



Dear Guest,

Thank you for choosing the Pousada de Lisboa – Praça do Comércio for your stay in Lisbon.

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 de Lisboa - Praça do Comércio, we wish that your stay is truly memorable.

Sincerely,  
The Management



**PESTANA**  
**POUSADA LISBOA**  
**PRAÇA do COMÉRCIO**  
MONUMENT HOTEL  
PORTUGAL

SMALL  
LUXURY  
HOTELS  
OF THE WORLD

*Independently minded*

# 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.

## **AIRPORT**

Lisbon airport is 10 km away (approx. 20 min) from the Pousada, by car/taxi. If you need any further assistance, 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.

## **AVIATION COMPANIES**

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

# B

## **BIRTHDAY**

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

## **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 400 meters away, about a 5 minute walk.

## **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 de Lisboa"

**Opening hours** - Daily from 7am to 10:30am

## **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.

**C**

**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**

If you need a cradle, 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, American Express and Diner's Club.

**CASINO**

The Casino de Lisboa is located 30 minutes away from the Pousada by car/taxi. Open Sunday to Thursday from 3:00pm to 3:00am. Friday, Saturday and eve of bank holidays from 4:00pm to 4:00am.

**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.

**CITY MAP**

The Pousada Reception Desk is happy to provide you the map of Lisbon,

as well as further information about places to visit.

**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.

**EXCURSIONS**

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

**GYM**

There are several multifunction machines at your disposal.

**Location**- Level 3 of the Pousada

**Opening hours** - from 6:00am to 12:00am daily

**GOLF**

Please contact Reception by dialing 9 on your phone.

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# H

## **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.

# I

## **HEATED INDOOR POOL**

**Location**- Level 3 of the Pousada

## **HEAD OF SERVICE**

**Opening hours** - 10am to 7pm

**Towels**- If you want, can pick-up your towel in the SPA

## **HAIRDRESSER**

Please contact Reception if you need the hairdressing service.

# L

The Head of Service is available 24 hours a day for any necessary assistance.

## **INTERNET ACCESS IN THE ROOM**

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

## **LEISURE ACTIVITIES**

The Pousada de Lisboa 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.

## **LAUNDRY | DRY CLEANING | IRONING**

Laundry and ironing services are available seven days a week, and the dry cleaning service 6 days per 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 Reception by dialing 9 on your phone.

Clothes delivered at Reception until 10:00 am will be returned the same day by 8:00 pm.

Clothes delivered after this time will be returned the next day by 2:00 pm (except ironing service, which will be delivered within 2 hours, 7 days a week).

## **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 Reception by dialing 9 on your phone.

# M

## **MASSAGE | SPA**

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

**Location**- Level 3 of the Pousada

**Opening hours**- 10am to 7pm daily

#### **MAIL**

If you wish to send mail, the nearest Post Office is approximately 500 m away from the Pousada. 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 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.

#### **MEETINGS | EVENTS**

With a business-oriented mood, the Pousada has two conference rooms ready for conferences, conventions, banquets, meetings and weddings, accommodating up to 154 people. Please contact Reception by dialing 9 on your phone.

#### **MEDICAL ASSISTANCE**

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

#### **NEWSPAPERS**

Reception is at your disposal to provide the assistance required to get your newspaper or magazine. For more information please contact Reception by dialing 9 on your phone.

#### **NON-SMOKING ROOMS**

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

#### **PHARMACY**

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

#### **PHOTOCOPIES**

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

#### **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](http://www.pousadas.pt)'.

#### **PAY-TV**

The Pousada has a film viewing system. Please see the scheduling and follow the information shown on the TV.

#### **PILLOWS**

The Pousada has at your disposal a wide selection of pillows with special characteristics. Please contact Reception by dialing 9 on your phone.

#### **PETS**

Dogs up to 15kg are allowed in the Pousada.

#### **PHONES**

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

**N**  
**P**

# R

## **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.

## **RIB BEEF & WINE RESTAURANT**

Please refer to the 'Restaurant, Bars and Meetings' section of this directory. For information and reservations please contact Reception by dialing 9 on your phone.

## **ROOM CLEANING | HOUSEKEEPERS**

The maids tidy your room twice a day. If you want your room to be tidy while you are away please contact Reception by dialing 9 on your phone.

## **ROOM SERVICE**

Room service is available from 7am to 10:30pm. The menu is available in this directory. To order please contact Reception by dialing 9 on your phone.

## **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.

## **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.

## **TOILETRIES**

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

## **TELEVISION**

For your convenience and comfort, all rooms and suites are equipped with an LCD TV. Please see the list of available channels in the section of useful information in this directory and on your bedside table. For more information please contact 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.

## **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.

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