represented their country, gaining world recognition by becoming world number one in the following disciplines: football, basketball, water polo, volleyball, handball, athletics, and tennis. Red Star football club is the only Serbian and former Yugoslav club that has won a UEFA competition, winning the 1991 European Cup in Bari, Italy.

The national basketball team won a number of back-to-back European Championships and World Cups. They dominated the world scene in 1990s led by players such as: Vlade Divac, Peđa Stojaković, Aleksandar Đorđević and Dejan Bodiroga. The following individuals have left their mark in the world of Serbian sport: Novak Djoković, Vlade Divac, Dragutin Topić, Jasna Sekarić, Nemanja Vidić, Olivera Jevtić and Milorad Čavić, to name a few.

### RED STAR STADIUM

Address: 1a Ljutice Bogdana, Belgrade, Voždovac

Telephone: +381 11 / 20-67-790, Website: [www.crvenazvezdafk.com/en](http://www.crvenazvezdafk.com/en)

The magnificent sports building, one of the biggest in the Balkans, is a witness of many decades of success and triumphs of Red Star. The official name of the stadium is Rajko Mitić, but most people simply call it Marakana. The biggest success of the club happened in Belgrade, at the Marakana Stadium in 1991 when the Golden generation of the Serbian club won European and World Championships.

### PARTIZAN STADIUM

Address: Boulevard kneza Aleksandra Karađorđevića, Belgrade

Telephone: +381 11 / 36-93-812, Website: [www.en.partizan.rs/klub-info/stadion/](http://www.en.partizan.rs/klub-info/stadion/)

Partizan stadium resides at the spot, which was always in a midst of most important football events in the country. Soon after "The Great War", and with utter respect for sports tradition, works on a new football ground started on exactly the same spot, as was the case with the Red Star stadium. The first post-war match on newly built stadium took place on the 9th of October 1949, and rivals were Yugoslavia and France, drawing 1:1 in a World Cup Qualifier tie.

Due to strict FIFA criteria over the past few years, especially in a domain of spectators comfort and security, in 1998 spectators' terraces have been reconstructed, seats and modern equipment installed, therefore, the present capacity has been reduced to 32.710 seats.

### GOLF

Address: Ada Ciganlija 2, Belgrade

Telephone: +381 11/400-13-51, Website: [www.golfclub.co.rs/en/](http://www.golfclub.co.rs/en/)

The golf complex is situated in the most beautiful part of Ada Ciganlija and is only four kilometers away from the city center. Golf Club Belgrade, which expands over 35 hectares, has nine fields with the total length of 4,860 m, PAR 68. The Golf Course meets very strict world standards, ranging from design, irrigation system and grass mixes, to natural and artificial golf obstacles.

# LOCATION

## SPORTS

### HORSEBACK RIDING

Address: Paštroviceva 2, Topčider, Belgrade

Telephone: +381 11 3543 839

Website: [www.hipodrombeograd.rs/](http://www.hipodrombeograd.rs/)

Located just besides the Topčider Park, the Belgrade Hippodrome is an experience in itself. On week-ends you may watch races, or preparations, but also horseback ride yourself. Experienced riders are encouraged to take this wonderful opportunity and enjoy the beautiful surroundings while horseback riding.

### CARTING

Address: Autokomerc Karting Centre, Svetog Save 84c, Belgrade

Working hours: weekdays and weekends 10:00-23:00

Telephone: +381 11/31-31-591, Website: [www.kart.rs/en](http://www.kart.rs/en)

If you like speed and excitement you can go carting. They will measure your time and print you a listing of your lap time.

# LOCATION

## SHOPPING

### POPULAR SHOPPING STREETS

- Knez Mihailova
- Blv. kralja Aleksandra
- Kralja Petra – exclusive boutiques

### POPULAR SHOPPING CENTERS

#### UŠĆE SHOPPING CENTRE

Adress: Bulevar Mihajla Pupina 4, New Belgrade

Telephone: +381 11 285-45-05

Working hours: 10:00 – 22:00

Website: [www.usceshoppingcenter.rs/](http://www.usceshoppingcenter.rs/)

#### GALERIJA

Adress: Bulevar Vudora Vilsona 14, Beograd 11000

Telephone: 0800 800900

Working hours: 10:00 – 22:00

Website: <https://www.galerijabelgrade.com/en/>

#### RAJIĆEVA SHOPPING CENTRE

Adress: Kneza Mihaila 54, Belgrade

Telephone: +381 11 4000-830

Working hours: 10:00 – 22:00

Website: [www.rajicevashoppingcenter.rs](http://www.rajicevashoppingcenter.rs)

### HANDCRAFTSTORES

Serbian tradition is extremely rich and well preserved in handmade production of various clothing items. Following streets are where the authentic handcraft stores are located:

- Knez Mihailova
- Kalemegdan Tower
- Skadarlija



# DIRECTORY OF SERVICES

## GUEST SERVICES

### CONCIERGE

Our Concierge will provide you with services during your stay with us.

