



Dear Guest,
Thank you for choosing Pousada Convento de Arraiolos.
In this directory you can find all the information about our Pousada. However,
feel free to ask any additional information from Reception by dialling 9 on
your phone.
On behalf of the entire team of the Pousada Convento de Arraiolos, we wish
that your stay is truly memorable.

Sincerely,
The Management

A

ADAPTORS | TRANSFORMERS

Local voltage is 220 V. If you require socket conversion adaptors we will be pleased to provide you with them. Please contact us.

AIRPORT

Lisbon Airport is located 121 km (approx 1,30 hours).
Should you require any further assistance, please contact our Reception.

AIR CONDITIONING | HEATING

All rooms and public areas of the Pousada are equipped with air conditioning / heating system.
For your convenience you will find individual airspeed controls in your room.
If you require assistance please contact us.

AVIATION COMPANIES

Our Reception service will provide all necessary assistance with the formalities of booking or changing your flight.

ALARM

Please check the emergency plan fixed behind the room door.

B

BIRTHDAY

The Pousada Convento de Beja will be happy to be a part of your celebration. Please contact us.

BABYSITTING

Our Reception is at your disposal to help you find a babysitter during your stay. Please do make your request 24 hours in advance. For more information please contact Reception by dialing 9 on your phone.

BUSINESS CENTER / INTERNET

Equipped with a computer with Internet access.

Location- Ground Floor of the Pousada, next to reception

Opening hours - 24 hours

BANQUETS, CONFERENCES

Pousada disposes of rooms for events up to 200 people. Consult our MICE brochure, as well as information about our Corporate & Banquets Kits available at the Pousada.

BREAKFAST

The breakfast buffet is served daily in our restaurant. If you wish, may take breakfast in your room using our Room Service or the door-hanger available in your room. To order you should contact Reception or use the door-hanger available in your room.

Location- Level 0 at the "Pousada – In the Restaurant"

Opening hours – Monday to Friday: from 8:00 am until 10:30 am

Saturdays, Sundays & Holiday: from 8:00 am until 11:00 am

Service Charge: 5,00 €

BATHROBES/SLIPPERS

For your convenience, in the categories of superior rooms and suites we are pleased to provide you with bathrobe and slippers.



COUNTERS / BALCONIES

Please keep your room's balcony free of towels and / or suspended clothes. If you need additional hangers or to dry some clothes, please contact Reception by dialing 9 on your phone.

CRADLE / EXTRA BED

If you need a cradle/extra bed, please contact Reception by dialing 9 on your phone. Additional cost, may be charged.

CREDIT CARDS

The hotel accepts all major credit cards for your bill's payment: Visa, Mastercard and American Express.

CHECK-IN & CHECK-OUT

The schedule for check-in is available from 15:00 pm and the check-out until 12:00 am from the day of departure.

CHEQUES

Personal cheques are not accepted.

CALLS BETWEEN ROOMS

Please select the desired room number in your room's phone.

CAR RENTAL

The Pousada has a special agreement with a rent-a-car, offering our guests special rates on car rental. Please contact Reception by dialing 9 on your phone.

E

EMERGENCY/FIRE

In case of emergency/fire alarm, please contact the reception. Inform the location of the fire and if possible the dimension.

The staff will immediately take the necessary procedures.

Read the existing safety rules in the interior bedroom door.

In case of fire do as instructed and do not use elevators.

H

HOSPITAL

The nearest hospital from the Pousada is the Hospital de Arraiolos about 30 minutes by car/taxi,.

HAIRDRESSER

Please contact Reception if you need the hairdressing service or contact.

I

INTERNET ACCESS IN THE ROOM

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

L

LEISURE ACTIVITIES

The Pousada Convento de Arraiolos has at its disposal at the end of directory contacts for conducting tours between other leisure activities in around. Inside the Pousada we have available swimming pool, tennis court, petanca, and games table "example: domino, playing cards". This is all free for us customers. If you need more information, please contact the Front Desk.

LAUNDRY | DRY CLEANING | IRONING

Laundry and ironing services are available seven days a week,. In your wardrobe you can find laundry bags. If you need this service, please put a duly filled out list next to your clothes and contact the Front Desk. The clothes delivered at the reception will be returned as soon as possible, and if possible, on the same day. The dry-cleaning are provided by outside laundries.

LUGGAGE

To pick-up your luggage, please contact Reception by dialing 9 on your phone. Please contact Reception by dialing 9 on your phone.

LOST AND FOUND

Please contact the Front Desk.

M

MASSAGE | SPA

We offer you a variety of massages and beauty treatments in our Magic Spa. For more information and reservations of treatments please contact Reception by dialing 9 on your phone.

