

Welcome to Hotel Alif

To serve you better while maintaining quality and comfort, we present you useful information for your stay

A

- Air Conditioning:** Available in all rooms, with individual thermostats and in the public areas of the Hotel.
- Airport:** The International airport of Lisboa is 4-5 km from the Hotels (CP and AV). Average travel time: 10-15 minutes. For more information, see the Services on the reception.
- Amenities:** In addition to the amenities at your disposal in the room, others are available on request at the reception.
- Animals:** Pets are not allowed at Hotel Alif, except for guide dogs.
- Animation:** The reception will inform you about the most relevant activities taking place in the city or region.
- Awakening :** The estimated guest should advise reception until midnight of the time that he intends to wake up the next day.

B

- Baggage Service facilities:** the guard is guaranteed and safe, but to be requested at the reception.
- Bar: Avenidas:** Every day from 15h00 to 00h00, on the lounge, next to the reception **Campo Pequeno:** Temporarily unavailable
- Bed linen:** All accommodations are equipped with 100% cotton linen with Portuguese manufacture. We change bed linen whenever you change the guest and, in case of long stays, every 2-3 days or upon request of the guest.
- Breakfast:** Opening Hour and Location from 7:00 am to 10:30 am on -2 floor – **Avenidas** and on 1st floor at **Campo Pequeno**
The customer, without breakfast included, can always take, simply by going to the breakfast room and with payment at checkout.
- Consumption in the breakfast room :** The existing items are only and exclusively for consumption in this place; We do not only serve coffee, milk or other item individually.
- The entrance in the breakfast room** implies the payment of the breakfast in its entirety and each entry for consumption is unique.
- Breakfast in the Room** Please inform the reception or leave the breakfast card in the door of your room (outside) by 05 o'clock in the morning of the same day. This service has associated fee, whose value is on the card.
- Business Center:** It is located next the reception, available seven days a week, with table, chair, and internet access.

C

- Cancellations:** Please check "cancellation policy" on your booking confirmation.
- Car Rental:** For more information, please check the services on the reception
- Check-in:** from 2 pm. For an **early check in - before 2:00 pm** - upon availability of the hotel and with extra payment. Please inquire at the reception.
- Check-out:** Until 12 noon. In case of **late check-out, after 12pm (noon)** with hotel availability and with extra payment. Please inquire at the reception.
- Checks:** We do not accept any kind of checks for payments.
- Children:** The maximum occupancy of the rooms is two people - two adults or one adult and one child. Children are considered for the purposes of reservation and non-payment until the age of 2 years.
- Cleaning Service:** It is available, seven days a week, free of charge, from 8:00 a.m. to 5:00 p.m.
- Coffee making facilities: Avenidas:** all rooms have a kettle. **Campo Pequeno :** The rooms do not have kettles, but the guest can request at reception and upon availability will be placed the kettle at zero cost. For both Hotels the extra coffee and tea has an additional charge. Please inquire at the reception.
- Complaint Book:** The hotel has a complaint book on the reception.
- Cradle:** for children up to 2 years. Contact the reception because is a free service, but upon availability
- Credit cards:** We accept credit cards, Visa, ATM, Visa Electron and Mastercard.
- Currency: Euros (€). Notes Circulation :** 500,200,100,50,20,10, 5 euros. **Coins Circulation** 2.1 euros + 1, 2, 5, 10, 20, 50 cents
- Currency exchange:** Please contact reception to request foreign currency exchange for euros



D

Damage to the Hotel : Any damage or loss done voluntarily or involuntarily and that caused by the guest to the belongings and property of the hotel will be reason for compensatory payment by the guest to reimburse the hotel of the damages. There is a price list, on reception, for consultation.

Deposit of Securities : None of the members of our team is authorized to keep cash or similar of the guests. For this there is the free service of Deposit of Values, at your disposal 24 hours a day in the Hotel Reception, with filling of own form.

Discrimination No demonstration of prejudice or racism are allowed within the Hotel

Do not disturb: If you wish not to be disturbed, please place the card on the outside on the bedroom door handle.

Drinking water : tap water is drinkable.

Drinks: The Hotels do not sell alcoholic beverages.

E

Electrical current: 220v

Elevator: The hotel has two lifts at your service on the zero floor, where you will find the reception, with access to all floors, making it easy to travel throughout the hotel.

Emergency: follow the specific instructions for fire situations and the emergency plan located at the door of the room.

Extra Bed: please contact the reception as this service is not free.

Extra Cleaning (room): If you smoke inside the room or if you leave your room with rest food, clothing and furniture that needs additional cleaning to that performed daily. See costs at the reception.

Extra Clothing : If you need more blankets or another item or early replacement of sheets / other, please contact the reception. The use of linen/ towels of the hotel are not allowed outside the Hotel, otherwise the total price of the same will be charged-check the price list at the reception.

F

Fire: To signal a fire, contact the reception, indicating location and if possible, its size. Check your room's emergency plan. Head to the meeting point located in front of the building or in the reception lobby.

Fire Alarm : Please read the emergency plan attached to the door of your room.

Fire alarm noticeboard: for your safety, but if triggered without reason implies payment, consult reception.

First Aid : If you need, please contact the reception. It will be necessary to fill a form if you take any kind of medicine.

Flowers: If you want to buy or send flowers, check the services at the Reception.

I

Identification : In accordance with the legislation, in the registration act, you will have to identify yourself by giving the receptionist your documents.

Incident / Accident in parking : In case the guest, when maneuvering his own vehicle, hit another car will be the responsibility of the guest to pay the damages/losses caused to the other guest. **Under no circumstances can a Hotel worker maneuver a guest car.**

Internet: We are pleased to offer free internet access in all our rooms, via wifi. We also have wifi services in the public areas of the Hotel. The user and password are provided at the time of check-in at the reception.