### NEWSPAPER DIRECT

Complimentary newspapers and magazines are available in the lobby area. As a guest you may also choose from a vast range of newspapers and magazines, and have your favorite delivered to the room throughout your stay. Please, note that the press is available in electronic version, which is afterwards printed. A fee applies for each printed and electronic page. Please, contact our Reception for more information.

For more information, please contact the Concierge at [guestrelations@metropolpalace.com](mailto:guestrelations@metropolpalace.com) or dial 0.

# DIRECTORY OF SERVICES

## GUEST ROOM COMFORTS AND INFORMATION

It is the goal of the Metropol Palace to provide you with every comfort during your stay with us. The items listed below will help you familiarize yourself with the room amenities and other hotel services available for your needs. Should there be anything you need that is not listed here, please dial 0 for assistance.

### ADAPTORS

Adaptors can be obtained through the Reception.

### AIR CONDITIONING

There is an individual temperature control in each room. Should you encounter any difficulties, please, contact the Reception.

### AIRLINE INFORMATION

Please, contact the Concierge in case you need information on different airlines.

### ALTERATION SERVICES (DIAL 0)

Dressmaking alteration services and tailoring alterations are available via our housekeeping department.

### AIRPORT TRASPORT

Nikola Tesla Airport is located 19 km away from Metropol Palace Hotel. The Concierge and Reception would be delighted to organize a transfer for you.

### BABY CRIBS

Baby cribs and accessories are available upon request. Please, contact the Reception.

### BATHROBE

If you wish to have an additional bathrobe during your stay or would like to purchase one, please contact the Reception.

### BAGGAGE HANDLING (DIAL 0)

Please do not leave bags unattended in the corridors. Storage is available for bags you do not wish to keep in your room. Please call Bell Desk for assistance.

### BREAKFAST

We offer a sumptuous breakfast buffet in our Main Restaurant everyday from 7:00 a.m. till 11:00 a.m.

### BREAKFAST IN THE ROOM

For breakfast in your room, please contact Room Service or complete the breakfast order form and hang it on the door knob before 02:00 a.m.. Please, be advised that a delivery service charge will be added to your bill.

### BUSINESS CENTER SERVICES AVAILABLE 24/7

The following services are available for a fee: Photocopy / Print.

# DIRECTORY OF SERVICES

## CAR RENTAL

Arrangements can be made to provide you with a wide range of self-drive cars or chauffeur driven limousines. Our front desk will gladly assist you with your requirements.

## CAR PARKING

Car parking lot is available on three underground levels - with additional charge.

## CHECK-IN TIME / CHECK-OUT TIME

Check in time is from 03:00p.m.

Check out time is up to 12:00 (noon). For a later departure, please contact the front desk.

## CONCIERGE SERVICES (DIAL 0)

The Concierge will do their utmost to meet your every need. The following is a list of the most requested services. Should you need help in an area not listed below, the Concierge is ready to do everything possible to accommodate your request.

- Airline and travel reservations
- Baby sitting services
- Directions, map guidance, recommendations
- Restaurant and show reservations
- General tour and activity information
- Limousine and car rental services
- Mailing FedEx services and stamps
- Messages and fax services

## CREDIT CARDS

The following credit cards are accepted for payment: MasterCard, Visa and American Express, Union Pay, Dina, Maestro.

## CURRENCY EXCHANGE

To exchange foreign currency, please contact the Reception. Current exchange rates are displayed at the Reception.

## DAY USE INFO

Room day use is available from 10:00a.m. to 06:00p.m. For prices and details please contact the reception desk.

## DHL

DHL services are offered in the hotel. For additional information, please contact the reception desk.

## DINING RESERVATIONS (DIAL '0')

For information about dining at Metropol Palace or for reservations please see in dining section.

## DOCTOR (DIAL 0)

Please contact the Reception and we will assist you immediately. A doctor is available on request.

## DISABLED PERSONS

Hotel rooms with amenities for disabled persons are available on request.

