



Casa das
Senhoras
Rainhas

GUEST DIRECTORY

A

ACTIVITIES

Please contact the front desk for information on tourist activities and reservations.

ADAPTORS

Please contact the front desk when necessary.

ALARMS

All rooms and common areas are equipped with fire detectors. The alarm system is activated in case of excessive smoke in the room. All emergency exits are indicated with proper signs. In case of fire never use the elevator.

AMENITIES ON REQUEST

We have at your disposal, at the front desk: sewing kit, shoe shine kit, shoe horn, hygiene kit with toothbrush and toothpaste, nail file, cotton balls and shaving cream and razors.

AIR CONDITIONED

The entire hotel is air conditioned. There is a temperature control in your room. Please close your window if the air conditioned is on.

B

BABYSITTER

Please contact the Front Desk.

BAR

Our Bar is permanently open. Please contact the Front Desk for before or after hour drink service.

BICYCLES

Please contact the Front Desk for information on bike hire.

BREAKFAST

Breakfast is served in the restaurant, from 7h30 to 10h00 or in the room, from 7h30 to 11h00 (with extra charge).

C

CREDIT CARDS

The hotel accepts debit and credit cards (MasterCard, Visa, American Express, Diners Club,...).

COT

The Hotel has 3 cots available for children up to 3 years old. Contact the Front Desk if you need one in your room.

CHECK-IN

Check-in is between 14h00 and 23h00. Early check-in is possible, subject to availability.

CHECK-OUT

Check-out is by 12h00. Late check-out is available on request, subject to availability.



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COMPLAINTS BOOK

A complaints book is available at the Front Desk.

CORRESPONDENCE

You may hand in your correspondence at the Front Desk.

E

EMERGENCY

In case of fire follow the instructions existent in the room and the emergency signs in the Hotel.

ELECTRIC CURRENT

The electric current at the Hotel is 220V ac.

EXTRA BED

The hotel has extra beds available. In case you need one, please request at the Front Desk.

F

FAX

Please contact the Front Desk in case you need to send a fax.

FLOWERS

Request local contacts or delivery at the Front Desk.

FRONT DESK

Front Desk is open 24 hours.

H

HAIR DRESSER

Please contact the Front Desk.

HANGERS

In case you need more hangers please contact the Front Desk.

I

ICE

In case you need ice, please request at the Front Desk.

INFORMATION AND RESERVATIONS

For any information or reservation necessary please contact the Front Desk.

INTERNET

Internet access is available in the entire hotel and rooms. Please request the password at the Front Desk. Service free of charge.

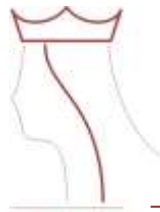
L

LAUNDRY

We provide laundry and ironing service. Please check the price list.

LIBRARY

There is a small library in the lounge by the reception area.



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LUGGAGE

If necessary, request, at the Front Desk, the storage of your luggage, on the day of arrival or departure.

M

MEDICAL ASSISTANCE

If you need medical assistance contact the Front Desk.

MINI- BAR

Available in all rooms.
Please hand in the checklist at check-out.

MORAL RULES OF CONDUCT

Being a Hotel, we request that all guests respect others, with special attention to noise volume during the night.

N

NEWSPAPERS AND MAGAZINES

Close to the hotel you may find a newsstand. As an alternative, you may request at the Front Desk.

O

OFFICE AMENITIES

We have at your disposal paper, pencils, pens and envelopes, on your desk.

P

PARKING

Parking within the walls is limited to residents and hotel guests. Please request at the Front Desk a parking authorization card.

PHARMACY

Please contact the Front Desk for further information regarding the closest pharmacy.

PHOTOCOPIES

In case you need photocopies please request it at the Front Desk. Price per page 0.10€/black

PILLOWS, SHEETS AND BLANKETS

We provide extra pillows, sheets or blankets. Please contact the front desk.

PETS

Pets are not allowed in the hotel facilities.

LOST AND FOUND

The Front Desk will be responsible for storing all items found in the hotel.

R

ROOM CLEANING

The clean-up service begins at 9h30.
If you wish to reuse your towels please leave them on the hangers.



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RESTAURANT COMENDADOR SILVA

Lunch – 12h30 to 14h30

Dinner – 19h30 to 22h00

Menus and prices available in this Directory.

Restaurant closes on Tuesday's.

ROOM SERVICE

We serve light meals and drinks 24 hours.

Menu available in the room.

S

SAFETY DEPOSIT BOXES

All rooms are equipped with safety deposit boxes, free of charge. At the Front Desk there is also a safe deposit box, free of charge. The Hotel is only responsible for valuables left at the Front Desk.

SECURITY

For your security lock your door every time you leave your room.

SEWING KIT

We provide sewing services. Please request prices at the Front Desk. Sewing kit available on request.

SHOE SHINE

Shoe shine kit available at the Front Desk, upon request.

SMOKING

It is not allowed to smoke in all closed areas and rooms.

SPORTS

There is a wide range of sports activities in the area. Please contact the Front Desk for suggestions and information.

T

TELEPHONE

All rooms are equipped with telephone with access to the exterior line dialing 0. Dial 300 to call the Front Desk.

TAXI

Contact the Front Desk for information and Reservations.

TURN DOWN

Please request Turn down service at the Front Desk, between 18h00 and 21h00.

W

WAKE-UP CALLS

Please request your wake-up call service at the Front Desk.

WC AMENITIES

We have at your disposal shampoo, shower gel, soap and shower cap, dental and shaving kit.