

INFORMATION & SERVICES DIRECTORY

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AZORIS FAIAL GARDEN

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 - Fax. +351 292 207 450

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 the Reception. Available amenities:

Classic Room: Hygienic Kit | 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

Air Conditioning

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

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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Badminton (€) ----- 9

The Hotel has a Volleyball court, where you can also practice Badminton. If you need flyers and rackets, the Hotel offers for hire.

Banquets (€)

The Hotel provides banquets service, with counselling service for the type of event you wish to organize. Request for a budget at Reception.

Bathrobe and Slippers (€) ----- 4534

In case your room rate does not include bathrobe and slippers in the room, you can rent it at an additional cost.

Bar (€) ----- 4534

The Lobby Bar is located next to the lobby on the 0 floor. The Terrasse Bar, next to the outdoor pool, operates in the summer months. Service with own pricing.

Opening Hours

Lobby: from 6h00 pm to 12h00 am
Terrasse Bar: 11h00 am to 6h00 pm

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

Note: Breakfast service will work in shifts. You must make the reservation at check-in.

C

Certification

Azoris Faial Garden is certified in Quality and Food Safety (HACCP) and has the Clean & Save Seal of Turismo de Portugal.

AZORIS FAIAL GARDEN

Check-In and Check-Out

Check-in - As from 4:00 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.

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. We suggest the use of contactless and MB Way features, whenever possible. For values above 50€, the QR Code functionality can be used.

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.**

AZORIS FAIAL GARDEN

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 Faial 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

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 08h00 am to 08h00 pm

Note: Service available upon reservation at the reception. Limited capacity, with the guarantee of sanitation after use.

H

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

J

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.

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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 08h00 am to 08h00 pm

Note: it is mandatory to respect the maximum capacity of people indicated in the space.

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. All keys are disinfected before being handed over to you. 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.

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.

Note: on the recommendation of the Portuguese Directorate-General of Health / Regional Directorate of Health, both the laundry bag and the form are not available in the room. If you need, please contact the reception.

AZORIS FAIAL GARDEN

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 90 days. 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.

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.

Note: temporarily closed on the recommendation of the Portuguese Directorate-General of Health / Regional Directorate of Health.

Meeting Rooms (€) ----- 9

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

Mini-Bar (€)

Service available on request at the Reception or using the Room Service.

Parking

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

AZORIS FAIAL GARDEN

Picnic Box (€) ----- 9

Available for Room Service (plus applicable fee) or request at the Reception. 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 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 08h00 am to 08h00 pm

Note: it is mandatory to respect the maximum capacity of people indicated in the space.

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

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.

AZORIS FAIAL GARDEN

Restaurant (€) ----- 4533

With a la carte or buffet service, the Varanda da Horta 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 or with slippers.

Opening Hours

Lunch - 12h30 pm to 15h00 pm
Dinner - from 7h30 pm to 10h00 pm

Note: Service available upon reservation at the reception. Limited capacity, with the guarantee of sanitation after each use.

Room Cleaning ----- 9

Daily room cleaning. Bed linen will be changed every 2 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 - das 09h00 am to 5h00 pm

Room Service (€) ----- 9

Service with own price list and additional tax.

Breakfast

Every day - from 07h00 am to 10h00 am

Room Service Menu

Every day - from 07h00 am to 11h00 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.

AZORIS FAIAL GARDEN

Sauna

The Hotel has Sauna, in the Wellness Center of the - 1 floor.

Opening Hours

Every day - from 08h00 am to 08h00 pm

Note: it is mandatory to respect the maximum capacity of people indicated in the space.

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

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. You can also rent a rackets and balls, if you don't have your own.

Opening Hours

Every day - from 8h00 am to 8h00 pm

Toilet 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 a payment of €10.

AZORIS FAIAL GARDEN

Turkish Bath

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

Opening Hours

Every day - from 08h00 am to 08h00 pm

Note: it is mandatory to respect the maximum capacity of people indicated in the space.

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.

Volleyball (€) ----- 9

The Hotel has a Volleyball Court. You can also rent a ball if you don't have your own.

Opening Hours

Every day - from 8h00 am to 8h00 pm

W

Wake Up Call ----- 9

Dial *81, followed by 4 numbers (e.g. for 08:30am, dial *810830). Hang up the phone. If you want to change the time of awakening, you will have to renew the operation. To cancel wake-up time dial #81 followed by new time. You can also ask it at the Reception.

AZORIS FAIAL GARDEN

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.

Opening Hours

Every day - from 08h00 am to 08h00 pm

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 pwn price list, under prior appointment.

Note: it is mandatory to respect the maximum capacity of people indicated in the space.

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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