## DRESS CODE

For the comfort of all guests, we request your cooperation in observing the hotel dress code. Please wear a shirt and shoes in the main Lobby. Appropriate attire is requested when dining.

## "DO NOT DISTURB"

If you don't want to be disturbed, please hang a "Do Not Disturb" card on your door knob from outside

# DIRECTORY OF SERVICES

## EARLY DEPARTURE

If you are departing earlier than planned, please inform the reception the latest by 14:00h one day before your actual departure day. An early departure fee may apply for guests checking out prior to the departure date confirmed at check-in. Please check the terms of your reservation for specific conditions or exceptions.

## ELECTRICITY SUPPLY

The rooms are supplied with 220 V, 50 cycles throughout.

## EMERGENCY EXITS

You will find the location of your room and the nearest Emergency Exit on your room door. Please, read the instructions on the room entrance door. The Emergency Exits in the hallways are marked by green signs.

## EXTENDED STAY

In case you would like to extend your stay, please check room availability with reception at least one day in advance.

## FITNESS CENTER (DIAL 111)

If you would like to use fitness facilities outside regular working hours, please contact the main reception attendant.

## HAIR DRYER

Hair dryer is available in your bathroom.

## HOUSEKEEPING (DIAL 0)

The rooms are cleaned daily, and Turndown Service is offered upon request. If you would like your room to be serviced at any other time, please contact the Reception for arrangement. The following items can be provided for your comfort. If you require something other than what is listed here, please make your question known.

- Bathroom scale
- Fabric wash
- Overnight emergency pack
- Bed board
- Flower vase
- Razor
- Blankets
- Foam mattress pad
- Sewing kit
- Extra bed
- Mouthwash
- Vanity kit (emery board, cotton balls & Q-tips)
- Extra towels
- Nonallergenic pillows

## ICE (DIAL 109)

Free Ice is available via Room Service.

## IN-ROOM DINING (DIAL 109)

Twenty-four-hour food and beverage service is available. Please refer to the menu in your room.

## IN-ROOM ENTERTAINMENT

Please use your TV remote control to connect to these services.

## INTERNET

Wireless Internet access is available in all guest rooms complimentary. Cable high speed Internet access is available in all guest rooms complimentary. Internet service is also provided in the Business Center complimentary. Please, contact the Reception for information on how to connect to Internet.

# DIRECTORY OF SERVICES

## ITEMS ON CALL

If you need items not listed in this directory, please contact the Reception. You may need: » Shaving kit  
» Toothbrush and toothpaste » Adaptor »  
Extra hangers » Extra towels / bathrobes / slippers » Shoeshine accessories

## INTERNATIONAL CALLS

To dial an international telephone number, please dial "9", then the country and the city code, and the phone number. Please, see the pricing information for telephone calls in the special folder near your in-room telephone.

## IRON AND IRONING BOARD

Iron and ironing board may be delivered upon your request.

## LAUNDRY

Laundry service is available daily, except on Sundays and on public holidays. Regular service: collected laundry will be returned within 24 hours. Express service: returned within 12 hours (100% surcharge applies). For further details, please see the Laundry / Valet List in your closet. Please, contact the Reception for laundry pick-up and delivery.

## LIMOUSINE SERVICE

Please, contact our front desk for any requests and arrangements.

## LOST LUGGAGE (DIAL 0)

In the event that your luggage has been temporarily misplaced in your travel, we can provide you with our special overnight emergency pack. In addition, our Bell Desk can assist in retrieving lost luggage.

## LUGGAGE

Please, contact our Concierge if you need assistance for luggage transportation or if you wish to have your luggage stored.

## MAIL

Incoming mail and messages are delivered to all guest rooms. For outgoing mail, please contact our Concierge or Reception.

## MEETING / CONFERENCE ROOMS, BALLROOMS

With its prime location in the heart of Belgrade, the Metropal Palace Hotel is the ideal place for your next meeting or special event. Our meeting rooms can accommodate up to 1000 attendees for every type of event - from intimate business meetings to large scale presentations.

### Our Features

- Conference Facilities
- Projector
- Outdoor Function Space
- Meeting and Event Staff
- Catering Staff
- Meeting and Event Facilities with Natural Lighting
- High Speed Internet Access in Meeting/Event Facilities
- Audio Visual Equipment and Technicians
- Dedicated Event/Wedding Coordinators
- Pre-Function Space

Our Banqueting Department will be pleased to advise you about our facilities and to provide you with detailed information. Please, contact the Reception to be connected.

