

Information Book



This apartment complies with Portuguese laws on furnished accommodation for tourists.

Register number:

2973 / AL - Garden's Nest North Villa - Accommodation Establishment Vila G

2974 / AL - Garden's Nest East Villa – Habitation Vila H

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Welcome to our Accommodation!

It is our commitment to ensure that during your stay you enjoy the comfort and tranquillity offered by a unit with the high standards of service and quality.

Here you will find the perfect place for a few days of rest or even adventure and nature.

Faial Island is a small island full of natural beauty corners that make us feel Nature both in its pure state, as well as in its junction with progress and innovation.

A place of worship for all those who cross the Atlantic Ocean by boat, the city of Horta has a marina full of colour and influences from all over the world - influences that extend a little across the island, whether in the architecture of the houses, in the windmills we see along the roads, which are almost always accompanied by a view of our Ocean, from any angle, or even in the way the locals talk. Further ahead you will find our suggestions to make the most of the days spent on our Blue Island.

This small guide contains all the information you need about the Accommodation and about the area in which it is inserted. In order for your experience to be unique and as pleasant as possible, as well as for all our other guests, we suggest that you take into account some suggestions / rules. If you have any questions please get in touch with our team, we will be happy to try to help you.



Useful Contacts

RECEPTION 24h: (+351) 292 207 400

EMERGENCY: 112

COVID-19:

Azores Health Line, for medical issues - (+351) 808 24 60 24

Line for non-medical issues - (+351) 800 29 29 29

FIRE DEPARTMENT OF HORTA: (+351) 292 200 850

Rua Bombeiros Voluntários 5, 9900-099 Horta

POLICE OF HORTA: (+351) 292 208 510

Av. Gago Coutinho e Sacadura Cabral s/n, 9900-062 Horta

HOSPITAL OF HORTA: (+351) 292 201 000

Estrada Príncipe Alberto Do Mónaco Angústias, Horta

HEALTH CENTRE OF HORTA: (+351) 292 207 200

R Vista Alegre - Conceição (Horta), 9900 - 071 Horta

PHARMACY LECOQ: (+351) 292 200 054

Rua Conselheiro Medeiros, 19 Horta (Matriz)

PHARMACY AYRES PINHEIRO: (+351) 292 292 749

Rua Serpa Pinto, nº 26 Horta (Matriz)

PHARMACY CORREIA: (+351) 292 292 968

Rua D Pedro Iv, 31 Horta (Matriz)

DENTISTS:

Clínica de Medicina e estética dentária Dr Luís Arruda- (+351) 292 700 916

Rua Conselheiro Medeiros 9900-114 Horta

Clínica de Médico-Dentária Viva Mais Sorridente- (+351) 292 107 058

Rua Conselheiro Miguel da Silveira, 11 9900-114 Horta

Clínica Dentária Cláudia Nunes - (+351) 916 880 852

Rua das Angústias,66 9900-018 Horta

ACCOMMODATION RULES

During your stay in the accommodation, you must comply with the following rules:

CARE AND RESPECT

- You should treat the accommodation as if it is your home. Please leave it as you found it.
- Be conscientious in the consumption of water and electricity to protect the environment and avoid waste.
- Use carefully all the tools and equipment provided in the Accommodation.
- Be careful and respectful while using common areas for all customers.
- Avoid using electrical appliances in wet areas. We will not take any responsibility for accidents or damage caused by such use.
- Children must always be accompanied by at least one adult, as we do not assume any responsibility in accidents where there is no adult parental supervision.

PARKING

- Your vehicle must always be parked in the large parking lot next to the accommodation.

VALUES AND DAMAGES

- Garden's Nest is not responsible for any values left in the accommodation. We have a central safe in the Reception of the Azoris Faial Garden hotel, in case you want to keep some small object and / or documents.

- We inform that it is the guest's full responsibility to compensate for damages caused to the equipment and utensils provided, if they are misused, including their loss.

IDENTIFICATION

- The identification of all guests will always be requested at check-in, regardless of their nationality.

IT IS FORBIDDEN TO:

- Make noise between 10 pm and 9 am.
- Smoking inside the accommodation. To smoke, you can use any space outside our accommodation.
- Bring pets to the Accommodation, except for assistance animals.
- Accommodating guests without our consent. All reservations must respect the maximum accommodation limitation. All guests must be registered, as the accommodation of guests without prior consent and registration is strictly prohibited.

The non-compliance with the accommodation rules may lead to the termination of your stay and/or have legal repercussions.

OTHER INFORMATIONS

SCHEDULE:

Check-in: from 4h00 pm to 8h00 pm

Check-out: from 08h00 am to 10h00 am

- If you want to check-in or check-out at another time, please contact us at (+351) 292 207 400, in order to check availability.
- Check-in and Check-out will take place at the Reception of the Azoris Faial Garden hotel.

