



Dear Guest,

It is with great pleasure that we welcome you to **Silves Golf – Pestana Golf Resort**. We would like to provide you with a pleasant stay and invite you to make this your home. In this directory, we list a wide range of services available to you, as well as other important information related to the resort.

Should you require any additional information, the Reception Team is at your disposal. (282 440 130).

Kind regards,



# A

## **ADAPTERS**

If you need plug adapters, please contact Reception.

## **ADDITIONAL BLANKET OR DUVET**

If you need an additional blanket or duvet, please contact Reception.

## **AIRPORT**

Faro International Airport is located only 45 minutes by car from Pestana Silves Golf & Residences.

## **AMENITIES**

Shampoo and shower cap are available in the accommodation unit. A toothbrush, toothpaste, shaving kit, nail file and cleansing cotton are available on request at Reception.

## **AIRLINES AND TICKET CONFIRMATION**

For information, please contact Reception at Pestana Silves Golf & Residences.

# B

## **BABY-SITTING**

Please contact Reception at Pestana Silves Golf & Residences at least 24 hours in advance.

## **BAR**

We offer bar service at the following location:

- The Club Bar at the Clubhouse of Pestana Silves Golf & Residences;

Opening hours are as follows:

### **Club Bar**

- Winter: open from 07:00 am to 7:00 pm.
- Summer: open from 07:00 am to 8:00 pm.

## **BARBECUES**

It is forbidden to use or leave flammable materials or to store any flammable, toxic, poisonous or other materials and products that may endanger the health and safety of people and buildings, except in properties that have their own barbecue for this purpose.

# C

## **COT**

Subject to request and availability. Please contact Reception at Pestana Silves Golf & Residences.

## **CREDIT CARDS**

We accept the main credit cards (Visa, Mastercard, Maestro, American Express).

## **CHECK-IN**

Check-in time at Pestana Silves Golf & Residences is from 4:00 pm.

## **CHECK-OUT**

Check-out time is until 11:00 am.

## **CHEQUES**

Payment by cheque is not accepted at this establishment.

## **CHILDREN**

It is forbidden to leave children under the age of 18 unattended in the common areas of the Resort.

# C

## **CLEANING OF THE ACCOMMODATION UNIT**

Cleaning and tidying of the accommodation units is carried out daily between 9:00 am and 5:00 pm, except on Sundays and public holidays. Daily towel and bed linen change is also available upon guest request.

## **COMPLAINTS BOOK**

The Resort has a Complaints Book.

## **CHURCHES**

For information on the times of religious services in different churches, please contact Reception at Pestana Silves Golf & Residences.

## **CHANGE OF BED LINEN AND TOWELS**

Bed linen is changed once a week and towels twice a week, although this can also be done whenever the guest requests it.

# D

## **DUTY MANAGER**

Our Duty Manager is entirely at your disposal to make your stay as pleasant as possible.

## **DOCTOR/PHARMACY**

Please contact Reception at Pestana Silves Golf & Residences.

# E

## **ELECTRICITY**

The resort electricity supply is 220 Volts.

## **EMERGENCY AND SECURITY**

Pestana Silves Golf & Residences has 24-hour security service.

For greater security, we kindly ask our valued guests to close all doors and windows whenever they leave their accommodation unit, even for a short period of time.

## **EXCURSIONS**

Through Reception at Pestana Silves Golf & Residences, you can book various types of excursions, tours and other services.

## **EXTRA BEDS**

If you need extra beds, please contact Reception.

## **ENTERTAINMENT**

Please ask Reception at Pestana Silves Golf & Residences for information about the various entertainment activities in the surrounding area.

## **EMERGENCY EXIT**

In the apartment and in the corridors there are plans with duly marked emergency exits.

# F

## **FREE PRINTING OF BOARDING PASSES, VOUCHERS AND TICKETS**

We provide free printing of boarding passes, vouchers or tickets at Reception at Pestana Silves Golf & Residences.

## **FIRST AID**

First-aid equipment is located at Reception at Pestana Silves Golf & Residences. This equipment can also be found in the main bathroom of your property.

# G

## **GYM**

Our guests have full access to the gym located in the common pool area. The gym may be used free of charge for one hour per day.

## **GOLF**

Our guests have access to special rates at Pestana Group Golf Courses and Academies. For more information, please contact Reception at Pestana Silves Golf & Residences.

## **GUEST CARD**

It is given to you upon arrival and identifies you as a Resort guest, so you should always carry it with you and present it whenever requested by the different services.

# K

## **KEYS**

Please remember to return the key to your Accommodation Unit at check-out.

# L

## **LATE CHECK-OUT**

For greater comfort, we offer the possibility of extending your stay for a few more hours (subject to availability and extra charge). Please contact Reception for more information.

## **LAUNDRY/IRONING AND DRY CLEANING**

All properties have a washing machine, iron and ironing board available for your use. Detergent is not included. We also provide laundry and ironing services; information can be found inside the wardrobe in the main bedroom of your accommodation unit.

## **LOST AND FOUND**

All found items are kept. For lost or found items, please contact Reception at Pestana Silves Golf & Residences.

## **LUGGAGE (STORAGE)**

If you need to store your luggage, we have a dedicated area for that purpose. Please contact Reception at Pestana Silves Golf & Residences.

# M

## **MAINTENANCE**

For any repair request, please contact Reception at Pestana Silves Golf & Residences.

## **MESSAGES**

Upon request, Reception at Pestana Silves Golf & Residences is available to accept or deliver messages.

