



Dear Guest,
Thank you for choosing Pestana Churchill Bay - Pousada & Historic Hotel to your stay.
In this directory you can find all the information about the Pousada.
However, any further question please feel free to contact the Reception by the number 9 on your phone.
On behalf of the entire team at Pestana Churchill Bay - Pousada & Historic Hotel we wish that your stay is truly memorable.

Regards,
The Manager

A

ADAPTERS

Local voltage is 220 V. If you require multi sockets conversion have pleased to provide you an adapter. Please contact the Reception by Number 9 on your phone.

AIR CONDITIONING | HEATING

All rooms and public areas of the Pousada are equipped with air conditioning system / heating. For your convenience you will find in your room individual climate control.

If you require assistance please contact the Reception by the number 9 on your phone.

ALARM

Please see the Emergency Plan behind the door of you room.

AMBIENT MUSIC

All public areas of the Pousada have ambient music.

AMENITIES

Ask the reception to get your toothpaste, shaving set, comb and sewing kit.

ANNIVERSARY

The Pousada will be happy to be part of your celebration. Please contact our Reception at the number 9 on your phone.

AWAKENING

To get the wake up call please contact the Reception at the number 9 on your phone.

B

BABY-SITTING

Our reception is at your disposal to help you find a babysitter during the period of your stay. Please make your request 24 hours in advance.

For more information please contact the Reception by the number 9 on your phone.

BALCONY / COUNTERS

Please keep the balcony of your room free towels and / or suspended clothes.

During your absence from the room keep the balcony door closed.

BANKS / EXCHANGE

The bank branch or the nearest exchange office of our Pousada stays at 300m away in the city of Câmara de Lobos.

BAR

The bar "Dock Bar" is located in our main building, Dock House on the ground floor, open from 09.00 to 24.00.

The bar "Pier One" is located in the Pier House building on the 3rd floor.

Open from 10h30am – 23h00pm.

BREAKFAST

The breakfast buffet is served daily in our restaurant. If you wish take breakfast in your room using our Room Service (plus room service fee – 5€) is possible.

To order on time should contact the reception or use the corresponding information card available in your room.

Location – Floor 3

Opening hours - from 07h30 to 10h30

C

CHECK-OUT

The check-out must be before 12.00. If you want to stay later, you should contact the Reception the day before to confirm availability and find out the extra room fee. In the case of not being at all possible to accommodate your request,

The Reception can store your luggage free of charge and can continue to enjoy the public areas of the Pousada.

CHEQUES

Personal checks are not accepted.

CREDIT CARDS

Are accepted major credit cards for payment of your bill: Visa, Mastercard, American Express and Dinners Club.

CRIB

If you need crib, please contact the Reception by the number 9 on your phone.

COMPLAINT BOOK

The Pestana Churchill Bay - Pousada & Historic Hotel has Complaints Book.

CURRENT ACCOUNT

For detailed information about your account, please contact the Reception by the number 9 on your phone.

D

DO NOT DISTURB

If you do not want to be disturbed, please put outside at the door of your room the corresponding information card.

E

EMERGENCY

Fire precautions. Please read the existing safety rules on the inside the bedroom door. In case of fire, never use the elevators.

EXTERNAL LINKS

Please contact the Reception by the number 9 on your phone.

EVENTS

For conventions and meetings, please contact the Reception by the number 9 on your phone.

F

FIRE

To report a fire please contact the reception by the number 9 on your phone. Indicate the location and if possible their size. Service personnel immediately trigger the necessary procedures.

FIRST AID

The reception has a First Aid Kit. if it's necessary, please contact the Reception by the number 9 on your phone.

FLOWERS

Please contact the Reception by the number 9 on your phone.

G

GYM

The gym is located on Level 0. To access the Gym just use your e-card. Towels are available in your room.

H

HAIRDRESSER

Please contact the Reception if you need to get the hairdressing service.

HAIR DRYER

All rooms at Pestana Churchill Bay - Pousada & Historic Hotel are equipped with hairdryer.

HEALTH CARE

If you need medical assistance, please contact the Reception by the number 9 on your phone.

HOSPITAL

The nearest public hospital from the Pestana Churchill Bay - Pousada & Historic Hotel is the "Hospital Dr. Nélio Mendonça" Approximately 10-15 minutes by car / taxi.

I

INTERNET ACCESS IN THE ROOM

For your convenience and comfort, all rooms and public areas are equipped with free Wi-Fi system.

INTER-CONNECTION ROOMS

To connect from one room to another dial 2 followed by the desired room number.

K

KEYS

The electronic key what is delivered in the check-in allows the room door opening, the Pier House building, as well as activating the room lighting. In the act of check out please return the card.

L

LAUNDRY | DRY CLEANING

Whenever you want a laundry service, you should fill in the list, put the clothes in the bag available in the room, which will be collected by the maid's quarters. Your laundry will be returned to you at 19:00 the next day, if delivered before 9:00am

Dry cleaning - 48 hours.

