

Dear Guest,

Thank you for choosing the Pousada Mosteiro Do Crato | Monument Hotel.

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, we wish that your stay is truly memorable.

Sincerely,

The Management

PESTANA
POUSADA MOSTEIRO
CRATO
MONUMENT HOTEL
PORTUGAL

RECOMENDADO
PELA CASA REAL
PORTUGUESA

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# 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

If you need additional assistance you can contact the Reception ('100). If you want you can contact directly the airports for information:

Lisbon: 707 205 700 | 707 200 540
Oporto: 229 432 400
Faro: 289 800 800

| | Distance to Pousada | Trip Time |
|---|---|---|
| **Lisbon** | 217 Km | 2h20m |
| **Oporto** | 344 Km | 3h20m |
| **Faro** | 330 Km | 4h30m |

## 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.

## AMENITIES

If you need some additional amenities, in addition to the existing in the toilet, please contact the reception.

## ALARM

Please check the emergency plan fixed behind the room door

# B

## BABY – SITTING

Please contact the Reception if you need to get the "baby sitting" service. The request must be made at least 12 hours in advanced.

## BABYCOTS (CRADLES/CRIBS)

For a cot in the room, please contact the Reception.

## BIRDS AND CATS

Please do not feed the animals you can find in the immediate vicinity of the Pousada.

## BALCONIES/TERRACES/WINDOWS

Please keep the balcony of your room free of suspended towels or clothes. If you need additional hangers or dry some clothes, please contact the Reception.

## BANQUETS, CONFERENCES AND PARTIES

The Restaurant, the Bar and the D. Nuno Room (meeting room), enable the organization of various events in a single location.
The Restaurant has capacity for 150 people.
The D. Nuno Room has capacity for 50 people.
The Bar has capacity for 100 people in "Cocktail" format.

Please contact the Reception for more information on banquets and meetings.

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## BAR
Situated on the ground floor, offers a diverse selection of beverages and light meals.
Open every day from 12:00 to 00:00

## BIBLE
The Pousada of Flor da Rosa has available a Bible – New Testament for readind. Please contact the Reception.

## BIRTHDAYS
The Pousada Mosteiro do Crato will be happy to be a part of your celebration. Please contact Reception dy dialing 9 on your phone.

## BREAKFAST
The Breakfast is served in our Restaurant room between 08:00h and 10:30h (On weekends and holidays between 08:00h at 11:00h.
The breakfast can be served in your room. Fill in the card for that purpose, leaving it hanged outside on the doorknob or call the reception to request it. The continental breakfast is served in 30 minutes following your request. All the rooms have a fee services additional - 5.00€

## BUSINESS CENTER / INTERNET
Equipped with a computer with Internet access.
**Location**- Level 0 of the Pousada, next to reception
**Opening hours** - 24 hours



## CALLS INTER-ROOMS
Please dial the desired room number

## CAR/TAXI
If you need a taxi or a rental car, please contact the Reception

## CHECK-IN/CHECK-OUT
Check-in is made after 15:00h. (unless the room is already available). The Check-Out of the room should be made until 12:00h. For Late Check-Out, please contact the Reception
Check the Additional Supplement Board for Late Check-Out

## CHEQUES
Personal checks are not accepted

## COMPLAINT BOOK
Pousada Mosteiro do Crato has a Complaints Book

## COPIES/FAX
If you need to take photocopies of documents or send a Fax, please contact the Reception

## 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.

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## CREDIT CARDS
We accept all major credit cards

## CURRENCY EXCHANGE
If you need to change "Traveller's Cheques" please go to the Reception and take note that they only an be exchanged in Euros (€€). A fee of 16€ (Euros) will be applied for each cheque

E

## ELECTRIC CURRENT
The rooms are equipped with electric current of 220 volts. In the bathroom there is a dual voltage electrical outlet

## EXTRA BEDS
For extra beds in the room, please contact the Reception

F

## FLOWERS
Please contact the Reception, if you wish to buy flowers.

## FIRE
To mark a fire please contact the Reception. Enter the location of the fire and if possible it's dimension. The service staff will immediately take care of the necessary procedures.

## FIRST AID
The Reception has a First Aid kit. If you need it, just ask.

H

## HAIRDRESSING SERVICE
Please contact the Reception if you need to get the hairdressing service

## HOSPITAL
The nearest hospitals from the Pousada are the Hospital de  Portalegre, about 20 minutes by car/taxi.

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## INTERNET ACCESS IN THE ROOM
For your convenience and comfort, all rooms and public areas are equipped with free Wi-Fi system. Ask at the reception for the password.

