FORTE DE SÃO FRANCISCO HOTEL

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Guest Services Directory

Chaves · Portugal

Welcome

Please consult this guide for useful information during your stay

24-hour Reception · Extension 9

Tel: +351 276 333 700 | **+351 936543100**

Email:geral@fortesaofrancisco.com | **Website:**www.fortesaofrancisco.com

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01 · Arrival, departure and guest assistance

Check-in & Check-out

Check-in: from 4:00 pm.

Check-out: until 12:00 noon

Late check-out (except in specific circumstances) will incur an additional charge of €30 until 2:00 pm. After 2:00 pm, an additional night's accommodation will be charged at the rate applicable on that date.

If you wish to extend your departure time, please inform Reception in advance to check the applicable conditions.

Complaints Book

It is available at Reception.

In-room Items

Items provided in the guest rooms are listed in the hotel's inventory and are intended for use during your stay. Any missing or misplaced items will be charged accordingly.

Lost and Found

Please contact Reception, even after your departure. All found items are registered and kept in safe storage. Items may be returned by post upon provision of a full postal address, with all shipping costs borne by the guest.

Luggage Storage

A luggage storage room is available 24 hours a day next to Reception. For further information, please contact Reception by dialling 9.

Messages

Messages received for guests will be delivered to their rooms or made available for collection at Reception.

Reception

Open 24 hours a day and located in the Military Building. The receptionist on duty will be happy to assist you throughout your stay. To contact Reception, dial 9.

Suggestions and Feedback

Guest satisfaction is our hotel's main priority. To help us continuously improve our services, we would greatly appreciate your feedback. A suggestions and comments form is available at Reception. At check-out, please hand it to the Reception team, who will forward it to Hotel Management.

Taxi

Taxis can be requested through Reception. For journeys during the night, advance booking is recommended to ensure availability.

Wake-up Call

Wake-up calls can be arranged through Reception. Dial extension 9.

02 · Guest rooms and amenities

Additional Toiletries and Amenities

They are available upon request. Please refer to the price list in this directory for items with a specified charge.

Baby Bathtub and Stroller

It is available upon request, subject to availability. Please contact Reception.

Baby Cot (Children aged 0–3)

They are Available subject to availability and room type, at no additional charge.

Bottle Opener

They are available through the Lobby Bar. Extension 284.

Do Not Disturb

When the "Do Not Disturb" sign is displayed, your room will not be serviced until the sign is removed, within the regular housekeeping hours.

Extra Bed (Children aged 4–12)

They are available subject to availability and room type, at an additional charge.

Electrical Adapters

They are available through Reception. Extension 9.

Hairdryer

They are available in all guest rooms. An additional hairdryer may be requested from Reception, subject to availability.

Housekeeping

Room cleaning is carried out between 9:00 am and 5:00 pm. If you would prefer your room to be cleaned at a specific time, please inform Reception.

Laundry Service

To use the laundry service, please place your garments in the laundry bag and complete the corresponding form, which can be found next to the bag in the wardrobe. Once completed, please inform Reception, who will make the necessary arrangements. All garments will be returned within 24 hours.

Minibar

The minibar is empty. Drinks are available upon request, with prices listed in Section 08 - Additional Services and Prices (page 10). To order a drink, please contact Reception or Room Service.

Safe

A complimentary safe is available in the room. The key must be collected from and returned to Reception. In the event of loss or failure to return the key, all associated costs will be charged to the guest. The hotel accepts no responsibility for valuables stored in the safe.

Television

All guest rooms are equipped with televisions offering national and international channels.

Wi-Fi

Complimentary Wi-Fi access is available through the network: **Forte Sao Francisco Guest**.

03 · Food and beverage

Breakfast

Buffet breakfast is served from 7:30 am to 10:30 am. Bringing food from outside the hotel is not permitted. Continental Breakfast in your room is available during the same period, subject to an additional service charge. Please complete the breakfast order card and hang it on the outside of your room door by 6:00 am.

Complimentary Bottled Water

One complimentary bottle of mineral water is provided per room upon arrival.

