



Dear Guest,

Thank you for choosing the Pousada Forte da Horta for your stay in Horta. In this directory you can find all the information about our Pousada.

However, feel free to ask any additional questions from Reception by dialling 9 on your phone.

On behalf of the entire team of the Pousada Forte da Horta, we wish that your stay is truly memorable.

Sincerely,

The Management



PESTANA
POUSADA FORTE
HORTA
HISTORIC HOTEL
PORTUGAL

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 Reception by dialing 9 on your phone.

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 climate controls in your room.

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

ALARM

Please consult the emergency plan posted on the back of your room door.

AVIATION COMPANIES

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

B

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.

BANKS / EXCHANGE OFFICES

By Portuguese Law our Pousada is not allowed to perform any currency exchange unless it is used for payment of the final bill. The nearest bank branch or exchange office from our Pousada is 100 meters away, about a 2 minute walk.

BATHROBES

For your convenience, we are pleased to provide you with a bathrobe. If you want to receive one please contact Reception by dialing 9 on your phone.

BIRTHDAY

The Pousada Forte da Horta will be happy to be a part of your celebration. Please contact Reception by dialing 9 on your phone.

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 of the Pousada

Opening hours - Daily from 7.30am to 10:30am

CALLS BETWEEN ROOMS

Please select 2 and then the desired room number in your room's phone.

CAR RENTAL

Please contact Reception by dialing 9 on your phone.

COMPLAIN BOOK

This establishment provides both a physical and electronic complaints book.

CHEQUES

Personal cheques are not accepted.

CITY MAP

The Pousada Reception Desk is happy to provide you the map of Lisbon, as well as further information about places to visit.

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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.

CREDIT CARDS

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

DEPARTURE | CHECK-OUT

The departure time/check-out takes place until 12:00pm. If you want to stay until later, please contact Reception the day before your departure. In the case of it not being at all possible to accommodate your request, the Pousada can store your luggage free of charge, and allow you to continue enjoying the public areas of the Pousada.

EMERGENCIES

Percautions against fire. Read the safety rules on the inside of the informations folder in your room. In case of a fire do not use the elevators (emergency number - 112).

EXCURSIONS

Several excursions and leisure programs are available. If you need more information please contact Reception by dialing 9 on your phone.

EXTRA-BED / CRADLE

If you need na extra-bed or a cradle, please contact Reception by dialing 9 on your phone.

FIRST AID KIT

The reception features na first aid kit. In case of need please ask.

GOLF

Please contact Reception by dialing 9 on your phone.

GREEN KEY

This program is designed for Sustainable Tourism and is based on 7 thematic areas focusing on Enviromental Management, Guest Awareness and Engagement, Water, Energy and Carbon, Waste, Procurement of Goods and Services, and the Surrounding Enviroment.

If you would like more information, please contact our Reception.

HAIRDRESSER

Please contact Reception if you need the hairdressing service.

HOSPITAL

The nearest hospitals from the Pousada are the Hospital de São José, about 5 minutes by car/taxi, and the Ordem Terceira Private Hospital.

LAUNDRY | DRY CLEANING | IRONING

If you need this service, please put a duly filled out list next to your clothes and contact Reception by dialing 9 on your phone.

Your clothes will be returned 24h after delivered. In case you need the clothes delivered earlier a 50% fee will be added.

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LEISURE ACTIVITIES

The Pousada Forte da Horta has at its disposal contacts for conducting tours and other leisure activities. If you need more information, please contact Reception by dialling 9 on your phone.

LOCAL CURRENCY

Euros (€).

The banknotes in circulation are: 500, 200, 100, 50, 20, 10 and 5 Euros.

The coins are: 1 and 2 Euros and 50, 20, 10, 5, 2 and 1 cents.

LOST AND FOUND

Please contact Reception by dialing 9 on your phone.

LUGGAGE

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

MESSAGES

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

MINI-BAR

For your convenience all rooms and suites 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.

NEWSPAPERS

You can access PressReader through the QR code available in the room.

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

NON-SMOKING ROOMS

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

PARKING

The exterior parking spaces are free of charge for the guests.

The parking spaces it isn't a surveilled park, therefore the Pousada is not responsible for any theft or damages on the parked vehicles.

PETS

Dogs up to 15kg are allowed in the Pousada with previous reservation and subject to availability.

PHARMACY

The nearest pharmacy to the Pousada is located about 10 minutes away on foot.

PHONES

To access an outside line please dial 0 on your phone.

PHOTOCOPIES

If you need to take any photocopies of documents please contact our Reception by dialing 9 on your phone.

POOL

Location- Level 0 of the Pousada

Opening hours – 10.30am to 7pm

Towels- If you want, you can ask for a towel in the reception.

PICNIC

In case you want to enjoy a picnic, please contact the reception with a 12h notice.

PRICES

The room rates are posted in the reception. The prices for the restaurant are shown in the rooms information folder and the bar prices are in its section.

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POSTAL MAIL

The reception may facilitate this service by indicating the correspondent postal fee and expedite the postal cards

POUSADAS DE PORTUGAL

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

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.

RELIGIOUS SERVICES

For more information on religious services please contact our Reception.

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RESERVATIONS

To reserve your next stay at the Pousada de Lisboa or another unit of the Pestana Group, please contact Reception by dialing 9 on your phone.

ROOM CLEANING | HOUSEKEEPERS

If you need an extra blaquet, pillows hangers or other special requests please contact Reception by dialing 9 on your phone.

ROOM SERVICE

Please consult the room service menu.

Hours: from 12:30 PM to 2:30 PM and from 7:30 PM to 10:00 PM.

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

SAL & PICO RESTAURANT

Consult our restaurant's menu in the informations folder at your room.

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

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 with us in our safes at the reception.

SEWING

If you need a sewing service please contact our Reception by dialing 9 on your phone.

TAXIS | TRANSPORTATION

If you need a taxi or information about transportation please contact Reception by dialing 9 on your phone.

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TELEVISION

For your convenience and comfort, all rooms and suites are equipped with an LCD TV. To check the channel list, please refer to the next tab.

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

TOILETRIES

If you need toiletries, please contact Reception by dialing 9 on your phone.

TURISTIC INFORMATIONS

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

V

VISITORS INSIDE THE ROOM

For security reasons visitors are not allowed in the rooms after 8pm.



WAKE UP CALL

For the wake up service please contact Reception by dialing 9 on your phone.

WATER

Tap water is drinkable.

WI-FI

To access the Wi-Fi, you need to connect to the 'Pestana_Guest' network. The network does not require a password