Iron: Upon request at the reception, free of charge.

K

Keys: The key-card is for exclusive use of the bedroom door opening. Please return it at check-out. If you lose the key-card go to the reception for immediate report of the event, to lower and issue a new key, for your safety.

L



Laundry : For any laundry service, the guest will have to leave the laundry in their own bag, existing in the room and with the completed and signed form.

We are not responsible for any damages that may occur. On Sundays and holidays, we do not provide the service.

Urgent Laundry Service : For the same day, the guest must, until 9:00 am on that day, notify the reception, who will collect it in a timely manner and return it to the room until 7:00 pm on the same day. It has a cost of 50% under normal prices, on the form.

Not Urgent Laundry Service The collection made when the hotel is cleaning the room and placed back in the room the next day.

Dry Cleaning: See at reception the delivery time and values of the clothes we need to send to this service.

Lost and found: Any forgotten object will be stored for a maximum of 3 (three) months. After this period, the Hotel reserves the right to give them the destination that it deems convenient. See reception.

M

Mail: The reception provides this service. It will tell you the tariff affects and will take charge of mail dispatch.

Maps and Roadmaps: For more information, see the services at the reception.

Messages: Will be delivered to your room or when you go to the reception

Metro (underground) : 50-100 meters from the hotels (AV and CP).

MiniBar : Avenidas : all rooms with minibars to your comfort **Campo Pequeno:** In rooms without a minibar, request one at the reception and upon availability will be placed at cost zero.

N

Newspapers: In the Reception you have the news of the day available. We also make the purchase for you on request at the Reception.

No Show : in case of no show you will be charged the amount of the first night.

No smoking: No smoking in the entire building. Make sure you meet this standard, since fire detectors are sensitive.

O

Outside Facilities The use of linen/ towels of the hotel are not allowed outside the Hotel, otherwise the total price of the same will be charged-check the price list at the reception.

P

Parking: subject to availability. There is no place reservation. Cost to be consulted at reception. Valid from the check-in and with exit obligatorily until 12pm (noon) - checkout time. After this time, you will configure the registration of a new parking daily.

Payment : is **made at the time of check in, and the entire reservation.** Checks are not accepted for payment, and the guest should check which credit / debit cards are accepted at the time of booking and hotel entry.

Pharmacy: The reception has a first aid kit. For more information contact the services of the reception.

Photocopies / scans: We treat this service for you. We can also print your boarding passes or vouchers. Please check the services and costs at the reception

Pillow Menu: Anti-allergic and anatomical pillows are available upon request at the reception.

Plug Adapter : available on request on the reception

Pre-authorization Credit Card up to **3 days before check-in**, the hotel will pre-authorize your credit card to verify the same in the amount of the first night. **Pre-authorization will be canceled on Checkout day**

Promotional packages: At your disposal different packages. Please see the Receipt for more information.

R



Reception: Our team operates 24 hours a day, all year round. Multilingual service, information and reservations service.

Reservations: You can make your reservation by phone and e-mail : **Avenidas** (+351 213 593 000); e-mail (resavenidas@alifhotels.com) **Campo Pequeno** (+351 217 826 210); e-mail (campopequeno@alifhotels.com) and for both Hotels, the website (www.alifhotels.com). For more information, contact the reception of each Hotel.

Room: All rooms are equipped with air-conditioning, cable tv, telephone, wi fi, work desk, electronic lock, bath linen, bed linen, private toilet, shower head and hand (in some rooms) , hair dryer, and amenities. The hotel has a room adapted for guests with reduced mobility. At your request in the Reception, this room will be prepared for this purpose.

Room Cleaning : Daily from 8:00 a.m. to 5:00 p.m., in all rooms.

To activate a faster service, use the "Please clean the room" card, placed on the handle, behind the bedroom door. If you do not want any cleaning, use "Do Not Disturb" card.

Room layout : Prohibited to change any place item

S

Safe : value objects, such as cameras, jewelry, credit cards, cash, passport ... are not Hotel responsibility. For a major security the Hotel advises the guest to save all values objects at a safe box which is available on the room. Safe box instructions can be found inside the safe. The **access key** (password) to the safe is the responsibility of the guest. The **loss or forgetfulness** of the access key could required an emergency opening with a fee of € 45.00 (forty-five euros) and may result in a delay in opening the room, as it may not be currently in the hotel, a suitable person. More information at the reception.

Security : It is not allowed the stay of people who are not part of the guest list.

Security Deposit : None of the Hotel employees are allowed to save money, documents or any similar value from the guest. For this service, free payment, there is a Securities Deposit, available for 24 hours a day at the reception. This service requires a filled and signed form or simply use the safe on your room.

Smoke : No Smoking allowed in all the Hotel;

SOS : all rooms have in the shower area as a bell called SOS which when triggered alerts the reception.

T

Taxi: We have privileged contacts to serve you in the best conditions. Please contact the reception.

Telephone: All rooms are equipped with telephone. To contact the reception: **Avenidas** dial 100 and for **Campo Pequeno** dial 1100. **In both Hotels :** Outside: dial 0 followed by the desired number. Emergency: dial 0 followed by 112.

Television: Available, free of charge, with a variety of national and international channels.

Towels : All rooms are equipped with face towels, bath towels and shower out rug.

V

Value Objects and Safe Box : The Hotel is not responsible for any values or objects which has not been declared to the reception. For any and all items you think of leaving in your room, please contact the reception, we will be happy to assist and check if something has been left in the room.

Video surveillance system: For your safety, in all public areas of the hotel

W

Wi-Fi : Wi-Fi is available throughout the hotel for free.