

In-Room Directory



A

ACTIVITIES*

golf, horse riding, walking, bicycle hire, visits to gardens, special events for small groups, please contact the welcome desk (9).

*developed through local partners

ADAPTORS AND TRANSFORMERS

please contact the welcome desk (9).

AFTERNOON TEA

in the main lounge with a fireplace, scones and home-made jams from 3 p.m. to 6 p.m.

ALARM CALLS

please call the welcome desk (9) to arrange an alarm call.

AVÓ MICAS RESTAURANT

breakfast : from 8 a.m. to 10 a.m.

dinner : from 7 p.m. to 9 p.m.

Lunch : Saturdays and Sundays from 12.30 p.m. to 3.00 p.m.

B

BAR

drinks service available between 10:00 a.m. and 11:00 p.m. in the main lounge.

BICYCLES

to hire, please contact the welcome desk (9).

BREAKFAST

from 8 a.m. to 10 a.m.

the avó micas restaurant serves a breakfast buffet.

breakfast is included in the room rate.

if you want to take breakfast in your room,

please contact the welcome desk (9).

service charge applicable (5€).

C

CHECK IN/OUT

check-in from 2pm and check-out until 12 noon.

if you would prefer a later check-out time,

please contact the reception desk (9)

up to the evening prior to departure, so we can check availability.

CREDIT CARDS

all major credit cards accepted.

D

DIET

special dietary menus are available.

please contact the welcome desk (9).

DRINKING WATER

the tap water is drinkable, however due to its low mineral composition we recommend bottled water.

E

EXTRA BED

please contact the welcome desk (9).

F

FIRE ALARM

all rooms are fitted with ultra-sensitive fire detectors.

the alarm system will be activated

in the event of excess smoke in your room.

all emergency exit signs are illuminated. inform the welcome desk (9).

FIRST AID

please contact the welcome desk (9).

G

GARDENS

the hotel garden contains some of the species best adapted to the climate at this altitude.

if you want to visit other subtropical gardens

we can organize a visit to one of the gardens in the funchal area.

GOLF

the hotel offers special rates for guests

at the santo da serra and palheiro golf courses.

individual green fees, special packages to play for a week

and a combination of the two courses on the island.

GOLF FOR BEGINNERS

Learn, have fun and do something different for the day.

please contact the welcome desk (ext. 9).

H

HANGERS

please contact the welcome desk (9) for extra hangers.

HEATING

the hotel is equipped with a central heating system.

all rooms have temperature control for your total comfort.

for the environmental and economic sustainability of this hotel,

we ask for your collaboration by turning off the heating

if you are not staying at the hotel during the day.

our staff will happily turn it back on for you before your return so that your room is a comfortable temperature when you arrive.

HOTEL FACILITIES

gymnasium, sauna, lounge, TV room and massage room.

I

INDOOR POOL

8 a.m. to 8 p.m. (floor 0)

INTERNET

free wifi access is available throughout the hotel.

L

LAUNDRY AND DRY CLEANING

this service is available. if you require an express laundry service,

clothes will be returned the same day after 6pm,

providing it is ready for collection before 10am.

if you require a standard service,

the clothes will be returned the next day,

providing it is ready for collection before 10am.

you will find laundry bags and special forms in your room.

LOST AND FOUND

please contact the welcome desk (9).

M

MESSAGE // SPA

message service by prior appointment.

please contact the welcome desk (9).

N

NATURA LOUNGE

television and reading room (floor 0).

NO SMOKING

smoking is not allowed anywhere inside the hotel.

P

PICNIC BASKET

contact any of our staff members or the welcome desk (9).

PILLOWS, SHEETS AND TOWELS

please contact the welcome desk (9).

PRINTING AND SCANNING

if you need to print, photocopy or scan any document,

please contact the welcome desk (9)

POOL TOWELS

there are green towels in the bathroom of your room on arrival.

if you want to exchange your green towel,

please contact the welcome desk (9).

R

ROOM KEYS

if you lose your room key, or it stops working,

please contact the welcome desk (9).

ROOM SERVICE

available from 8 a.m. to 12 a.m. for more information

please contact the welcome desk (9), or any member of our team.

service charge applicable (5€).

S

SAFE

there is a safe at your disposal in your room.

the hotel also provides a safe for depositing valuables outside your room.

the hotel is not responsible for money

or other valuables left in your room.

SAUNA

10 a.m. - 7 p.m. (floor 0)

required use of swimming costume or towel to cover the body.

towels available in your room.

please contact the welcome desk (9).