CLEANING

- Cleaning and linen change will be done every 2 days. We do not guarantee dishwashing during stays.
- You can also request assistance with the accommodation by dialling the number (+351) 292 207 400. Assistance will be provided according to the availability of our staff, trying to be as brief as possible.

LINEN AND TOWELS

- The house is equipped with bed linen and towels, depending on the number of guests in the reservation. Towels will be left in the bathroom.

COMPLAINTS

- This accommodation unit has a complaints book. To expose your complaint, or ask for the complaints book, please contact our permanent customer service at the Azoris Faial Garden hotel Reception, by phone (+351) 292 207 400.

GARBAGE AND RECLYING

- The Azoris Group has official certification in environmental policy, which means that waste separation is an essential point for us, counting on your cooperation, which we are very grateful for.
- At the end of your stay, we kindly ask you to leave your waste separate so that we can carry out the sorting. If you need to collect recycling during your stay, please contact the permanent customer service.



EQUIPMENT / UTILITIES

For your convenience, the accommodation is equipped with various appliances and equipment, whose operating instructions are shown below:

HOT WATER / WATER HEATER

- Hot water is supplied by a water heating boiler. It is ready to work, not requiring any kind of intervention by the guests.
- If you notice an anomaly, contact us through our permanent customer service. After opening any tap, you may have to wait 1-2 minutes to have hot water.

REFRIGERATOR / FREEZER

- The refrigerator will be on continuously. In case of anomaly, please contact our permanent customer service.
- Do not leave food in the refrigerator after your stay.

WASHING / DRYING MACHINE

- Put your laundry on the drum and follow the instruction manual.

MICROWAVE

- To open the door, you must press the button at the bottom of the front panel below the buttons. You must then select the temperature on the upper button, and the time on the lower button.
- After use, check that the time button is at zero, in order to switch off the device.

VITROCERAMIC HOB / OVEN

- You must use the buttons on the front panel of the stove according to the position you want to use, turning the desired button and paying attention to the selected temperature.
- On the same panel you will find the timer (optional), temperature and oven buttons - you must select the mode you want as the temperature.
- At the end of use, please check that you have left all buttons in off mode. Please note that the hob and oven surfaces may remain hot after use.

TV

- It can be switched on / off using the ON and OFF button on the television and remote control. Channels and volume can be changed in the remote control.

WI-FI

- The internet service is provided free of charge. The access data is placed under the router, which is located below the TV.
- We advise responsible, safe and appropriate use, in compliance with all applicable laws. If there is a failure in the service, please contact us at (+351) 292 207 400.

INTEREST SPOTS

VULCÃO DOS CAPELINHOS Capelinhos Vulcano

Phone: (+351) 292 200 470

Address: Farol dos Capelinhos, 9900 Horta

Email: pnfaial.vulcaodoscapelinhos@azores.gov.pt

GPS coordinates 38°35'48,791" N | 28°49'36,169" O

JARDIM BOTÂNICO Botanic Garden

Phone: (+351) 292 207 360

Address: Rua de S. Lourenço, nº 23, Flamengos, 9900 - 401 Horta

Email: pnfaial.jardimbotanico@azores.gov.pt

GPS coordinates 38°33'3,178" N | 28°38'26,064" O

MUSEU DA HORTA Museum of Horta

Phone: (+351) 292 392 784

Address: Palácio do Colégio, Largo Duque d'Avila e Bolama 9900-141 Horta

Email: museu.horta.info@azores.gov.pt

PETER CAFÉ SPORT E MUSEU DE SCRIMSHAW Café and Museum

Phone: (+351) 292 292 327

Address: R. José Azevedo 9, 9900-027 Horta

GPS coordinates: 38.529551,-28.626782

FÁBRICA DA BALEIA Whale Factory

Phone: (+351) 292 292 140

Address: Monte Da Guia, Fábrica Da Baleia De Porto Pim Angústias, 9900-124 Horta

Email: geral@oma.pt

GPS coordinates: 38°35'48.009 N | 28°49'31.167 O

CASA DOS DABNEY Dabneys's House

Phone: (+351) 292 240 685

Address: Monte da Guia, 9900-124 Horta

Email: pnfaial.casadosdabney@azores.gov.pt

GPS coordinates: 38°31'23,166"N | 28°37'39,597"