# DIRECTORY OF SERVICES

## MINIBAR

You will find the mini bar in the armoire in your room. It is replenished daily. Please, refer to the mini bar Pricelist for information. For ice cubes, please contact Room Service.

## NEWSPAPERS, MAGAZINES

Complimentary newspapers and magazines are available in the lobby area. As a guest you may also choose from a vast range of newspapers and magazines, and have your favorite delivered to the room throughout your stay. Please, note that the press is available in electronic version, which is afterwards printed. A fee applies for each printed page. Please, contact our Reception for more information.

## PHARMACY

Please, contact our Concierge for the information on the closest pharmacies.

## RADIO

The radio is available through the TV set.

## RESERVATIONS

Our Reservations Department will be pleased to make reservations for you. Please, contact the Reception by dialing button 0 on your phone, to be connected.

## RED PARALLEL LOUNGE

Beautifully combining colors, Red Parallel Lounge was designed with indulgence in mind. The elegant bar serves savory snacks and light food, alongside a selection of fine whiskeys, wines, Champagnes, and our signature cocktails. You may also experience the magnificent taste of the sweet bites prepared by our Chefs. Working Hours: 07:00 a.m. – 00:00 a.m.

## RESTAURANT 44 PARALLEL

The restaurant is open seven days a week for breakfast. Working Hours: 07:00 a.m. – 11:00 a.m.

## RESTAURANT THE TWENTY TWO

The Twenty Two bar & restaurant on the 10th floor is the unique place where our guests can enjoy delectable culinary creations together with a panoramic view of the city, Danube and Sava River as an outstanding Belgrade experience. The restaurant is open every day for lunch and dinner.

Working Hours: 12:00 p.m. – 00:00 a.m.

## ROOM SERVICE (DIAL 109)

The Room Service menu can be found in your room. Please, be advised that a delivery service charge will be added to your bill.

## ROOM KEY

Please, return your key card to the Reception upon check out. For your security key cards are programmed for every new guest's stay. As your key card does not have a number, please retain it until check out. If your key card is misplaced, please inform the Reception and a new key card will be programmed immediately. Should you wish to extend your stay? please ensure that all your key cards are revalidated.

# DIRECTORY OF SERVICES

## SAFE

Safes are available in each guest room. There are also Safety Deposit Boxes available at the Reception. In case of difficulties, please contact the Guest Service Center.

## SEWING KIT

You will find a small sewing kit in the bathroom. Please, contact the Reception in case you need more.

## SHOESHINE SERVICE

Complimentary shoeshine service is offered. Please, place your shoes in the special bag provided and contact the Reception for pick-up.

## SHOPPING

Please, contact our Concierge for information on shopping areas.

## SPA CENTER (DIAL 111)

The Metropol Palace luxurious Spa Center, complete with a 25m long pool has been designed to pamper you and de-stress you after a busy day. The Spa center offers numerous treatments and a variety of signature massages to leave you feeling revitalized and relaxed.

Fitness & Spa working hours: 07:00 a.m. – 11:00 p.m. Massages and treatments: 09:00 a.m. – 09:00 p.m.

## SMOKING

Metropol Palace require that no smoking take place in public areas. For the comfort of all our guests, we therefore request that you refrain from smoking in the hallways and lobbies. Please check with our our Concierge for designated smoking areas on our property.

## TAXI

Taxi can be ordered through the Concierge and Reception.

## TELEPHONE

There is a direct dial telephone in each guest room. For detailed information, please see the Telephone booklet card.

## THEATER TICKETS

For information and reservations, please contact our Concierge.

## TURNDOWN SERVICE

Turndown service is performed upon request.

## WIRELESS INTERNET

Wireless Internet access is available complimentary for hotel guests. Please, contact our Guest Services Center for assistance in connecting.

## WAKE-UP CALLS

Please, contact our Reception for arrangement.

# DIRECTORY OF SERVICES

## FAMILIES WITH CHILDREN

The Metropol Palace takes special pride in providing for our younger guests in away that is fun and exciting for them and that allows parents to relax, knowing that their kids are enjoying themselves. The following lists some of the services available; should you require anything not listed here, please call for assistance.

### BABYSITTING SERVICES (DIAL 0)

Contact our Concierge for rates and information.

We want to make your stay as enjoyable as possible. There are several services available to provide for your infant's or toddler's comfort. Should you need something listed here, please call Guest Service.

