

## INFORMATION & SERVICES DIRECTORY

### Index

#### A

[Address and Hotel Contacts](#) . [Air Conditioning](#) . [Amenities](#) .  
[Attentions](#)

#### B

[Babysitting](#) . [Baby Bathtub](#) . [Banquets](#) . [Bar](#) . [Breakfast](#)

#### C

[Certification](#) . [Check-In and Check-Out](#) . [Children's Step Stool](#) .  
[Coffee](#) . [Complaints Book](#) . [Connection Between Rooms](#) . [Cot](#) .  
[Credit Cards](#)

#### E

[Emergency](#) . [Electrical Supply](#) . [Experiences](#)

#### G

[Gym](#)

#### I

[Internet](#)

#### J

[Jacuzzi](#)

#### K

[Key Card](#)

#### L

[Laundry](#) . [Lost and Found](#) . [Luggage Room](#)

#### M

[Mailing](#) . [Massages](#) . [Mattress Protector for Children](#) .  
[Meeting Rooms](#) . [Mini-Bar](#)

#### P

[Parking](#) . [Picnic Box](#) . [Pillows and Blankets](#) . [Pool - Indoor](#)

#### R

[Reception/Front Desk](#) . [Repairs and Faults](#) . [Restaurant](#) .  
[Room Cleaning](#) . [Room Service](#)

#### S

[Safe Deposit Box](#) . [Sauna](#) . [Swimming Cap](#)

#### T

[Taxi Services](#) . [Telephone](#) . [Toilet Seat Reducer](#) . [Towels](#)

#### V

[Values and Personal Belongings](#)

#### W

[Wake Up Call](#) . [Wellness Center](#) . [Windows](#)

#### AZORIS ANGRA GARDEN

Praça Velha, 9700-201 Angra do Heroísmo | Terceira | Açores | Portugal  
T. (+351) 295 206 600\* F. (+351) 295 206 650 [www.azorishotels.com](http://www.azorishotels.com)

## SERVICES ----- TELEPHONE

### A

#### Address and Hotel Contacts

##### **Azoris Angra Garden - Plaza Hotel**

Praça Velha, s/n, 9700-201, Angra do Heroísmo,  
Terceira - Açores - Portugal

Tel. +351 295 206 600 (call to national landline)

Email: [rececao.angra@azorishotels.com](mailto:rececao.angra@azorishotels.com)

#### Air Conditioning

To work properly, make sure that you have the windows closed.

#### Amenities ----- 9

The amenities you find in your room are meant for use at the hotel and are included in the purchased room rate. If you need to refill or wish special amenities (not included in the basic kit), please check with the Reception. Available amenities:

**Classic Room:** Hygienic Kit | Liquid Soap | Shampoo & Shower Gel | Body Lotion

**Baby & Children Line:** Soap | Shampoo & Shower Gel | Moisturizing Cream

**Suites:** Hygienic Kit | Soap | Shampoo | Shower Gel | Body Lotion  
**On Request:** Shaving Kit | Dental Kit

#### Attentions

If you find any of these items in your room, without having asked for them, know that they are special attentions that the hotel offers for you to use during your stay, according to the room rate purchased, and subject to availability of the items:

Bathrobe | Slippers | VIP Fruit | Welcome Drink | Tea | Children's Bathrobe | Children's Cookies | Story for Children | Colour pencils | Towel with hood for babies

### B

#### Babysitting (€) ----- 9

The Hotel may be able to provide this service on request. External service with own price, subject to availability.

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### Baby Bathtub ----- 9

You can request it at reception, subject to availability.

### Banquets (€)

The Hotel provides banquets service, with counselling service for the type of event you wish to organize.

Request a budget at Reception.

### Bar (€) ----- 655

The Bar is located on the Reception Hall, with LCD television. Service with their own price list.

### Opening Hours

from 10:00 am to 11:00 pm

### Breakfast (€) ----- 9

Served in the restaurant, located on the 1st floor. If you want breakfast in your room, please request it the day before. Breakfast served in the room has an additional service charge. You can also choose extra products, with own price list.