For more information please contact the Reception by the number 9 on your phone.

LEISURE ACTIVITIES

The Pestana Churchill Bay - Pousada & Historic Hotel has at its disposal an extensive entertainment program and activities, and invite you in advance for enjoy it the best way possible.

If you need more information, please contact the Reception by the number 9 on your phone.

LUGGAGE

To collect your luggage, please contact the Reception by the number 9 on your phone.

LOST AND FOUND

Please contact the Reception by the number 9 on your phone.

M

MAIL

You can send mail to the nearest post office. The station is approximately 750m from the Pousada. Mail to be sent to the Post Office, please contact our reception staff.

MAINTENANCE

If you notice any anomaly please contact the Reception by the number 9 on your phone.

MASSAGE

For massage reservations, please contact the Reception by the number 9 on your phone.

Location - Level 0 of the Pousada

MINI BAR

For your convenience all rooms are equipped with mini-bar. At the check-out please report to reception your last consumption prior to regularize your bill. A list of items is available for consultation.

O

OUTDOOR SWIMMING POOL

Location – 3rd floor of the Pousada

Schedule- 09h to 18h

Towels - Available in your room

P

PHONES

To access an outside line please dial the "0" on your phone. For connection between rooms, select 2 and their room number.

PARKING

The parking near our Pestana Churchill Bay - Pousada & Historic Hotel is public with an extra cost. The car park is not guarded, so the Pousada is not responsible for any thefts or damages relating to parked vehicles.

**PETS**

Dogs up to 15 kg are allowed (except for guide dogs) in the Pousada, extra fee charge. Please contact the Reception by the number 9 on your phone.

PHARMACY

The nearest pharmacy is located about 5 minutes away (walking distance), from the Pousada. For more information please contact the Reception by the number 9 on your phone.

PHOTOCOPIES

If you need to take photocopies of documents please contact the Reception by the number 9 on your phone.

PICNIC

If you want to enjoy a picnic, please request it at the reception, extra charge.

PAY-TV

The Pousada has a film viewing system. Please refer to the schedule and follow the information displayed on the TV.

POUSADAS OF PORTUGAL

Further information is available on our website at 'www.pousadas.pt'.

POWER SUPPLY

The electric current in the rooms is 220 V.

R

RATES

Room prices are posted at the reception.

Bar and restaurant prices are available in their respective sections, information displayed on the TV and reception.

RECEPTION

The reception of the Pestana Churchill Bay - Pousada & Historic Hotel is in operation 24 hours a day. For any advice or clarification please contact the Reception by the number 9 on your phone.

REGION MAP

The reception of the Pousada is happy to provide you the map of the Madeira Island as well as further information about places to visit.

RELIGIOUS SERVICES

For more information about religious services, times and location of masses of their churches want please contact our reception.

RENTAL CAR

please contact the Reception by the number 9 on your phone.

RESERVATIONS

To make your next stay at Pestana Churchill Bay - Pousada & Historic Hotel or another unit from Pestana Group, please contact the Reception by the number 9 on your phone.

RESTAURANT

Location – 3rd floor of the Pousada

Breakfast

07:30 to 10:30

Lunch / Dinner

12h30 to 22h30

ROOMS

For your convenience all rooms are equipped with LCD TV, minibar, safe, hairdryer, telephone, air conditioning and Wi-Fi connection.

ROOM SERVICE

In-room dining, plus the value of 5€ / order. Menus available on the television in your room, see Hotel information.

S

SAFES

For your convenience the room has a safe for the custody of your values. However, the Pousada is not responsible for loss of money or valuables.

SEWING

If you need sewing service please contact the Reception by the number 9 on your phone.

SERVICES

For extra blankets, pillows, hangers, dentifrice set, shaving set, shoe sponge, swab / face cotton or other special requests, please contact the Reception by the number 9 on your phone.

SMOKING

Smoking is not allowed inside the Pousada. Except in the spaces where it is allowed, such as terrace and room balcony.

T

TAXIS | TRANSPORT

If you need a taxi or information about other transports, please contact the Reception by the number 9 on your phone.

TOURIST INFORMATION

For more information please contact the Reception by the number 9 on your phone.

V

VISITORS INSIDE THE ROOMS

For security reasons the stay of visitors is not allowed in the rooms after 20:00.

W

WATER

The tap water is drinkable however we recommend the use of bottled water.

WAKE UP CALL

To Schedule a wake up call please contact Reception by dialing 9 on your phone.



INFORMAÇÕES ÚTEIS

Contacts:

- Emergency – 112
- Hospital “Dr. Nélio de Mendonça in Funchal city” - 291 705 600
- Proteção Civil da Madeira– 291 700 110
- Pousada Pestana Churchill Bay - 291 146 440
- Public Security Police – 291 911 040
- Tourism of Madeira - Funchal City – 291 211 902
- Volunteer Firemen of Câmara de Lobos City - 291 911 444