

# A

## **AIR CONDITIONING (APPLICABLE AT THE PESTANA MIRAMAR)**

You can regulate the temperature of your room directly on the thermostats available. Make sure that your window is properly closed. Please contact the reception for assistance.

## **AIRPORT**

Funchal Airport - 20 Kms.

Approximately 25 minutes from the hotel.

For more information please contact the reception.

## **ALARM**

Emergency plan available behind the door..

# B

## **BABYSITTING**

For babysitting service please contact the reception.

## **BANQUETING, CONFERENCES AND PARTIES**

The Banqueting department is available to help you for all kinds of events at the hotel.

For more information's please contact the Reception.

## **BALCONY**

Please keep your room balcony free of towels or clothes. If you need additional hangers please contact the Hotel Reception dial (12/13).



# B

## **BAR**

Please consult the information given at the check in. It is not allowed to pay in cash at the bars, only with credit or debit card charged to the room.

## **BED LINEN**

The bed linen will be changed at least two times a week and at every new guest.

## **BIRTHDAYS**

Please contact the reception.

## **BREAKFAST**

Buffet Breakfast served at the Restaurant A Vila , between 07:00h and 11:00h  
Available Continental Breakfast served in the room between 07:30h and 13:00h (order should be made through Room Service, please dial number (12/13).

## **BUSINESS CENTER**

Available near Reception. There you have access to computer and internet.  
In order to print a document, please contact the Reception.





### **CAPSULE OPENERS**

Available in your room.

### **CAR RENTAL**

Please contact the reception for special prices.

### **CHECK-OUT**

Hotel Rooms - Check-out must be made until 12h00. If you wish a late check-out please contact the Hotel Reception the day before your departure to check availability.  
Pestana Vacation Club Apartments - Check-out must be made until 10h00.

### **CHECKBOOK**

Not acceptable.

### **COMPLAINT BOOK**

The Pestana Village and Pestana Miramar have available a Complaint Book.

### **COPIES / FAX**

Please contact the Hotel Reception.

### **CREDIT CARDS**

The hotel accepts almost all kind of credit card (VISA, AMEX, among others.) Please contact the Reception for more information.

### **CLEANING**

Daily cleaning and housekeeping of your room.



# D

## **DO NOT DISTURB**

If you wish not to be disturbed please use the “Not Disturb” information card on room door.

## **ELETRIC POWER**

220 V.

# E

## **ENTERTAINMENT**

The Reception as all the pleasure to inform about all the events on the hotel area.

## **EMERGENCY**

In case of emergency please contact the Hotel Reception, please dial (12/13) on the phone.

