

**AMENITIES:** If you desire some extra products other than those available in your room, (toothbrush and toothpaste, razor, shoe shine sponge and sewing kit) please contact Reception (☎ 9).

**AIR CONDITIONING:** Individual control in each room. For environmental reasons and for better efficiency, please keep the balcony door closed otherwise it will not work.

**ATM:** Located on reception level.

**BABY-SITTER:** For babysitting service please contact the Reception (☎ 9), 48 hours before service babysitting service is charged.

**BAGGAGE SCALE:** Located on reception level, floor 0 (1€ per luggage).

**BALCONIES:** Please keep your room balcony free of towels or clothes. If you need additional hangers or dry any clothes, please use the hanger in the bathroom, on the wall of the bathtub.

Please keep your balcony door closed so that the air-conditioning works.

**BANQUETS, PARTIES, CONFERENCES AND MEETINGS:** Please contact the Food and Beverage Department, through Reception (☎ 9).

**BARs:** POOL BAR 10:00 – 18:00 | COAST BAR 17:00 – 24:00. Payment in bars and restaurants, only with credit card or debit to the room. We accept cash payments at reception.

**BIRDS:** For health reasons, please do not feed the birds.

**CAR:** For assistance, please contact the Reception (☎ 9). We have special prices for our Guests.

**CATERING:** For your convenience we can prepare your lunch, picnic or meal, so that you don't have to worry about what to eat while golfing, walking, sightseeing or even travelling. Please contact the Food and Beverage Department, until 17:00 the previous day, through Reception (☎ 9).

**CHECK-IN / ARRIVAL:** Check-in time as from 15:00.

**CHECK-OUT / DEPARTURE:** The check-out is until 12:00. The check-out for PVC guests is until 10:00. In case you would like to keep your room until later, please contact the Reception (☎ 9). Your key room is programmed until 12:00, of departure day.

**CHECKS:** Personal checks are not accepted.

**COMPLAINT BOOK:** In case of complaint, please contact our staff who will assist you. The Pestana Grand also has a Complaint Book available.

**CREDIT:** The Pestana Grand grants to our Guests a limit of credit. If this credit limit is reached the Hotel has the right to present the room bill to be settled.

**CREDIT CARDS:** All major credit cards are accepted. Confirm in the Reception (☎ 9).

**CHILDREN PLAY ROOM:** Located near the children's' pool. Legos, balls, pin ball and table tennis.

**CURRENCY EXCHANGE:** Service available 24 hours, in the Reception (☎ 9).

**DOCTOR:** The Doctor Assistance is on call 24 hours a day (paid service). Please contact the Reception (☎ 9).

**DRESS CODE:** We have a dress code for dinner in our restaurants and at the Coast Bar – shorts, t-shirts or flip flops ARE NOT ALLOWED.

**ELECTRICITY:** Electric current is 220/AC cycles. Adaptors for rental available in the Reception (☎ 9).

**EMERGENCY:** In case of emergency please dial (☎ 155). Fire alarm precautions: please carefully read the safety and security instructions posted on the back of each hotel room entrance door. In case of fire, please do not use the lifts.

**EXTRA BEDS / COTS:** Please contact the Hotel Reception (☎ 9). Extra bed and cot subject to availability.

**GAMES:** Please ask reception desk. Puzzles, checkers, chess, dominoes, pick up sticks and Brändi Dog. A deposit of 10€ is required.

**GUARDA-CHUVA:** Guarda-chuvas disponíveis para empréstimo na receção.

**GUEST COMMENTS:** Your feedback is of extreme importance to us and we kindly ask you to assist us in improving our services, facilities and sharing your experience by informing your e-mail address.

**GUEST RELATIONS:** Located close to the Reception to give you information and suggestions during your stay. Hotel Guest Relations (☎ 319). PVC Owner Relations (☎ 312).

**GUEST ROOM KEY CARD:** Please check if you don't leave your keycard in the room and please return it at the check-out.

**HAIRDRESSER:** Located ON floor -1.

**HOUSEKEEPING:** For extra blankets, pillows, hangers, or any special requests, please contact our Housekeeping department (☎ 9).

**INTERNET:** Wireless internet available in the rooms and public areas. For further information please contact the Front Desk (☎ 9). To access WiFi network: **Pestana\_Guest** please accept the terms and conditions and then press "Login" in the pop up.

**IRON:** Depending on availability. The first hour is free and the following hours are €5 per hour. Please contact the Housekeepers Service (☎ 9). Free for PVC guests.

**KIOSK:** Located on reception level, floor 0. Souvenirs, tobacco, sun protection, hygiene products, beverages and snacks, etc.

**LAUNDRY AND DRY CLEANING:** Open from Monday to Friday and closed on Saturdays, Sundays and holidays. To receive your clothes on the same day, please request the service until 09.30am. For delivery, please contact the Housekeeping department (☎ 9).

**LEISURE & SPORT ACTIVITIES:** The hotel offers table tennis. Please contact reception (☎ 9) to have information on tennis and scuba diving in one of our Hotels. Also in order to book golf, excursions, water sports, windsurf, sailing, fishing, etc.

**LIBRARY:** Located on reception level, floor 0.

**LOST AND FOUND:** Our reception will be very pleased to help you. (☎ 9).

**LUGGAGE SERVICE:** To schedule the service, please contact reception.

**MESSAGES:** Messages services available. Please contact reception. (☎ 9)

**MINI BAR:** The items inside the minibar are an offer from the hotel upon arrival. In order to have your minibar filled with other drinks/snacks that you wish, please contact Room

Service (☎25). Extra drinks/snacks are payable and there is a service charge of 8,00€.