PARQUES E PAISAGENS NATURAIS

CALDEIRA

Address: Estrada da Caldeira, 9900 Horta

Email: parque.natural.faial@azores.gov.pt

GPS coordinates: 38.58806126, -28.71608913

RESERVA FLORESTAL NATURAL DO PARQUE DO CAPELO Forest Nature Reserve

Address: Capelo, 9900 Horta

GPS coordinates: 38.5835158, -28.78323555

MARINA DA HORTA Horta's Marina

Address: Cais de St^a Cruz, 9900-017 Horta

Phone: (+351) 292 391 693

GPS coordinates: 38.53422266, -28.62572551

MONTE DA GUIA

Address: Monte da Guia, 9900-124 Horta

GPS coordinates: 38.52057099, -28.62810731

CABEÇO GORDO

Address: Cabeço Gordo, Capelo, 9900 Horta

GPS coordinates: 38.57625252, -28.71270418

SUPERMARKETS

CONTINENTE

Address: Estrada Príncipe Alberto do Mónaco, Apartado 230, 9900-038 Horta

GPS coordinates: 38.52980388, -28.63188386

FAYAL KOMPRA

Address: Rua Manuel Alves 16, Angústias, 9900-152 Horta

GPS coordinates: 38.53534305, -28.63443732

BATHING AREAS

PRAIA DO ALMOXARIFE Beach

Address: Avenida Unânime Praiense, 9900-451 Horta

GPS coordinates: 38.554194, -28.60983074

PRAIA DO PORTO PIM Beach

Address: Monte da Guia, 9900-124 Horta

GPS coordinates: 38.52325285, -28.62474382

CASTELO BRANCO (PISCINAS NATURAIS) Natural Pools

Address: Caminho do Porto, 9900-323 Horta

GPS coordinates: 38.51873686, -28.72505307

ZONA BALNEAR DO VARADOURO Natural Pools

Address: Rua Tenente Simas, 9900-302 Horta

GPS coordinates: 38.56481096, -28.77493143

VEHICLE RENTALS

BIKE RENTAL

Azores Hot Rod – (+351) 962 086 720

Atividades Turísticas Peterzee – (+351) 292 392 897

Carla Vieira – (+351) 292 945 434

CAR RENTAL

Auto Turística Faialense rent-a-car – (+351) 292 292 308

Horta Rent de Morais Lda – (+351) 292 392 035

Ilha Verde rent-a-car – (+351) 292 392 786

SCOTTER RENTAL:

Azorescar – (+351) 969 294 412

José Manuel Picanço – (+351) 965 516 252

Carla Vieira – (+351) 292 945 434

ACTIVITIES

NAUTICAL:

- Diving
- Whale watching
- Sailing
- Cruise
- Swim with dolphins
- Shark diving
- Tourist and sport fishing
- Sea tours
- Beaches and sea baths, natural pools

Touristic Companies Contacts:

Haliotis – (+351) 913 123 828 / 911 779 847

Atividade Tuística Peterzee – (+351) 292 391 837

Azores Experiences – (+351) 965 650 452

Naturalist – (+351) 916 746 917

LAND:

- BTT
- Rustic golf
- Bird Watching
- Horse or donkey rides
- Walking tours
- Off-road tours

Touristic Companies Contacts:

Atividade Tuística Peterzee – (+351) 292 391 837

Naturalist – (+351) 916 746 917

Azores Ocean Hill – (+351) 962 432 694

Belo campo – (+351) 969 346 649

Pátio Horse & Lodge – (+351) 292 946 805 / (+351) 917 428 111

RESTAURANTS

IN THE CITY OF HORTA

VARANDA DA HORTA

Phone: (+351) 292 207 400

Address: Azoris Faial Garden, Rua Cônsul Dabney Angústias, 9900-856 Horta

ATLÉTICO

Phone: (+351) 292 292 492

Address: Rua Filipe de Carvalho, Angústias, 9900-052 Horta

CAFÉ SPORT (PETER)

Phone: (+351) 292 292 327

Address: R. José Azevedo 9, 9900-027 Horta

OTHER PLACES

BELA VISTA

Phone: (+351) 292 945 204

Address: Areeiro, Capelo, 9900-301 Horta

MINI-MAR

Phone: (+351) 292 949 143

Address: Largo Coronel Silva Leal, Praia do Almoxarife, 9900-451 Horta

PRAYA RESTAURANTE

Phone: (+351) 292 701 037

Address: Largo Coronel Silva Leal, Praia do Almoxarife, 9900-451 Horta

A PASQUINHA

Phone: (+351) 292 946 911

Address: Canada do Mestre 31, Salão, 9900-501 Horta

ALDINA

Phone: (+351) 292 946 155

Address: Estrada Regional, 71 Cedros, 9900-341 Horta

HOST CONTACT

Bruno Fernandes

Phone: 292 207 400

Email: bruno.fernandes@azorishotels.com

This Information Book was created by the Azoris Group, within the scope of the Local Accommodation regulation guidelines and it is meant to be a useful tool during your stay in our accommodation.