## **EXCHANGE MONEY**

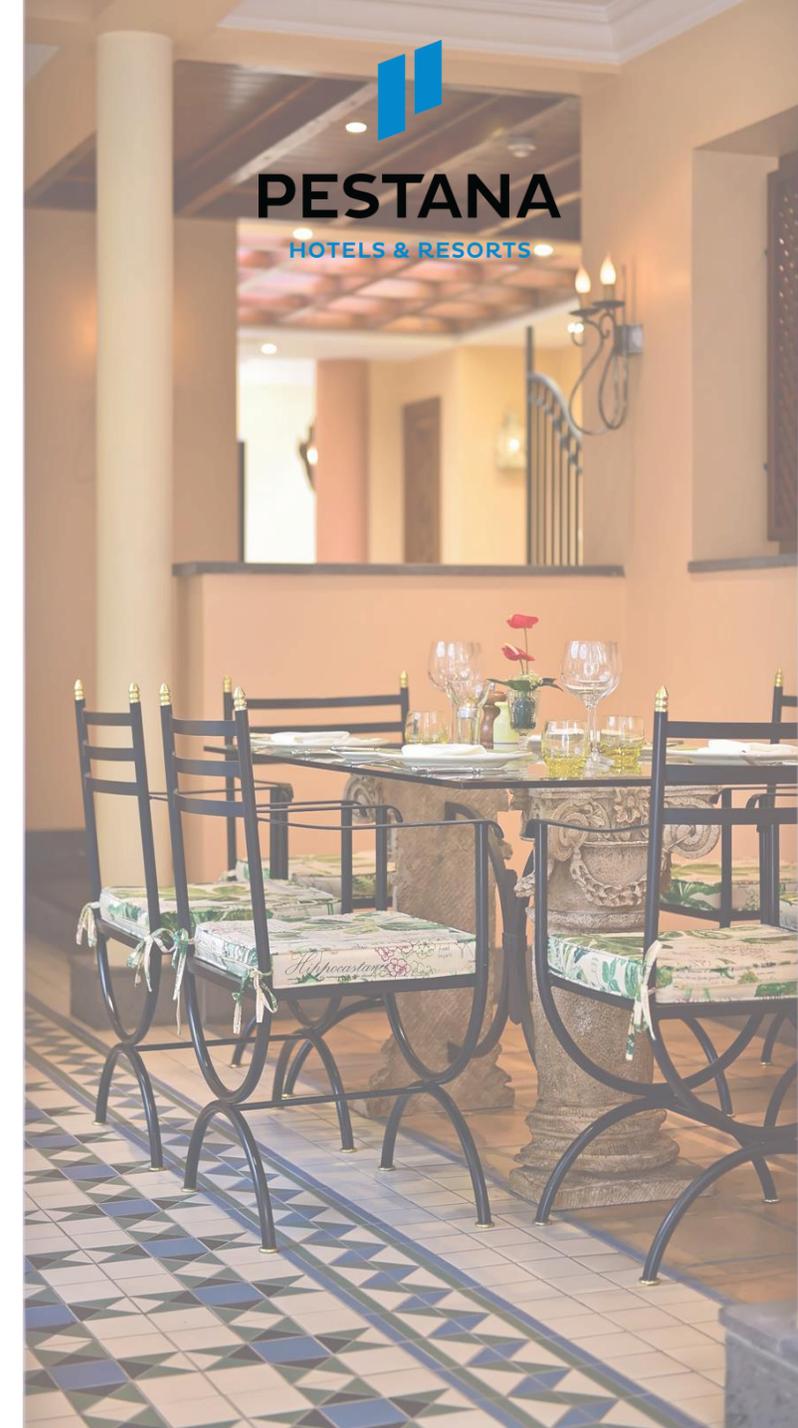
You can exchange at the Reception desk.

## **EXCURSIONS**

Please contact the Hotel Reception.

## **EXTRA BED AND COT**

Depending on availability. Please contact the Hotel Reception.



# F

## **FIRE**

If you identify a fire, please contact the Hotel Reception (dial (12/13) on the phone). Inform the place of the fire and his dimension. The service staff will make all the necessary procedures.

## **FLOWERS**

Please contact the Hotel Reception if you wish information about sending or buying flowers.

# G

## **GOLF**

Green-fee price information and Tee-times reservations, please contact the Hotel Reception.

## **GUIDE TOURS**

Please contact the Hotel Reception.

## **HAIRDRESSER**

For information's please contact the Reception.

# H

## **HEALTH CLUB**

Open Daily from 08:00h to 20:00h free access to all Hotel Guests. Located in the Spa and Swimming Pool area of the Pestana Village.

## **HOSPITAL (NEAREST)**

Dr. Nélio Mendonça Hospital (approximately 1km from the Hotel).



# I

## **INTERNET**

Free access in the public areas and rooms

# K

## **KEY CARDS**

Please check if you don't leave your Keys / keycard in the room and please return at the check-out.

# L

## **LAUNDRY**

Please fill the form and use the laundry bags available in your room. If you deliver laundry before 09:00h, it will be ready on the same day until 18:00h. Please check the price list and services together with the laundry bag in the desk drawer.

## **LEISURE ACTIVITIES**

Please contact the Hotel reception.

