

## INFORMATION & SERVICES DIRECTORY

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### AZORIS ROYAL GARDEN

Rua de Lisboa s/n - São José - Ponta Delgada 9500-216 S.Miguel | Açores

T. (+351) 296 307 300

F. (+351) 296 307 307

[www.azorishotels.com](http://www.azorishotels.com)

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 - Fax. +351 296 307 307  
Email: [rececao.royal@azorishotels.com](mailto: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 | 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

**ATM**

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

B

**Babysitting (€) ----- 9**

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

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**Bathrobe and Slippers (€) ----- 9**

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

**Bar (€) ----- 137**

The Bar is located on the First Floor, with LCD television and Sport TV Channel. Service with own price list.

**Opening Hours**

from 11:00 am to 01:00 am

**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

C

**Certification**

The Azoris Royal Garden is certificated in Food Safety (HACCP), Quality and Environment. It has the Clean & Save Seal of Turismo de Portugal.

**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.

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**Coffee (€)**

Nespresso capsules are available for consumption in the room, with own price list. Offer in the suites, with daily replacement of 4 capsules.

**Coffee Shop (€) ----- 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

**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. 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.**

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### 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

The Hotel has a Games Room with snooker table on the first floor - additional cost. Request and payment with the Bar.

### Gym

The Hotel has a Gym, at the Wellness Center, on First Floor. Entrance via the Zen Garden or elevator.

### Opening Hours

Every day - from 8h00 am to 8h00 pm

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

### 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 Royal Garden.

## J

### Jacuzzi

The Hotel has a Jacuzzi, at the Wellness Center on First Floor. Entrance via the Zen Garden. Please go through the shower before entering the Jacuzzi.

### Opening Hours

Every day - from 08h00 am to 08h00 pm

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*Note: it is mandatory to respect the maximum capacity of people indicated on the site.*

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

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#### 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.

#### 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

The Azoris Royal Garden has a wide covered parking, for 89 cars. Service with own price list.

#### 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, overlooking the Zen Garden, on the 1st floor. Entrance via Zen Garden, or via elevator access. It is mandatory to wear a swimming cap (for sale 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 outdoor swimming pool in the North Garden, on first floor, for adults and children.

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### 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 (€) ----- 4533

The KOI Restaurant is located on the 1 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 12h00 pm to 3h00 pm

Dinner - from 7h00 pm to 10h00 pm

### 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.

### Opening Hours

Every Day - das 09h00 am to 5h00 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 12h00 am

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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 entrance through the Zen Garden. Access via elevator.

**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.*

**SPA - 'Lotus SPA' (€) ----- 142 /9**

The "LOTUS SPA", created for relaxing moments, has 5 rooms for massages and aesthetics treatments and is located in the 1<sup>st</sup> floor. Under prior appointment with Reception and with own price list.

**Opening Hours**

Monday to Saturday - from 09h30 am to 7h00 pm

*Excludes Sundays and holidays.*

**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.

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**Tennis (€) ----- 9**

The Hotel has a Tennis Court, in the North Garden.  
You can also rent a rackets and balls.

**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.  
Entrance via the Zen Garden or via elevator.

**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.

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W

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

Dial "wake up" key. Wait for the dial tone and introduce the dial wake-up time, using 4 numbers (e.g. for 08:30am, dial 0830). Hang up the phone. You can also ask it at the Reception.

**Wellness Center**

The Hotel has an Indoor Swimming Pool, Jacuzzi, Sauna, Turkish Bath and Gym, on First Floor. It is mandatory to wear a swimming cap.

**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.*

**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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