

INFORMATION & SERVICES DIRECTORY

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AZORIS ROYAL GARDEN

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SERVICES ----- TELEPHONE

A

Address and Hotel Contacts

Azoris Royal Garden - Leisure & Conference Hotel

Rua de Lisboa, s/n, 9500-216, Ponta Delgada, São

Miguel - Açores - Portugal

Tel. +351 296 307 300 (call to national landline)

Email: rececao.royal@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 the Reception. Available amenities:

Classic Room: 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

ATM

At the Hotel Hall, near the Reception, you can find an ATM machine.

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

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B

Babysitting (€) ----- 9

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

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 (€) ----- 137

The Bar is located on the First Floor, with LCD television and Sport Channels. Service with own price list for snacks and beverages.

Opening Hours

Summer - from 5:00 pm to 12:00 am

Winter - from 10:00 am to 12:00 am

Bathrobe

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

Bicycles (€) ----- 9

We have bicycles for rent. Request this service at Reception and explore the city on wheels.

Breakfast (€) ----- 9

Served in the restaurant, located on the 1st floor, near the Zen Garden. 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

7:00 am - 10:00 am

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C

Certification

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

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 for consumption in the room, with a daily free 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 ----- 2XXX

Dial directly "2" followed by the room number. E.g. Room 201, dial "2201".

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.

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D

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 Azoris Royal 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

Games ----- 137 /9

The Hotel has a Games Room on the first floor, with snooker table and other games for children. Request at the Bar or Reception.

Gym

The Hotel has a Gym, at the Wellness Center, on First Floor. Exterior access through the Zen Garden. Indoor access via the elevator near the rooms 240, 340 and 440.

Opening Hours

Every day - from 6h00 am to 10h00 pm

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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 have free access to several newspapers and magazines from all over the world. A service with the compliments of Azoris Royal Garden.

J

Jacuzzi

The Hotel has a Jacuzzi, at the Wellness Center on First Floor. Exterior access through the Zen Garden. Indoor access via the elevator near the rooms 240, 340 and 440. Please go through the shower before entering 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 or 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 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.

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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 disposal.

M

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.

Meeting Rooms (€) ----- 9

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

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. Offer of consumption in suites.

P

Parking (€)

The Azoris Royal Garden has a wide covered parking, with 86 standard places, 2 for people with disabilities and 1 place with a charging station for electric cars.

Service with own price list.

Picnic Box (€) ----- 9

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

AZORIS ROYAL GARDEN

Pillows and Blankets ----- 9

You might find additional pillows and blankets inside the closet.

Pool Bar (€) ----- 136

With light meals and swimming pool support, during summertime. Please, be aware that being shirtless is not allowed.

Opening Hours

Summer - from 10:00 am to 7:00 pm

Pool - Indoor ----- 9

The hotel has an indoor swimming pool in the Wellness Center, on the 1st floor. Access via Zen Garden, or via elevator near the rooms 240, 340 and 440. It is mandatory to wear a swimming cap (for sale at the reception).

Opening Hours

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

Pool - Outdoor

The Hotel has outdoor swimming pool in the North Garden, on first floor, for adults and children.

Opening Hours

Every day - from 08h00 am to 08h00 pm

R

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 (€) ----- 135

The KOI Restaurant is located on the 1 floor. Service with own price list. Please note that is not allowed to be shirtless, barefoot, in bathrobe, or in slippers.

Opening Hours

Breakfast - from 7h00 am to 10h00 am

Lunch - from 12h00 pm to 3h00 pm

Dinner - from 7h00 pm to 10h00 pm

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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.

Opening Hours

Every Day - das 09h00 am to 8h00 pm

Room Service (€) ----- 9

Service with own price list and additional tax.

Breakfast - from 07h00 am to 11h00 am

Room Service Menu - from 10h00 am to 11h30 pm

S

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 Hotel has Sauna in the Wellness Center at the 1st floor. Exterior access through the Zen Garden. Indoor access via the elevator near the rooms 240, 340 and 440.

SPA - 'Lotus SPA' (€) ----- 142 /9

The "LOTUS SPA", created for relaxing moments, has 5 rooms for massages and aesthetics treatments and is located on the 1st floor. Treatments are subject to availability and require prior appointment with Reception, with own price list.

Opening Hours

Monday to Saturday - from 10:00 am to 7:00 pm

Excludes Sundays and holidays.

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Swimming cap ----- 9

The use of a cap in the indoor pool is mandatory. The hotel has adult and children caps available for sale in the reception - subject to stock availability.

T

Taxi Services (€) ----- 9

Contact the Front Desk. Service with own price list.

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.

Tennis ----- 9

The Hotel has a Tennis Court, in the North Garden. You can also ask for rackets and balls at the reception.

Opening Hours

Every day - from 7h00 am to 8h00 pm

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. For pool towels, you must show the towel card given at check-in. It must be returned at check-out. The non-delivery of the card implies payment of €10.

Transfer (€) ----- 9

The hotel has transfer service for the airport. Subject to availability and with own price list.

Turkish Bath

Located at the Wellness Center, on First Floor. Exterior access through the Zen Garden. Indoor access via the elevator near the rooms 240, 340 and 440.

Opening Hours

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

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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 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. Wait for the instruction to dial the wake-up time, using 4 digits (e.g., for 08:30am, dial 0830). Hang up the phone. Dial 82 if you wish to cancel. You can also ask for this service at the Reception.

Wellness Center

The Hotel has an [Indoor Swimming Pool](#), [Jacuzzi](#), [Turkish Bath](#) and [Gym](#), on First Floor. It is mandatory to wear a swimming cap. Exterior access through the Zen Garden. Indoor access via the elevator near the rooms 240, 340 and 440.

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 and plagues.

(€) = Service with additional cost

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