## **LOCAL MONEY**

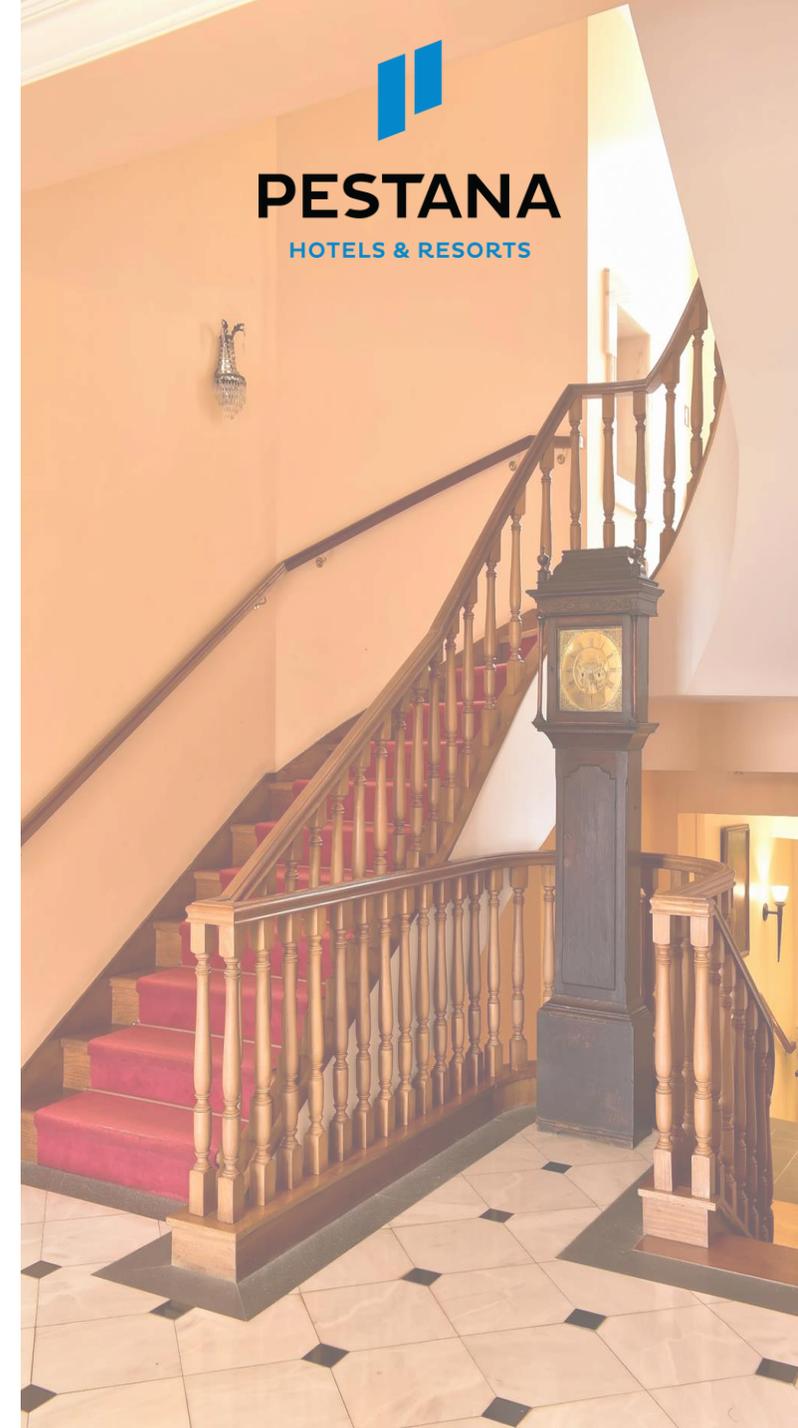
Euros (€). Circulation Bill are 500€, 200€, 100€, 50€, 20€, 10€ and 5€  
Circulation coins are 1€ and 2 €, 1,2,5,10,20 and 50 cents.

## **LOST & FOUND**

Our Housekeeper will be very pleased to help you.

## **LUGGAGE**

For luggage service please contact the Reception.



# M

## **MAPS**

Please ask for a copy of the several Maps that we have available at Reception.

## **MASSAGES**

Please contact the Spa to obtain information and bookings. Please dial (26) on the phone.

## **MEDICINE**

Please contact the Hotel Reception if you need Doctor assistance.

## **MESSAGES**

Messages will be delivered in your room or when you contact the Hotel Reception.