Location- Ground Floor of the Pousada

Opening hours- 9am to 7pm 5 days per week

MAIL

You will find writing paper and envelopes in this folder. All received mail will be given to you by our Reception.

MESSAGES

All incoming mail will be delivered to you by our Reception.

MINI-BAR

For your convenience all rooms are equipped with mini-bar. Upon departing please indicate to Reception your last consumption before settling your bill. A list of items is available for consultation.

MEETINGS | EVENTS

With a business-oriented mood, the Pousada has three conference rooms ready for conferences, conventions, banquets, meetings and weddings, accommodating up to 200 people. Please contact Reception by dialing 9 on your phone.

MEDICAL ASSISTANCE

If you need medical assistance, please contact Reception, we give you all support you need.

N

NEWSPAPERS

Reception is at your disposal to provide the assistance required to get your newspaper or magazine. For more information please contact us.

NON-SMOKING ROOMS

All rooms are non-smoking - Non-Smoking Pousada.

P

PHARMACY

The nearest pharmacy to the Pousada is located about 5 minutes on foot.

PHOTOCOPIES

If you need to take any photocopies of documents please contact our Front Desk.

PRIVACY | DO NOT DISTURB

We appreciate that you put the "Do Not Disturb" sign up on the door if you want to not be bothered inside your room.

POUSADAS DE PORTUGAL

You can get further information on our website at 'www.pousadas.pt'.



PESTANA
POUSADA CONVENTO
ARRAIOLOS
HISTORIC HOTEL
PORTUGAL

PESTANA PRIORITY GUEST

Whenever you visit one of our Pestana Hotels and Resorts, or any Pousada de Portugal, you will be immediately recognized as a priority customer. Benefit from exclusive advantages for members and gain 10 points for each Euro spent. Accumulate points and exchange them for free nights. Enjoy Now: <https://www.pestanapriority.com>

PETS

Dogs are allowed in the Pousada bellow 15 kg.

PHONES

Please contact us to have access an outside line. To access an outside line please dial 0 on your phone

PARKING

The parking is free for guests and not watch over. The Pousada decline responsibility in some damage caused to vehicles.



RESERVATIONS

To reserve your next stay at the Pousada de Vila Viçosa or another unit of the Pestana Group, please contact the Front Desk or our Central Reservation through the following contacts:

Phone: +351808252252

E-mail: guest@pousadas.pt

ROOM CLEANING | HOUSEKEEPERS

The room are cleaning everyday.

The change of bed linen is made every three days except if you put card to change.

If you want your room is not clean, please put the card "Do Not Disturb" on the outside door.

If you want your room to be clean while you are away, please put the card "cleanliness the room" on the outside door.

ROOM SERVICE

Room service is available from 8:00 am to 24:00 pm. The menu is available in this directory. To order please contact Reception by dialing 9 on your phone.

Service Charge: 5,00 €

RELIGIOUS SERVICES

For more information on religious services please contact our Reception.

ROOMS

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

RESTAURANT

For information and reservations please contact Reception by dialing 9 on your phone.

Location- Ground Floor at the "Pousada Convento de Arraiolos"

Lunch – from 1p.m. until 3p.m.

Dinner – from 07:30 p.m. until 10:00 p.m.

Please check the menu at the restaurante or reception.

S

SAFES

For your convenience the room has a safe to hold your valuables. However, the Pousada is not responsible for loss of money or valuables that have not been left in safes.

SEWING

If you need a sewing service please contact our Front Desk.

SPA – Indoor Pool, Gym, massage Room and Sauna

For use of our SPA facilities please dial 9 for more informations

Location – Ground floor 0 from Pousada de Arraiolos

Time table– 09:00 am to 20:00 pm

Shoeshine

If you need this service, please dial 9 and call the reception

T

TOILETRIES

If you need others toiletries, please contact us,

TELEVISION

For your convenience and comfort, all rooms and suites are equipped with an LCD TV.

Please consult the list of available channels in your TV.

TURKISH BATH / SAUNA

Magic Spa has at your disposal turkish bath and sauna.

For more information and reservations please contact us.

Location- Ground Floor of the Pousada

Opening hours- 9am to 8 pm 7 days per week

TAXIS | TRANSPORTATION

If you need a taxi or information about transportation please contact us.

V

VILLAGE MAP

The Pousada Reception Desk is happy to provide you the map of Arraiolos, as well as further information about places to visit. You can consult routes suggested by Pousada in General Information in this directory.

W

WAKE UP CALL

For the wake up service please contact the Front Desk

WATER

Tap water is drinkable.



USEFUL INFORMATION



PESTANA
POUSADA CONVENTO
ARRAIOS
HISTORIC HOTEL
PORTUGAL