SPORTS

the hotel organises : golf, diving, sports fishing, deep sea fishing,

paragliding, horse riding, climbing, windsurfing,

canoing, mountain biking, helicopter rides,

walks along the irrigation channels and other activities.

please contact the welcome desk (9).

SUSTAINABILITY

among us, sustainability is an ever present maxim.

we've developed our activity in a sustainable way with the community.

on a daily basis we implement measures of an environmental,

economic and social respect.

see our commitment at www.portobay.com

T

TELEPHONES

the hotel has a direct connection system for outside calls.

for any additional information or rates please contact the welcome desk (9).

check the phone directory.

TELEVISION

the hotel has an internal video channel, cable TV and satellite TV.

TRANSPORT

for more information, please contact the welcome desk (9).

U

UMBRELLA

please contact the welcome desk (9).

V

VILA PORTO MARE GARDEN

located in the vila port mare resort, part of the portobay group,

the resort garden lies within an area of 13,000 m².

there are about 500 species of plants from

various corners of the world.

the collection of around 45 palm trees deserves

special attention, as does the orchid and herb section.

to visit, please contact the welcome desk (9).

W

WALKS

for cycle routes and bridleways,

please contact the welcome desk (9).

Safety



we have taken every precaution to ensure our guests total comfort and safety, but we must always be prepared for the unexpected. please read this information carefully.

PRECAUTIONS

- . smoking is not allowed anywhere inside the hotel.
- . do not use the room heating equipment to dry clothes.
- . do not use electric utensils to cook.
- . check that you know how to switch off the heating system.
- . switch off the iron after use.

REMEMBER, IN CASE OF FIRE :

- . most injuries occur due to inhalation of smoke or toxic gases.
- . if there is smoke, stay close to the ground.
- . do not go back to your room to retrieve objects you have left behind.

IF YOU NEED SPECIAL HELP

- . if you have any physical difficulties, please inform reception upon arrival or as soon as possible afterwards.

EMERGENCY EXITS

- . emergency exits are clearly marked by signs that read 'exit-saída'.
- . a plan indicating the location of emergency exits, fire extinguishers, fire hoses and fire alarms is posted on the door of your room.
- . there is a panel on the wall of each floor showing information about the emergency exits.
- . in the event of excessive smoke, it may be difficult to find the emergency exits, so the hotel advises you to learn how to find and open the room door in the dark.
- . check the location of the emergency exits, fire extinguishers, fire hoses and fire alarms on your floor.
- . count the number of room doors between your door and at least two emergency exits.

FIRE ALARM

- . if the fire alarm sounds, do not panic.
- . close the balcony door and your room door.
- . feel the door and door handle with the back of your hand.
- . if the door and door handle do not feel hot, open the door carefully but be ready to close it immediately if necessary.
- . if there is smoke in the corridor, stay as close to the floor as possible.
- . move on your hands and knees.
- . head for the nearest emergency exit.
- . if the exit is blocked, return to your room.
- . if the door or handle are unusually hot : do not open the door and stay in your room. see 'if you need to stay in your room'.

IF YOU FIND A SMALL FIRE

- . do not panic.
- . put it out.
- . inform reception about what happened.

IF YOU FIND A LARGE FIRE

- . do not panic.
- . activate the nearest fire alarm.
- . call reception.
- . leave the hotel if possible.
- . close the door against the fire to stop it spreading to your room.
- . check the 'if you need to stay in your room' information.

IF A FIRE STARTS IN YOUR ROOM

- . do not panic.
- . evacuate the room immediately.
- . close the door firmly when you leave.
- . activate the nearest fire alarm.
- . warn the occupants of nearby rooms.
- . warn reception using the nearest phone.
- . go to a place of safety using the emergency exits.

IF YOU NEED TO STAY IN YOUR ROOM

- . do not panic.
- . switch off the air conditioning.
- . close the balcony door.
- . fill the bath with water.
- . to serve as an emergency firefighting supply.
- . phone reception and inform them of your location.
- . using wet towels and sheets.
- . cover the cracks of the doors and air vents.
- . take the curtains from the windows.
- . if smoke enters your room, protect your head with a wet towel.
- . if you can no longer breathe the air because of smoke, open the balcony door slightly.
- . if the balcony door does not open and there is no smoke or fire coming from a lower floor, break the glass with a chair or drawer.

this information was put together from expert sources. however, it does not mean that other measures are not more suitable in similar situations or conditions.

WWW.PORTOBAY.COM