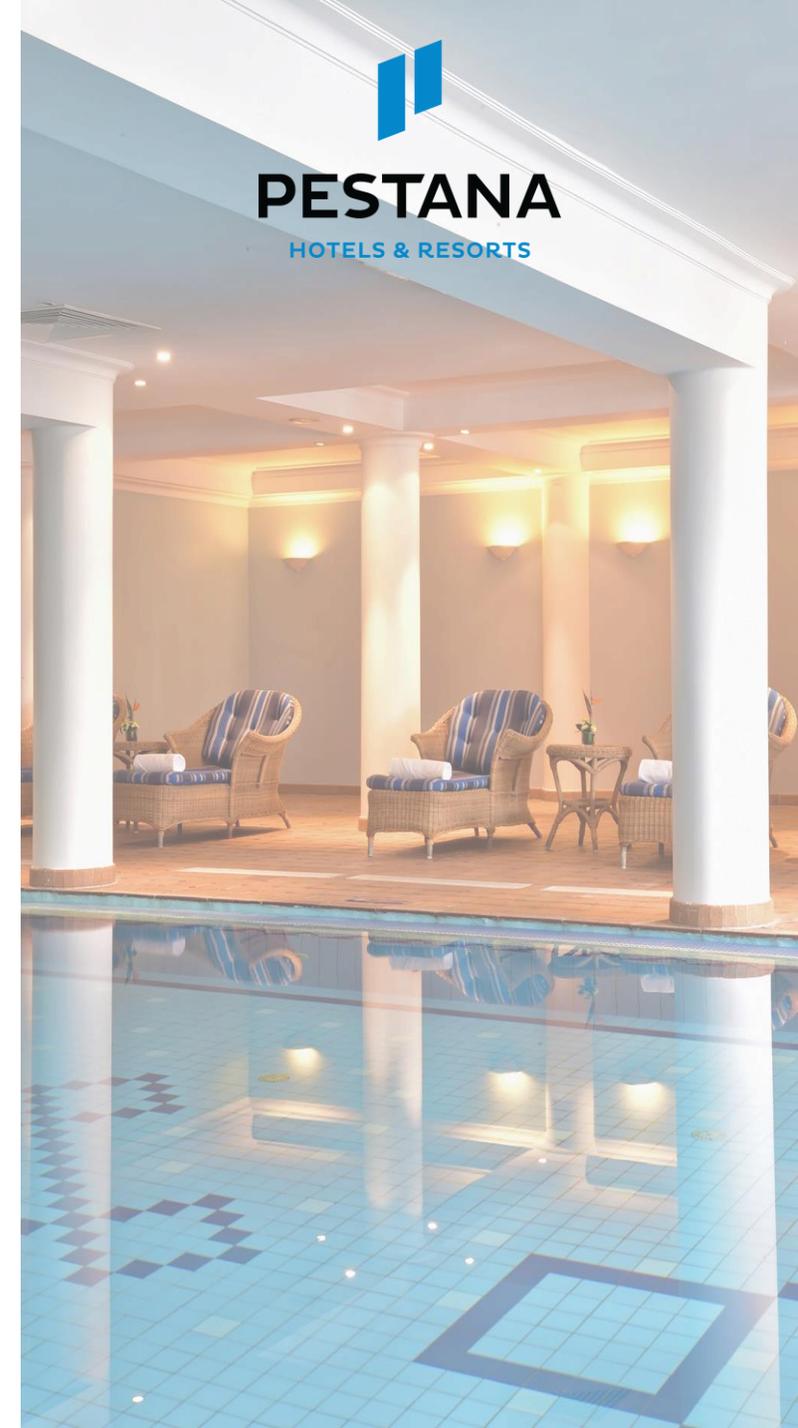
## **NEWSPAPERS / MAGAZINES**

We can have your order, please contact the Hotel Reception.

# N

## **NON SMOKING**

It's not allowed to smoke in the Hotel.



# P

## **PARKING**

The Hotel has a parking place. Under an extra charge of 15,00€ per day. The Hotel is not responsible for any damages or losses in the cars.

## **PETS**

Pets are allowed (all dogs up to 15 KG under an extra charge of 30€ per day).

## **PHARMACY**

The Hotel Reception has available a first aid kit. If you need information about the nearest pharmacy please contact the Hotel Reception.

## **PRINTING**

We print free of charge, boarding passes, vouchers and tickets. Please contact the Reception.

# R

## **RECEPTION**

Located in ground floor. Please dial number (12/13) in your room phone.

## **RELIGIOUS SERVICE**

To obtain information about churches and masses schedules please contact the Hotel Reception.

## **RESERVATIONS**

Please Contact Hotel Reception.

