

DIRECTORY

A

ACCIDENTS

In the event of an accident please contact the front desk immediately by dial number 9 on your room phone.

ACCOMMODATION

The hotel has 34 rooms, spread over 3 floors, 2 are adapted for disabled guests.

All rooms have air conditioned and have a unique and innovative design.

All rooms are non-smoking.

AIR CONDITIONER

There is a control in your room that allows you to select the temperature.

AMENITIES

In the bathroom you have at your disposal shampoo, shower gel, soap, body cream, shower cap and a comfort kit (cotton wool pads, cotton buds and file).

AMENITIES ON REQUEST

Whenever you need, we have at your disposal: dental kit, sewing kit and shaving kit, please contact the reception.

B

BAR

Monday to Sunday: 08:00 am to 04:30 pm

BABY CRIB

Available upon request and subject to availability. Dial 9 to contact reception.

BEDROOMS

To call another bedroom dial 4 followed by the room number.

BOOKINGS

Booking service available.

Dial 9 to contact the reception team.

BREAKFAST

At the Restaurant, the breakfast is served from 08:00 am to 11:00 am.

BUSINESS CENTER AND PRINTING SERVICE

Next to the reception area you will find a computer at your disposal 24 hours a day.

For document printing service, please contact our reception.

C

CAR RENTAL

If you wish to rent a car, please contact reception.

COMPLAINT BOOK

The hotel has a complaint book available.

CONCIERGE

Please contact our concierge service, available near the reception, if you have a special request or you'd like to have more information about touristic places and activities.

CREDIT AND DEBIT CARDS

Most debit and credit cards are accepted.

CHECK-IN

Upon arrival, check-in is required to confirm your booking. To do so, guests should present a personal identity document.

CHECK-OUT

Check-out is until 12:00 pm. Late check-out is available upon request and is subject to availability.

D

DOCTOR

Please dial 9 to contact the reception team.

DUTY MANAGER

Our manager on duty is at your entire disposal to make your stay as pleasant as possible.

DRESS CODE

It's not allowed to walk in the hallways, lifts, lobby, bar, breakfast room and other public areas in bare trunk or barefoot (only permitted at the swimming pool).

E

ELECTRICITY

The electric current is 220 Volts.

ELEVATORS

Use by children without adult is prohibited. In case of fire, do not use the elevators.

ELECTRONIC LOCKS

The locks are electronic and only open with a card provided by reception upon arrival.

To open the door, place the card against the lock and after entering the room place it in the energy-saving support at the entrance, allowing you to switch on and off the electricity.

When you leave the room, take the card, and keep it in a safe place. To check out you must hand over the card, otherwise you will be liable to be charged.

EMERGENCY EXIT

Guests can find emergency exit plans at the bedrooms and in the hotel hallways.

F

FIRE ALARM

All rooms, halls, service areas and public areas are equipped with highly sensitive fire detectors. The alarm system will be activated in case of excessive smoke. All emergency exits are signposted with their own lighting.

H

HAIRDRYER

Hairdryers are available at every bedroom.

HOUSEKEEPING SERVICE

Housekeeping service takes place between 9:00 am and 6:00 pm.

Bed linen is changed daily, unless for stays of more than one night. During longer stays, bed linen can be changed maximum two times per week. Towels are also changed daily, except if the guest indicate otherwise.

I

INTERNET

Available in all common areas and bedrooms.

Wifi Name: santacatarina

Password: santacatarina

L

LAUNDRY

Please fill in the form and use the laundry bags provided in the bedroom. The hotel is not responsible for clothing that shrinks, fades or deteriorates due to use, manufacturing deficiencies or any object left in the pockets.

Except for the aforementioned, our liability is limited to 5 times the value of the service.

LOST AND FOUND

Please dial 9 to contact the reception.

LUGGAGE

Next to reception we have a special area to store your luggage, on the day of arrival and on the day of departure.

M

MAIL

To send a fax or a letter, please contact the reception.

MINIBAR

All rooms have a minibar with diverse items, which are controlled and restocked every day and deducted from your account. Menu with prices available in the rooms. If you need to restock, please ask the reception team.

MAINTENANCE

If you need an urgent intervention, please contact the reception. Dial 9.

MORAL RULES OF CONDUCT

As this is a hotel unit, all customers are requested to behave with respect for others and not to make noise in the hotel areas at night.

P

PETS

Animals are not allowed at the hotel.

PHARMACY

In case you need to go to a pharmacy, the reception can inform you about the nearest pharmacy on duty or you can ask for the hotel's first aid box.

POWER ADAPTOR

The bedside tables have power adapters available.

PUBLIC TRANSPORTS

For more information about Island public transports contact our reception; dial 9.

R

RECEPTION

Available 24 hours

Internal Number: 9

WhatsApp Number: +351 927 393 761

RESTAURANT

Restaurant - Open every day, only for breakfast. From 08:00 am to 11:00 am.

ROOM SERVICE

Available. Dial 9.

S

SAFE

Your room is equipped with a free electronic safe. Please place your valuables in the safety deposit box provided for this purpose. If you need assistance, please contact our reception. The hotel is not responsible for theft or loss.

SCHEDULES

Reception: 24 hours

Check-in: from 2:00 pm

Check-out: until noon

Restaurant: from 8:00 am to 11:00 am

Bar

Monday to Sunday: 08:00 am to 04:30 pm

SECURITY

If you see someone strange at the hotel, please inform our reception team. Close the bedroom balcony doors when you leave the room and use the main door to enter or leave the hotel.

SIGHTSEEING EXCURSIONS

Information available at reception. Dial 9.

SMOKING

Smoking is not allowed indoors; it's only permitted at the outdoor hotel areas.

SWIMMING POOLS

Unguarded Swimming Pool

The outdoor pool is open all year.

Opening hours: 9:00 am to 8:00 pm.

Please shower before using the swimming pool. Towels from the bedrooms cannot be used at the swimming pool. In case you need towels, please contact the reception team.

Games with a ball, or others, are not permitted in the swimming pool. Loungers cannot be reserved (its use is subject to availability).

T

TAXIS

Contact the reception. Dial 9.

TELEPHONE

If you wish to call to an external number, details of a valid credit card should be provided at reception. Contact our reception to know more about how to make the call.

TELEVISION LED

The hotel has televisions with national and international channels available.

W

WAKE-UP CALL

To ask for wake up call, please dial 9 to contact reception.