**NON SMOKING:** The Pestana Grand is "free" from smoking therefore it is not allowed to smoke in the rooms nor indoor public areas. Outside areas are duly signalized on this matter. Clients can smoke only in the external areas marked in the pool area, in the Pool Bar and on the balconies of the rooms.

**PAPER / ENVELOPES:** Per year 4 billion of trees are cut down to produce paper. In Pestana Grand Hotel we are environmentally-conscious, so if you need more paper and envelopes, please contact the Housekeeping department (☎9).

**PARKING:** The Hotel has parking facilities. The Hotel is not responsible for any damages or losses in the cars parked outside or inside.

**PHOTOCOPIING, SCANNING AND PRINTING:** Please contact reception (☎9). Service provided upon payment.

**POST MAIL:** The Hotel Reception can help you with the mail service or any package service that you might need and inform you on the prices.

**PROMENADE ACCESS DOOR:** Please note that to use this door when returning to the hotel, you need to use your room key.

**RESTAURANTS:** Located on -1 floor. Please read our weekly program and you will have all the information about our culinary program, special menus and entertainment.

Breakfast – "ATRIUM"	07:30 – 11:00
Snacks – POOL BAR	10:00 – 18:00
Lunch – according to the season	12:30 – 15:00
Dinner – "ATRIUM"	18:30 – 21:30

"Specials" Restaurants, booking required:

"TRATTORIA DE LA FONTANA"	18:30 – 21:30
"AU TAGINE"	18:30 – 21:30
"CABO GIRÃO"	18:30 – 21:30

Payment in bars and restaurants, only with credit or debit card in the room. We accept cash payments at reception.

**ROOM SERVICE:** Available 24 hours. Please dial the Reception (☎9). Room service menu available at reception. Service fee 8€.

**SAFETY DEPOSIT BOXES:** Safety deposit boxes are available in all rooms, without any additional cost. The Hotel is not responsible for the loss of valuables of any of our guests.

**SECRETARIAT SERVICE:** Please contact reception. (☎9)

**SERVICE CHARGE:** An applicable suggested service charge of 10% will be added to your bill, in all food and beverage consumptions, in our restaurants and bars.

**SEWING SERVICE:** Sewing service available, upon payment. Please contact reception.

**SNOOKER TABLE:** Located on level -1.

**SPA:** Open daily from 08:00am to 08:00pm. Extension. Health Club is located on level -1. Offering an Indoor Pool, Sauna, Steam Bath, Jacuzzi and Fitness Centre. Free of charge. Please be aware of the procedures in the SPA area. Children up to 14 years old are only allowed under an adult supervision. Sauna and Steam Bath are open from 08:00 to 12:00 and from 16:00 to 20:00.

**SPA-TREATMENTS AND MASSAGES:** The MAGIC HEALTH SPA has a variety of treatments and massages that you can book. Service available upon reservation and payment

between 09:00 and 18:00. For appointments, please contact Reception.

**SPORTS / ACTIVITIES:** Please contact the Reception (☎9). Excursions, jeep tours, windsurf, parasailing, sailing, deep sea fishing, dolphins & whales watching, golf at Palheiro Golf - 18 holes and Santo da Serra according to the season - 27 holes can be booked through Reception (☎9).

**SUNBEDS:** It is not allowed to reserve sunbeds. Our pool attendant will collect the towels/belongings from the sunbeds that are left unattended for a period longer than 1 hour.

**SWIMMING POOL Outdoor:** Open every day from 09:00 to 19:00 during Summer and till 18:00 during Winter season. Salt water and ambient temperature. There is no pool supervision out of this timetable. Towels for use at the pool are in the room and are replaced by the maid.

It is not allowed to reserve sunbeds around the pool area

**SWIMMING POOL Indoor:** Open every day from 08:00 to 20:00. Children from 0 to 14 years old are only allowed when accompanied by adults.

**TAXIS:** Please contact the Reception (☎9).

**TEA AND COFFEE FACILITIES:** The offer of tea and coffee facilities in the hotel room is a courtesy to your arrival. If you need replacement during your stay, please contact Reception (☎9).

**TELEPHONES:** Our hotel is required with an international self-dialling telephone system.

Calls are charged to your room account. To get directly dial, please dial 0.

To call another room, just dial the room number. For assistance please call the Reception (☎9).

**TELEVISION:** All rooms are equipped with television and remote control. Several national and international channels are available.

**TOUR OPERATOR INFORMATION:** Available on the -1 floor in the Games Room.

**TOWELS:** The towels will be changed daily if you leave them on the floor or in the bathtub. Please join our Sustainability Program "Planet Guests". If you need additional, towels please contact the Housekeeper (☎316) or the Hotel Reception (☎9). Pool towels are also in your room and are replaced by the maid.

**TRANSLATION:** The Hotel offers a translation service at a charge. For more information contact reception.

**UMBRELLAS:** Umbrellas available to borrow at reception.

**VALUABLE DEPOSIT:** Please contact reception.

**WAKE UP CALL:** Please contact the Reception (☎9).

**WATER:** Piped water is drinkable, however we advise you to drink bottled water. We displayed water in our bars and restaurants.

*The Pestana Grand Hotel Team wishes you  
an excellent stay in our company!*