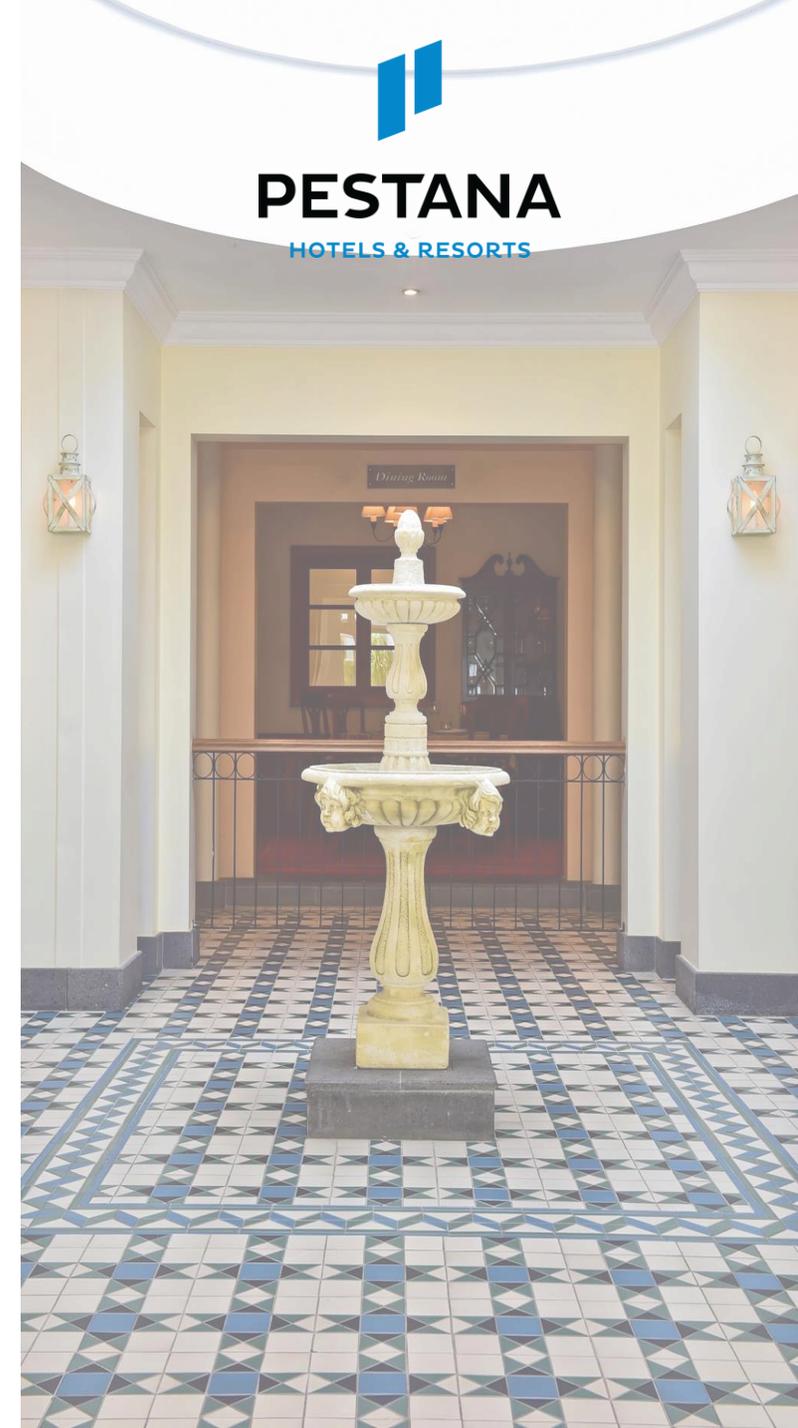
## **RESTAURANT**

Breakfast            07:00h to 11:00h  
Buffet Dinner       18:30h to 21:30h  
À la carte dinner 18:30h to 22:00h

It is not allowed to pay in cash at the restaurants, only with credit or debit card charged to the room.

## **ROOM SERVICE**

Available from 08:00h to 24:00h for food and beverage (please dial 12/13).



# S

## **SAFES**

Each room is equipped with one individual.  
The Hotel does not take any responsibility for any loss of objects or values left in the room.

## **SAFETY DEPOSIT**

Service available at the Reception.

## **SAUNA & TURKISH BATH**

Available inside swimming pool area (from 08:00h to 20:00h) please ask the Hotel Reception to open the area.

## **SCANNING DOCUMENTS**

Please contact Reception for this service.

## **SECRETARIAT AND TRANSLATION SERVICE**

Please contact Reception for more information.