### Opening hours

from 7:00 am to 10:00 am

## C

### Certification

The Azoris Angra Garden is certificated in Food Safety (HACCP), Environment and Quality.

### Check-In and Check-Out

**Check-in** - As from 3:00 pm, where the customer is requested the personal identification data and credit card for the purpose of guaranteeing damages and / or extras. In case of early check-in, the request is subject to availability and surcharge.

**Check-out** - You must leave your room and deliver the room key at the reception before 12.00pm on the departure day. In case of late check-out, it is subject to availability and surcharge.

### Children's Step Stool ----- 9

You can request it at reception, subject to availability.

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### Coffee

Coffee capsules are available in suites, with free daily replacement of 4 capsules.

### Complaints Book ----- 9

The Hotel has Complaints Book both in paper and digital. Ask for it at the Front Desk.

### Connection Between Rooms ----- 3XXX

Dial directly "3" followed by the room number.  
E.g. Room 301, dial "3301".

### Cot -----9

Baby cots may be requested at Reception, subject to availability.

### Credit Cards

Accepted at the Front Desk, Bar and Restaurant: Visa, Mastercard, Diners, Discover, JCB, Union Pay and American Express.

## E

### Emergency ----- 9

Read the safety instructions in the room and in public areas to identify emergency exits, if necessary. For any alert, please inform the Reception. The **European Emergency Number is 112.**

### Electrical Supply

The electrical supply in Portugal is 220 Volts. We have a plug adapter to make available to our customers (upon request and availability).

### Experiences (€) ----- 9

The Azoris Angra Garden has partnerships with tourism animation companies that will help you enjoy the best of Azores. For more information, ask at the Front Desk. Service with own price list.

## G

### Gym

Located at the Wellness Center, on 1<sup>st</sup> Floor.

### Opening Hours

from 9h00 am to 9h30 pm

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### Internet ----- 9

Free Wi-Fi access throughout the Hotel. Contact the Front Desk to ask for the password. If you download the Press Reader App, you will have free access to newspapers and magazines from all over the world.

### J

#### Jacuzzi

The Hotel has a Jacuzzi, at the Wellness Center on the 1<sup>st</sup> Floor.

#### Opening Hours

Every day - from 9h00 am to 9h30 pm

### K

#### Key Card

Use the key card to open your bedroom door and turn on the power by inserting it into the electronic slot located by the door. You should keep it with you until the end of your stay and return it at the time of check-out. In case of loss or misplacement, please notify Reception immediately. It is mandatory to hand in the card at check-out. The non-delivery of the card implies a payment of €10.

### L

#### Laundry (€) ----- 9

To use this service, put the clothes in the laundry bag available in your room, complete the form indicating all the items to be washed and leave it in the room in a visible place. If it is urgent, deliver the bag and the form at the front desk.

**Normal Service:** if asked until 9am, it is delivered the next day until 6pm.

**Express Service:** delivered on the same day, if you ask until 9am, with 50% surcharge.

#### Lost and Found

Whenever lost belongings from guests are found, the Hotel will try to contact the customer to return them.

If this is not possible, the hotel will keep the belongings for a retention period of 1 year. If during

#### AZORIS ANGRA GARDEN

the retention period the owners do not claim the lost belongings, the items will be donated to social institutions.

#### Luggage Room ----- 9

Next to the Reception there is a luggage room at your disposal.

M

#### Mailing (€) ----- 9

Please contact the Front Desk for this service.

#### Massages (€)

The hotel has massage service on the 1st floor, under prior appointment and with own price list.

#### Mattress Protector for Children ----- 9

The hotel has bed pads for children, on request and subject to availability.

#### Meeting Rooms (€) ----- 9

The hotel has meeting rooms, adaptable to the companies' necessities. Contact the Front Desk for a budget.

#### Mini-Bar (€)

The mini bar is filled daily. During your stay the mini-bar will be checked daily and any items consumed will be charged to your room account. At the time of your departure, please inform the Reception about your last consumed items.