- Baby high chair
- Crib

### STATE LAW ON CHILDREN LEFT UNATTENDED

It is against State Law to leave children under the age of 14 years alone and unattended, and doing so could place them in danger. It is especially important that children are not left unattended in or around the swimming pool.

## GUESTS WITH SPECIAL NEEDS

For your convenience, we are happy to provide you with additional following device. Should you require something that is not listed here, often we can connect with services that can assist. Our desire is to make your stay as comfortable as possible.

For the item listed below (DIAL 0)

Shower stool

### ROOM EQUIPPED FOR THE PHYSICALLY CHALLENGED (DIAL 0)

Please contact the Guest Service. Rooms are available that meet the requirements of the Americans with disabilities Act (ADA).



# DINING

## RESTAURANTS AND LOUNGES

### RESTAURANT 44 PARALLEL

The hotel features a restaurant, blending local flavors and specialties to create delightful dining. Overlooking the park, the restaurant will offer an excellent choice of selected dishes, making it the perfect place for your meal.

Cuisine – International Dress Code – Smart Casual

Working hours – 07:00 a.m. to 11:00 a.m. Telephone for reservations – please dial 119

### RESTAURANT THE TWENTY TWO

The Twenty Two restaurant on the 10th floor is the unique place where guests can enjoy delectable culinary creations together with a panoramic view of the city, Danube and Sava River as an outstanding Belgrade experience.

Cuisine – International with influence of Greek cuisine

Dress Code – Smart Casual

Working hours – 12:00 p.m. to 00:00 a.m. Telephone for reservations – please dial 120

### RED PARALLEL LOUNGE

The large and comfortable Red Parallel Lounge is designed to visually distinguish between several smaller areas that provide both comfort and privacy. Beautifully combining colors, the Red Parallel Lounge was designed with indulgence in mind. The elegant bar serves savory snacks and light food, alongside a selection of fine whiskeys, wines, Champagnes, and our signature cocktails. You may also experience the magnificent taste of the sweet bites prepared by our Chef.

Dress Code – Casual

Working hours – 07:00 a.m. to 11:00 a.m. Telephone – please dial 115

### ROOM SERVICE

To have breakfast in your room, please contact Room Service or complete the breakfast order form and hang it on the door knob before 02:00 a.m. Please, be advised that a delivery service charge will be added to your bill.

Room Service is available 24 hours. The Room Service menu can be found in your room. Please, be advised that a delivery service charge will be added to your bill.

# TELEPHONE & TECHNOLOGY

## INTERNATIONAL CALLS

To dial an international telephone number, please dial "9", then the country and the city code, and the phone number. Please, see the pricing information for telephone calls in the special folder near your in-room telephone.

Albania +355	Finland +358	Poland +48
Armenia +374	Germany +49	Portugal +351
Australia +61	Greece +30	Romania +40
Austria +43	Hungary +36	Russia +7
Belgium +32	India +91	Saudi Arabia +966
Bosnia & Herzegovina +387	Ireland +353	Slovakia +421
Bulgaria +359	Israel +972	Slovenia +386
Canada +1	Italy +39	Spain +34
Croatia +385	Luxembourg +352	Sweedeen +46
Czech Republic +420	North Macedonia +389	Switzerland +41
Cyprus +357	Malta +356	Turkey +90
Denmark +45	Montenegro +382	Ukraine +380
Egypt +20	Netherlands +31	UAE +971
Estonia +372	New Zealand +64	United Kingtom +44
France +33	Norway +47	United States +1

## INTERNET

Wireless Internet access is available in all guest rooms complimentary. Cable high speed Internet access is available in all guest rooms complimentary. Internet service is also provided in the Business Center complimentary. Please, contact the Reception for information on how to connect to Internet.

# SAFETY & SECURITY

## EMERGENCY EXIT

You will find the location of your room and the nearest Emergency Exit on your room door. Please, read the instructions on the room entrance door. The Emergency Exits in the hallways are marked by green signs.

## EMERGENCY EVACUATION ADVICE

### SAFETY&SECURITY PROCEDURE

Your safety and security are important to us at The Metropol Palace. Please take the time to familiarize yourself with the following.

### DOOR VIEWER

It is recommended that you identify individuals through the viewer on the entrance door before opening the door. In addition use of the secondary locking device will give you additional security.

### EMERGENCIES

(DIAL 0 for security) In the event of an emergency, please contact the Operator.