K

## KEYS
Make sure you don't leave the key inside the room and present it at Check-Out

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## LAUNDRY

Works from Monday to Friday, being closed on Saturdays and Sundays.
If you want any laundry service, you must fill in the list with its bag, which will be collected by the Room Maid. Your clothes will be delivered to You within 24 hours if they were delivered to the laundry service before 1:00 pm.
Dry cleaning (48 hours) – Please contact the Reception
We also have the Express Service through which the clothes can be delivered back until 7:00 p.m., only if the request is made to the Room Maid until 1:00 p.m. The value of this service adds 50% to the normal value of the laundry service**LEISURE**
The Pousada have a room with a snooker table). In the fire room you have a table to play table games (Domino/Playing cards). Please contact reception if you need some support

## LEISURE ACTIVITIES

We have created an extensive program of entertainment and activities, and we invite you to enjoy it in the best possible way. If you need more information please contact the reception

## LOCAL MONEY

Euros (€)
The banknotes in circulation are:
500, 200,100,50,20,10 e 5 euros
The Coins are 2, 1 euros and 1,2,5,10,20 e 50 cents

## LOST & FOUND

Please contact the reception

## LUGGAGE

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

M

## MAIL

If you wish to send correspondence, please contact the Reception. Find stationery and envelopes in the folder that is on your room desk. All correspondence received will be delivered by the Reception.

## MAINTENANCE

If you detect any damage or malfunction that requires repair, please immediately contact the Reception

## MASS | RELIGIOUS SERVICES

Please contact the Reception for information about Mass schedules.

## MEDICAL SUPPORT

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

## MINI BAR

For your convenience all rooms are equipped with a mini bar. A list of items is available for your query with the items price.
Mini Bar consumption made during your stay and not reported to the Reception will be charged to your Credit Card by the Pousada.

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## NEWSPAPERS AND MAGAZINES
The Pousada offers its guests in the Hall, a number of newspapers and magazines for your query. If you want to acquire any other registry, please contact the Reception.

## NON-SMOKING ROOMS
All rooms are non-smoking - Non-Smoking Pousada.

## "PAID OUTS"
To the acquisition of external goods and services or non provided by the Pousada of Flor da Rosa, made on request by the guest and paid by the Pousada, the following fees, in Euros (€), will be added to the guest's bill:
> Amounts less than 20.00€ - Fixed fee of 1,00 €;
> Amounts over € 20.00 – Fee of 5% on the total value of the good or service;
This includes, for example, the payment of pharmacies, taxis, newspapers, magazines, books, flowers, show tickets, car rentals.

## PARKING
The outdoor parking is free for guests.
The car parking is not supervised, so the Pousada isn't responsible for any theft or damages related to the parked vehicles.

## PETS
Pets are not allowed in the Pousada (except guide-dogs)

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

## PHARMACY
Please contact the Reception

## 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.

## 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 information on our Internet site at www.pousadas.pt

## PRICES
Room prices are posted on the door of the room. Restaurant and Bar prices are available in their own sections and at the Reception

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## RECEPTION
The Reception of Pousada Flor da Rosa is running 24 hours a day. For any advice or clarification, please contact us by dialing 9 on your room telephone.

## RESERVATIONS
Please contact the Reception or the Pousadas de Portugal Central Reservation Office by phone: 218 442 001

## RESTAURANT
Check the Restaurant Menu, available at the Restaurant and at the Reception.

### Breakfasts
Monday to Friday - 08:00h at 10:30h
Saturday, Sunday and Holidays - 08:00h to 11:00h.
Lunch – from 1:00 pm to 03:00 pm
Dinner – from 7:30 pm to 10:30 pm

## 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 room telephone.

## ROOM SERVICE
Available between 08:00h and 00:00h. Please contact the Reception. This service will be subject to a fee of € 5.00

## SAFES
For your comfort a safe is available in your room. Please note that the Pousada is not responsible for the loss of money or valuables that have not been left in the Receptions safety deposit box.

## SECURITY CHAIN
The doors of the rooms are equipped with safety chain. To unlock it's necessary to press the button and slid to the left

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

## SPA
The Pousada has a free access SPA equipped with Jacuzzi, Sauna and Turkish Bath, available for guests over 16 years old. The Massages and Treatments Service is available by appointment with a minimum of 24 hours in advance and upon availability. You may consult the "Magic SPA Menu" to see the available massages and treatments and its price list. You may contact the SPA by dialing 669 on your room telephone.

## SWIMMING POOL
Our outdoor Swimming Pool is open every day from 08:30 am until 07:30 pm. The pool towels must be requested at the Reception

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

## TV
The TV room is tuned with national and foreign channels. The signal is received by cable

## TOWELS
If you need more towels (shower and/our swimming pool) please contact the reception

## TOURISTIC INFORMATION
If you need maps and other touristic information please contact the Reception

V

## VISITORS INSIDE THE ROOMS
Whenever you want to receive guests in the room, please report to reception.
For security reasons, you are not permitted, to stay with visitors in the room after the 8:00 p.m.

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## WAKE UP CALL
For the wake up service please contact Reception by dialing 9 on your phone.

## WATER
The tap water is drinkable, but we recommend bottled water.



# Useful Information

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