## **MAIL**

You may leave your correspondence at Reception at Pestana Silves Golf & Residences.

# N

## **NOISE**

It is forbidden to disturb the peace and quiet of our unit, especially between 10:00 pm and 8:00 am the following day, with loud voices or disturbing noises. Sound equipment and audio devices must be adjusted so that noise does not disturb other guests.

# O

## **OCCUPANCY OF ACCOMMODATION UNITS**

It is not permitted to occupy the Accommodation Units with a number of people greater than that legally permitted and stated at the time the reservation was confirmed.

# P

## **PARKING**

Pestana Silves Golf & Residences provides its guests with outdoor parking for their vehicle. Parking is free of charge.

## **PHOTOCOPIES**

Please go to Reception at Pestana Silves Golf & Residences.

## **PETS**

Pestana Silves Golf & Residences does not accept pets (except guide dogs).

# R

## **RECEPTION SERVICE**

The Reception is available daily from 8:00 a.m. to midnight. For any information or assistance, please contact us at 69 000.

## **RECYCLING**

The management encourages recycling and the proper disposal of packaging in the recycling point located at the main entrance of the resort.

## **RESERVATIONS**

Reservation information service available. Contact Reception at Pestana Silves Golf & Residences.

## **RESTAURANTS**

Our guests have 1 restaurant at their disposal, namely:

The "Silves Clubhouse" Restaurant, located next to Reception, is open from 7:00 am to 20:00 pm

If you wish to add a meal supplement to your reservation, please contact Reception at Pestana Silves Golf & Residences.

A short distance from Pestana Silves Golf & Residences, you will find several restaurants offering national and international cuisine. For more information, contact Reception at Pestana Silves Golf & Residences.

## **RUBBISH**

It is forbidden to dispose of rubbish outside the designated places.

## **RIGHT OF ADMISSION**

The Resort reserves the right of admission and may refuse access to guests who do not comply with standards of civility and behaviour and whose conduct may affect the normal operation, well-being and safety of other guests.

# S

## **SCANNING**

If you need scanning services, please contact Reception.

## **SAFES**

The in-room safe is available for the guest's convenience at a cost of 3 Euros per day or 15 Euros per week. Please contact Reception to activate it. The resort accepts no responsibility for items left outside or inside the safe. A valuables deposit service is also available at Reception.

## **SPORTS FACILITIES**

The resort offers a padel court and a golf course. For reservations, please contact Reception.

## **SWIMMING POOL**

Pestana Silves Golf & Residences provides its guests with a shared outdoor swimming pool, with a separate children's area, unsupervised. Opening hours are from 8:00 am to 8:00 pm.

# T

## **TAKE-AWAY**

The restaurant at Pestana Silves Golf & Residences offers a take-away service. Please contact Reception at Pestana Silves Golf & Residences

## **TAXIS**

If you need a taxi, please contact Reception at Pestana Silves Golf & Residences.

## **TELEPHONE**

All apartments are equipped with a telephone with direct line access.

## **TELEVISION**

All apartments are equipped with a television and remote control.

## **TRANSPORT**

We provide a private transport service. Please contact Reception at Pestana Silves Golf & Residences.

# U

## **UMBRELLAS**

Umbrellas are available in the accommodation unit and at Reception.

# V

## **VISITORS**

Guests are not allowed to receive visitors who would exceed the maximum occupancy of the accommodation unit, and visitors must register their arrival at Reception.

## **VEHICLE RENTAL**

If you wish to rent a vehicle (car, motorcycle, scooter, bicycle, etc.), please contact Reception at Pestana Silves Golf & Residences.

# W

## **WI-FI INTERNET**

All our guests have free access to the Pestana Wi-Fi Internet network.

## **WATER**

We recommend that you drink bottled water.

"Despite the abundance of water on planet Earth, it is important to emphasise that this natural resource must be used responsibly, as its quantity and quality are being drastically affected by human actions, especially industrial activities, urban expansion, agriculture, mining, etc."

## **WAKE-UP CALL**

For wake-up call service, please contact Reception at Pestana Silves Golf & Residences.

*The Pestana Silves Golf & Residences Team wishes you a wonderful stay!*

## EMERGENCY CONTACTS

Reception ----- 282 440 130

Pestana Golf Resorts – Carvoeiro (Gramacho) ----- 282 340 900

Pestana Golf Resorts – Carvoeiro (Vale de Pinta) ----- 282 340 900

SOS ----- 112

GNR SILVES ----- 282 440 290

Volunteer Fire Brigade of SILVES ----- 282 442 411

Pharmacy (SILVES) ----- 282 443 109

## INTERNATIONAL TELEPHONE DIALING CODES

COUNTRY	CODE	COUNTRY	CODE
South Africa	0027	Ireland	00353
Germany	0049	Italy	0039
Andorra	00376	Japan	0081
Argentina	0054	Kuwait	00965
Austria	0043	Luxembourg	00352
Belgium	0032	Morocco	00212
Brazil	0055	Mexico	0052
Canada	001	Mozambique	00258
Korea	0082	Norway	0047
Denmark	0045	Poland	0048
Spain	0034	Portugal	00351
U.S.A.	001	United Kingdom	0044
Finland	00358	Russia	007
France	0033	Sweden	0046
Greece	0030	Switzerland	0041
Guinea-Bissau	00245	Turkey	0090
Netherlands	0031	Venezuela	0058

### TELEPHONE CALLS

Price per minute varies between €2.00 and €6.00.  
For more information please contact Reception.