## OTHER EMERGENCIES

### FIRE IN HOTELS

In case of fire it is important not to panic trying to leave the hotel rooms as soon as possible. You need to pay attention to the following necessary instructions.

#### **a) Emergency exits**

When you are accommodated in the hotel room, you should do the following:

1. Make sure that all doors and windows are in good condition and report any irregularities (defects) to the reception desk.
2. Note the number of the fire service and put it close to the phone.
3. Go out into the hallway and see where the nearest fire escape is.

#### **b) The dangers of smoke**

Smoke and toxic gases form during fire. Remember that smoke rises to the ceiling where it becomes thickest - so do not straighten up, high concentration of smoke can cause blindness, dizziness, fainting and even death due to suffocation from poisonous gases.

Smoke can enter your hotel room through the vent-hole, the spaces around the front door or through an open window. Also, the smoke may be coming from a smoldering fire in the bed mattress - in fact, 75% of hotel fires in the world are caused by the inattention of smokers.

# SAFETY & SECURITY

## c) Evacuation

1. In case of fire, leave the room immediately as follows:
2. Take your documents and keys and go to the front door of the room (if necessary, crawl to avoid inhalation of smoke).
3. Touch the front door with your hands, including the door handle, to determine whether you feel any heat. If the door is hot, DO NOT OPEN IT because it means that the fire is in the hallway.
4. If you do not feel the heat, open the door slightly, with your hand on it – to be able to close it quickly if the hallway is filled with smoke. If the hallway is not filled with smoke, leave the room closing the door behind you.
5. Go to the nearest fire escape, walking along the wall on the side where the fire exit is located, so you do not miss the exit in case of poor visibility due to smoke.
6. When you get to the fire escape, climb down the stairs, holding the railing tightly.

## NOTE:

- If smoke fills the fire escape on the lower floors, go back and go to the roof (the fire escape is designed to lead from the ground floor to the roof).
- When you reach the roof, leave the fire escape's door open, so that the smoke from the fire escape can be cleared.
- Find the upwind side of the building sites there and wait to be evacuated by the members of the fire brigade.

## d) If you are trapped in your room

If the front door of your room is warm to touch or if the hallway is filled with smoke, it is safer to stay in the room and wait for the help of firefighters.

Until help arrives, you should do the following:

1. If the outside air is clean, open the window (do not break the glass, so you do not hurt yourself).
2. Call the front desk to let them know that you are trapped in the room.
3. Turn on the ventilation in the bathroom, if exists, if not – leave the bathroom door open and fill the bathtub with water.
4. Soak the sheets, blankets and towels in the bath and put them under the front door and around the door frames – to prevent smoke entering the room.
5. If the front door becomes very hot when you touch them, use ice bucket, vase or larger glass and use them to take water from the tub and spill on the door. You can also soak the mattress from the bed, stand it up against the door and prop it up with commode or some other piece of furniture, so it doesn't fall, and soak it with water from the bathtub, keeping it constantly wet to protect the door from the fire, until the fire brigade arrives.

**DO NOT FORGET THAT PANIC IS THE GREATEST ENEMY IN SITUATIONS OF FIRE AND WE APPEAL TO YOU TO DO AS STATED IN THESE INSTRUCTIONS AND CALMYWAIT FOR THE HELP OF THE FIRE BRIGADE**

# SAFETY & SECURITY

## ROOM SAFETY

### KEYS

Your room key has been specifically coded for your security. Please keep your room key in your possession at all times, and surrender it only upon checkout. Should you lose your key, a newly coded key can be made quickly for you. Please contact the Reception Desk. Please remember not to keep any information with your room number visible with your room key.

### ROOM NUMBER

Do not disclose your room number to anyone. In order to keep your room number and name confidential, be cautious about giving this information within the hearing of others.

### ROOM SAFE

A room safe has been provided for your use on a complimentary basis. Instructions are located in the safe. Should you need to leave valuable articles in a safety deposit box, a Guest Service Agent in the Reception area can assist you.

### PUBLIC SOUND SYSTEM

Public address speaker is located in each guest room and hallway. In the event of an emergency, this system may be utilized to advise guests.

### VALUABLES

The Hotel cannot be responsible for any articles of value left unattended in your room. Please place those articles either in the room safe or the safety deposit box in the Reception area. Safety deposit boxes are accessible 24 hours a day.

### EMERGENCY EXIT

Location of your room and the nearest Emergency Exit you will find on your room entrance door. The Emergency Exits in the hallways are marked by green signs.