

**Dear guest,**

This directory contains detailed information about our services and facilities, and other relevant information. If you need any assistance do not hesitate to contact our front desk.

We wish you a good stay.

**Rules of procedure:**

1. The following articles, which may be a nuisance to other guests, cannot be brought into the hotel:
  - a) Animals (as pets). Sorry, no pets are allowed in the hotel.
  - b) Articles which produce disturbing noises.
2. Only registered guests are allowed to use the rooms. All guest's passports must be shown at the check-in.
3. The removal of furniture and equipment from the rooms is not allowed and the guests should not use them for other purposes.
4. Check-out time is at 12:00 p.m. Please note that to extend your stay it is necessary to inform the front desk (upon availability).
5. Check-in time starts from 02:00 p.m.

In the name of your safety and comfort, please follow these regulations. The hotel has the right to terminate a guest's stay if any of these rules are not followed or if their conduct harms the peace or safety of others.

**After the check-in:**

- Check all the emergency exits close to your room and access to the stairs;
- Check the closest alarms and fire extinguishers from your room;
- Memorize your room number;
- Respect the "no smoking" rule;

### **In case of fire:**

- Keep calm;
- Contact the front desk;
- Do not try to put out the fire;
- Leave the building immediately through the closest emergency door;
- If there are no obstacles on the stairs, please do not return back;
- If there is smoke, stay as close to the floor as possible;
- Don't try to bring any luggage with you;
- Do not use the elevators;

## **FROM A TO Z**

### **A**

**Adapters and transformers:** Please contact the front desk;

**Alarm:** All bathrooms have an alarm in the bathtub or shower. To use this alarm just pull the rope that is next to the taps. To know the location of the other alarms, please consult the emergency plan in your bedroom door;

**Amenities:** If you require any extra product other than the ones in your room, please contact the front desk. The hotel does not guaranty any other product besides what is already inside the room;

**Activities:** Contact the front desk for more information about the activities happening in town/region, restaurants, wineries or any other information;

**Air conditioner:** General throughout the Hotel;

### **B**

**Banks/ATM:** Please contact front desk;

**Bar:** Bar Vintage – Open 24 hours/day;

**Bathrobes:** Available in the room;

**Breakfast:** Breakfast is included and it is served every day from 8am to 10am. Breakfast in the room can be served at different times, after consulting with the front desk and has an extra cost of 3€ per person;

**Blankets:** If you need blankets other than those in the room, please contact the front desk;

## C

**Crib or extra bed:** Please contact the front desk. Not all rooms have enough space for an extra bed or crib;

**Credit Cards:** The Hotel accepts Visa and Master Card. We do not accept American Express;

## D

**Disabled mobility:** The hotel has one room prepared for people with limited mobility. If using a wheelchair, the hotel is prepared for the guest to have access to all the floors and spaces, including the pool area. For more information contact the front desk;

**Do not disturb:** If you wish to not be disturbed, please place your warning card outside of your door;

## E

**E-Mail of the Hotel:** [reservas@lbvhousehotel.com](mailto:reservas@lbvhousehotel.com) or [info@lbvhousehotel.com](mailto:info@lbvhousehotel.com)

**Emergency:** In case of emergency contact immediately the front desk;

**Electrical current:** The voltage is 220V;

**Elevators:** Not advised for kids under the age of 10 without adult supervision;

## F

**Farmacy:** Please contact the front desk;

**Fire:** The Hotel is equipped with a sophisticated fire system. Please read the emergency exit signs posted on the door of your room. In case of fire, use the stairs and never the elevators;

**First aid care:** Please contact the front desk;

## G

**Garage:** The Hotel has a private garage. Access through the main road. It is recommended that you do not leave valuables in your car. The Hotel is not responsible for any damage that may occur to parked cars, caused by other guests. The garage is free of charge and has no booked parking spaces. No need to book beforehand. Spot for all the guests is guaranteed;

## H

**Hair Dryer:** Inside de room, in the bathroom;

**Hospital:** The nearest hospital is in Vila Real or Lamego, both between 35 to 45 minutes from the hotel. If you have a medical emergency, please contact the front desk;

**Housekeeping:** The rooms are cleaned daily. If you have any questions contact the front desk;

## I

**Ice:** Please contact the front desk;

**Internet:** WI-FI available throughout the hotel. Free service;

## J

**Jacuzzi:** Near the swimming pool. Prices and access conditions/rules are available at the front desk. Please always check first if it is available. The hotel has the right to close this service without previous warning, for safety reasons or maintenance;

## K

**Key:** Make sure you do not leave the card inside your bedroom. At check-out we appreciate if you return it;

## L

**Luggage:** Please contact the front desk;

**Lost and Found:** Please contact the front desk for any information;

## M

**Mail:** Contact the front desk if you want to receive or send any kind of mail;

**Minibar:** All rooms are equipped with a small refrigerator. The minibar is controlled daily and any consumption will be charged to your account. On the day of your check-out, we thank you for providing us the list of the last articles consumed, at the front desk;

## N

**Non-smokers:** All the rooms are non-smokers;

## P

**Phone:** Between rooms: press 1 + the room number. *For example, for room number 2 press 102, for room number 10 press 110.* Front desk: press 9;

**Photocopying:** Please contact the front desk;

**Pool:** Outside swimming pool, not guarded. We do not recommend that small children use the pool without supervision of the parents;

**Potable water:** Tap water is drinkable, however, due to its mineral composition, we recommend bottled water;

## R

**Rent a car:** This type of service is not available in Pinhão. Please contact the front desk for more information;

**Reservations:** To book a room in our hotel, please contact the front desk. [reservas@lbvhousehotel.com](mailto:reservas@lbvhousehotel.com) or phone (00351 254 738 320).

**Restaurant:** The restaurant that belongs to the hotel is called LBV79 and is located near the Douro river (not in the same location as the hotel). To book a table please contact the front desk or the restaurant directly (00351 254 738 187);

**Room features:** All items in the room are part of our equipment and are not available for sale. We ask all our guest to keep everything in its original condition;

**Room Service:** Available all the time. The hotel may charge extra for the service;

## S

**Safe:** You can use the safe installed in the room (inside the wardrobe). The Hotel is not responsible for any loss of objects or valuables left in the room;

## T

**Taxis:** Please contact front desk;

**Television:** All rooms are equipped with TV. At your disposal are the national channels as well as the main international channels;

**Towels:** If you need more towels, please contact the front desk. Pool towels should be picked up and delivered at the front desk.

**Transfers:** Please contact the front desk;

**W**

**Wake Up Call:** Please contact the front desk for this service.