## **SERVICE CHARGE**

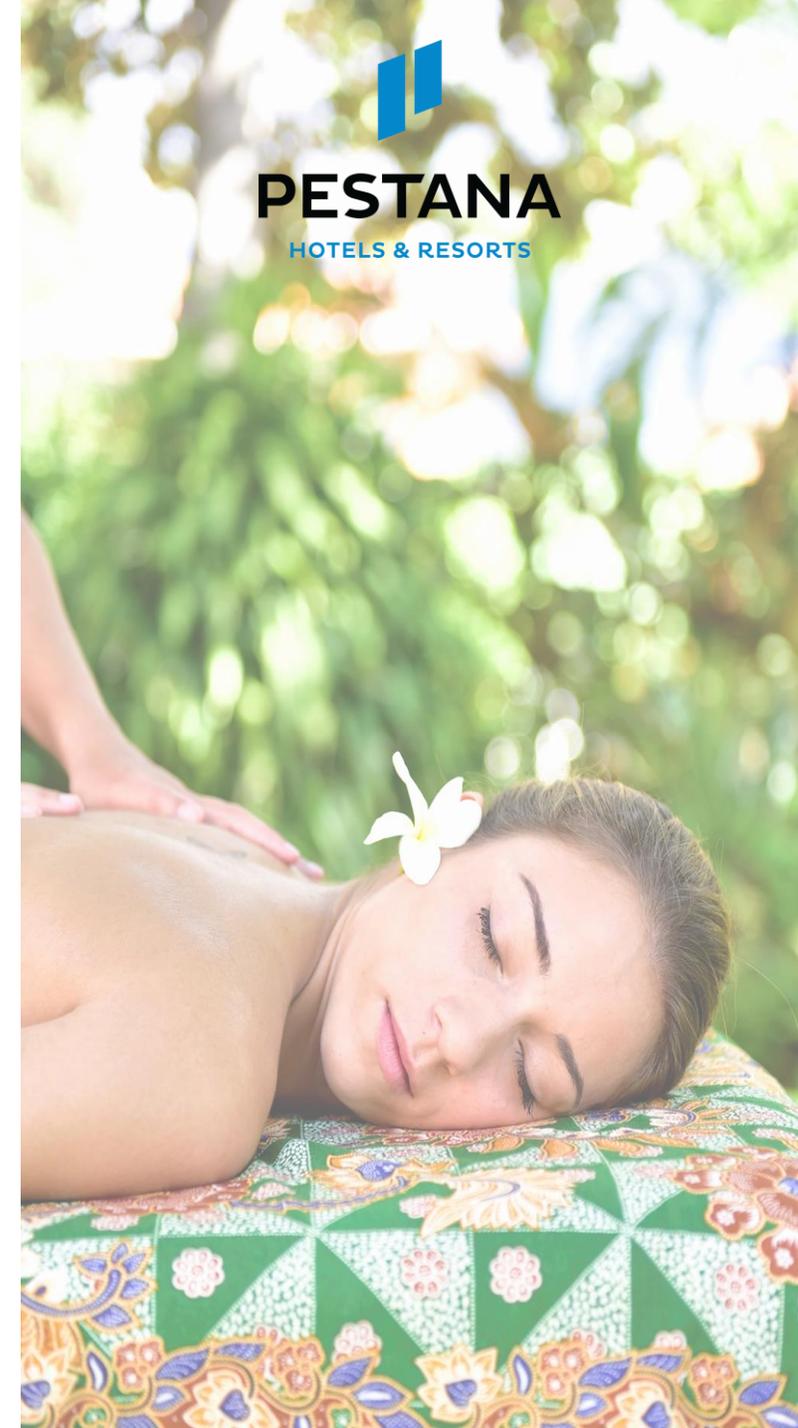
Our Restaurants and Bar bills includes a 10% suggested service charge.

## **SPA TREATMENTS AND PHISIO THERAPY**

Service available from 9:00h to 18h00. Treatments and price list available at the information list in your SPA Reception. To make an appointment please contact Reception (12/13)

## **SWIMMING POOL (INDOOR & OUTDOOR)**

Open Daily from 08:00h to 20:00h. Pool towels available in our room.



# T

## **TAXIS**

Please contact the Hotel Reception.

## **TELEPHONES**

To obtain an outside line please dial (9).

To call other room in the Hotel, please dial the room number. Internal rooms numbers Available at the information list in your room.

## **TOWELS**

The towels will be changed daily, if you leave them in the floor or inside the bathtub . If you need additional towels please contact the Hotel Reception.

## **TELEVISION**

All rooms are equipped with television and remote control. You have available several national and international channels.

## **WAKE UP CALL**

Please contact the Hotel Reception.

## **WATER**

Tap water is drinkable, however we recommed bottled water.

# W

