

INFORMATION & SERVICES DIRECTORY

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AZORIS FAIAL GARDEN

Rua Cônsul Dabney, 9900-856 Horta | Faial | Açores | Portugal
T. (+351) 292 207 400* F. (+351) 292 207 450 www.azorishotels.com

SERVICES ----- TELEPHONE

A

Address and Hotel Contacts

Azoris Faial Garden - Resort Hotel

Rua do Cônsul Dabney - Horta, 9901-856

Horta, Faial - Açores - Portugal

Tel. +351 292 207 400 (call to national landline)

Email: rececao.faial@azorishotels.com

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:

Standard Amenities: Hygienic Kit | Liquid Soap | Shampoo & Shower Gel | Body Lotion

Baby & Children Line: Soap | Shampoo & Shower Gel | Body Lotion

Executives: Hygienic Kit | Shampoo & Shower Gel | Shaving Kit | Body Lotion

Suites: Hygienic Kit | Shampoo & Shower Gel | Osmé Line with Soap, Shampoo, Shower Gel and Body Lotion | Shaving Kit | Dental Kit

On Request: Shaving Kit | Dental Kit

Air Conditioning

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

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 | Sleeping Mask

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 for a budget at Reception.

Bar (€) ----- 4534

The Lobby Bar is located next to the entrance hall, on the 0 floor. The Terrasse Bar, next to the outdoor swimming pool, is open in summer, where lunch is served. In case the weather conditions do not allow the opening or operation of the Terrasse, drinks and light meals are served in the Lobby Bar and lunch in the Varanda da Horta Restaurant. Service with own price.

Winter opening hours

Lobby - from 11 am to 11 pm

Summer opening hours

Lobby - from 8:30 pm to 12 am

Terrasse - from 11 am to 8:30 pm

Bathrobe

The bathrobes provided are for use at the hotel, and exclusively in the pool, sauna, Turkish bath and jacuzzi areas. It is not allowed to take the bathrobe outside the hotel.

Breakfast (€) ----- 9

Served in the restaurant, located on the reception 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

Every day - from 6:30 am to 10:00 am

C

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Certification

Azoris Faial Garden is certified in Quality, Environment and Food Safety (HACCP).

Check-In and Check-Out

Check-in: As from 2:00 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.

Coffee

Nespresso capsules are available in suites and superior executives, with free daily replacement of 4 capsules.

Complaints Book ----- 9

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

Connection Between Rooms ----- 4XXX

Dial number "4" followed by the room number.
E.g. Room 201, dial "4201".

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.

D

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Dress Code

In corridors, elevators, lobby, bar, restaurant and other public areas, it is not allowed to walk shirtless, barefoot or in a bathrobe (only allowed near swimming pools and jacuzzis).

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 hotel 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

The Hotel has a Gymnasium in the Wellness Center of the -1 floor, with view to the mountain of Pico.

Opening Hours

Every day - from 6:00 am to 10:00 pm

H

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Hairdresser (€) ----- 141

Service available in S. Jorge Villa, with own price list.
Closed on Sundays. Service subject to previous reservation.

I

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 several newspapers and magazines from all over the world. A service with the compliments of Azoris Faial Garden.

J

Jacuzzi

The Hotel has a Jacuzzi next to the indoor swimming pool, in the Wellness Center of the -1 floor. Go through the shower before using the Jacuzzi.

Opening Hours

Every day - from 6:00 am to 10:00 pm

K

Key Card

Use the key card to open your bedroom door and turn on the power by inserting it into the electronic stand 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, 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

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at the front desk. The laundry bag is made of paper to reduce the use of plastic.

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 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

M

disposal.

Mailing (€) ----- 9

Please contact the Front Desk for this service.

Mattress Protector for Children ----- 9

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

Massages (€)

The Hotel has a massage service in the Wellness Center, on the floor -1, under prior appointment and with own price list. Reservation and information at the Reception.

Meeting Rooms (€) ----- 9

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

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Mini-Bar (€)

The mini bar is filled. 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 hand in your last record of consumption at the Front Desk. Consumption offer in suites and executive superior ocean view.

P

Parking

Azoris Faial Garden offers outdoor parking alongside its gardens. Please do not park outside the proper spot.

Picnic Box (€) ----- 9

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

Pillows and Blankets ----- 9

You might find additional pillows and blankets inside the closet.

Pool - Indoor ----- 9

The Hotel has an indoor swimming pool in the Wellness Center, floor -1. It is mandatory to wear a swimming cap (available for sale at the reception, subject to availability) and go through the shower before using the indoor pool. If you need pool towels, please ask at the Reception.

Opening Hours

Every day - from 6:00 am to 10:00 pm

Pool - Outdoor

The Hotel has an outdoor swimming pool, on -1 floor, with a view to Pico Mountain. It is necessary to go through the shower before using the pool. If you need pool towels, please request at Front Desk.

Opening Hours

Every day - from 08h00 am to 08h00 pm.

R

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Reception/Front Desk ---- 9/100/101

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 (€) ----- 4533

The Restaurant is located next to the entrance hall, on the 0 floor. Service with own price list. Please note that is not allowed to be shirtless, barefoot, in bathrobe, or in slippers.

Winter opening hours

Lunch - 12:30 pm to 3:00 pm

Dinner - from 7:30 pm to 10:00 pm

Summer opening hours

Dinner (buffet only) - from 7:30 pm to 10:00 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 regarding the periodicity of the service. However, due to hygiene and preservation of the materials and equipment of the Hotel, it will not be possible to refuse the room cleaning for more than 48 hours in a row.

Working Hours

Every Day - from 9h00 am to 6h00 pm

Room Service (€) ----- 9

Service with own price list and additional tax.

Breakfast

Every day - from 06:30 am to 10:00 am

Room Service Menu

Every day - from 11:00 am to 10:00 pm

S

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Safe Deposit Box ----- 9

Available free of charge in the room, with instructions for use. There is also a safe deposit box available for free at Front Desk. The hotel is not responsible for any valuables in the safe.

Sauna

The Sauna is in the Wellness Center on the -1 floor.

Opening Hours

Every day - from 6:00 am to 10:00 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, subject to availability.

T

Taxi Services (€) ----- 9

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

Telephone (€) ----- 0 + destination

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.

Turkish Bath

The Hotel has a Turkish bath, in the Wellness Center of the -1 floor.

Opening Hours

Every day - from 6:00 am to 10:00 pm

V

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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 reception safe, in an envelope or other closed container or in the safe deposit available in your room. No additional charge.

W

Wake Up Call ----- 9

Dial the number 81. After that, dial your wake-up time with 4 numbers (e.g. for 08:30am, dial 0830). Hang up the phone. To cancel the request, dial 82. You can also ask for this service at the Reception.

Wellness Center

On the -1 floor, you have at your disposal a heated indoor Swimming Pool, Jacuzzi, Sauna, Turkish Bath and a Gym with a magnificent view of Pico Mountain. It is mandatory to wear a swimming cap and go through the shower before using the indoor pool. If you require pool towels, please ask at the Reception. You can also request a massage service, with own price list, under prior appointment.

Opening Hours

Every day - from 6:00 am to 10:00 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.

(€) = Service with additional cost

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