#### Parking

The hotel does not have own parking. Next to the hotel there is a park with parking meter, paid between 8am and 6pm (Monday to Friday). There are also free parking areas within a 5-minute walk of the hotel. For more information and directions, check with our Reception.

#### Picnic Box (€) ----- 9

Service with own price list. Booking requires 24 hours in advance.

#### Pillows and Blankets

You will find additional pillows and blankets inside the closet.

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**Pool - Indoor ----- 9**

The hotel has an indoor swimming pool in the Wellness Center, on the 1st floor. It is mandatory to wear a swimming cap (for sale at the reception).

**Opening Hours**

Every day - from 9h00 am to 9h30 pm

R

**Reception/Front Desk ---- 9**

Available 24 hours per day, with efficient and helpful professionals for any information you may need.

**Repairs and Faults ----- 9**

Please contact the Front Desk immediately after detection.

**Restaurant (€) ----- 609**

The Garden Restaurant is located on the 1<sup>st</sup> floor. Service with own price list. Please note that is not allowed to be shirtless or with slippers.

**Opening Hours**

Breakfast - from 7h00 am to 10h00 am  
Lunch - from 12h30 pm to 3h00 pm  
Dinner - from 7h00 pm to 10h00 pm

**Room Cleaning ----- 9**

Daily room cleaning. Bed linen will be changed every 3 days. If you do not wish to be disturbed, please put the "do not disturb" sign on the doorknob or notify the Reception in the event of any impediment. However, due to hygiene and preservation of the materials and equipment of the Hotel, it is not possible to refuse the room cleaning for more than 2 days in a row.

**Working Hours**

Every Day - 9h00 am to 5h00 pm

**Room Service (€) ----- 9**

Service with own price list and additional tax.

**Breakfast**

Every day - from 7h00 am to 11h00 am

**Room Service Menu**

Every day - from 10h00 am to 10h00 pm

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S

**Safe Deposit Box ----- 9**

Available free of charge in the room, with instructions for use. The hotel is not responsible for any valuables in the safe.

**Sauna**

The Hotel has Sauna in the Wellness Center at the 1st floor.

**Opening Hours**

Every day - from 9h00 am to 9h30 pm

**Swimming cap ----- 9**

The use of a swimming cap in the indoor pool is mandatory. The hotel has adult and children caps available for sale in the reception.

T

**Taxi Services (€) ----- 9**

The Hotel can help you. Contact the Front Desk. Service with own prices.

**Telephone (€) ----- 0 + destination number**

To access outside dial "0" followed by the telephone number. Check with the Reception for information on the tariffs of national and international calls.

**Toilet Seat Reducer ----- 9**

The hotel has a toilet seat for children on request and subject to availability.

**Towels ----- 9**

Hang the towel if it does not need to be changed. If you leave the towel in the bathtub or on the floor, it will be changed. Bear in mind that reusing towels helps protecting the environment.

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V

**Values and Personal Belongings ----- 9**

We inform you that the Hotel is not responsible for the safety of any objects or valuables left in the rooms or in any hotel area. You may leave values stored in the room's safe.

W

**Wake Up Call ----- 9**

Dial 81, followed by the desired time with 4 digits (ex: 08h30, dial 810830). Disconnect. If you want to change the wake-up time you will have to renew the operation. To cancel the wake-up call, dial 82. If you prefer, ask at Reception.

**Wellness Center**

The hotel has an [Indoor Swimming Pool](#), [Jacuzzi](#), [Sauna](#) and [Gym](#), on first floor. You can also request the massage service by appointment and with your own price list. It is mandatory to wear a cap in the indoor pool (available for sale at reception).

**Opening Hours**

Every day - from 9h00 am to 9h30 pm

**Windows**

For safety reasons, before leaving the room, make sure you leave the balcony door and/or window closed. This allows you to maintain the climate of the room as well as prevent unwanted entry of insects and pests plagues.

( € ) = Service with additional cost

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