Lobby Bar

The lobby bar is located next to Reception. Extension 284. Opening hours and the drinks menu are available at the bar and on the hotel's website. Bringing food from outside the hotel is not permitted.

Pool Bar

Open during the summer season. Opening hours are available at Reception and on the hotel's website.

Bringing food from outside the hotel is not permitted.

Restaurant “Cozinha do Convento”

The restaurant is located on the ground floor of the Convent Building. Advance reservations can be made through Reception. Bringing food from outside the hotel is not permitted.

Room Service

The general Room Service hours listed in this directory are from 7:00 am to 11:00 pm, with an additional charge of €5 per service. Please refer to the Room Service menu pages for specific menus and serving times.

Special Diets and Food Allergies

If you require a special diet or have any food allergies, please inform Reception at least 72 hours in advance.

Tap Water

Tap water is safe to drink. However, bottled water is recommended.

Wine Cellar

The wine cellar is located in the former convent cistern, built in the 16th century, and features an extensive selection of Portuguese wines from the country's main designated wine regions.

04 · Leisure and well-being

Flowers

This service can be arranged through Reception. As it is provided by an external supplier, availability must be confirmed.

Games Room

It is located in the Convent Building. Facilities include a billiards table, table football and board games. Equipment must be requested from and returned to Reception. Daily opening hours: 10:00 am – 11:00 pm.

Gym

Complimentary access is included in your stay and it is located in the Reception Building, next to the Lobby Bar.

Outdoor Swimming Pool

The pool is located on the south-eastern bastion. Open from June to September, from 9:00 am to 7:00 pm. It's not permitted bringing food from outside the hotel. Please consult the swimming pool regulations at Reception or on the notice board located in the pool area.

Pharmacy

Information is available through Reception or at https://www.farmaciasdeservico.net/localidade/vila_real/chaves

Pool Towels

Use of the hotel's pool towels is mandatory.

- The hotel provides one towel per guest per stay, with the possibility of exchanging it every three days.
- An initial cash deposit of €5.00 per towel is required.
- Towels left in guest rooms will not be accepted.
- In the event of loss or failure to return a towel, the deposit will be retained.
- Bathroom towels provided in guest rooms and personal towels may not be used at the swimming pool.

Religious Services

Information regarding service times and locations is available through Reception.

Sports Court / Multi-purpose Sports Court

Outdoor hard-surface sports court located on the north-eastern bastion. Advance booking is required. Sports equipment is available through Reception.

05 · Business, Events and Groups

Banquets, Conferences and Celebrations

Our Sales Department will be delighted to assist you in organising a cocktail reception, private meeting, business or family lunch, gala dinner, birthday celebration and other special occasions.

For further information, please contact the Sales Department, extension 264.

Business Centre

For meetings and conferences, the hotel offers an air-conditioned, fully equipped auditorium with seating for up to 200 people, located on the ground floor of the Convent Building.

The hotel also has additional rooms suitable for smaller meetings and events.

Contact: Sales Department, extension 264.

Events

The hotel offers rooms of various capacities for conferences, meetings, weddings, christenings and other events.

Contact: Sales Department, extension 264.

Exhibition Gallery

The hotel has an exhibition gallery located in the cloisters. Contact: Sales Department, extension 264.

Printing

Complimentary printing of boarding passes and booking vouchers is available. Other printing and photocopying services are subject to the prices listed in this directory.

Scanning

Complimentary document scanning is available at Reception.

06 · Transport and external services

Airport

Airport Francisco Sá Carneiro, Porto, approximately 160 km away with an average journey time of 1 hour and 30 minutes.

Child Car Seat

Group 2 and 3 child car seat (15-36 kg / 100-150 cm), subject to availability.

Connecting Tunnel

A tunnel connects the two buildings - Reception and the Cloisters - allowing guests to move between them without going outside.

Electric Vehicle Charging

The car park has a public dual charging station operated by Iberdrola. An Iberdrola Portugal charging card or mobile application is required.

Excursions / Guided Tours

Information and contact details for partner companies are available on the hotel's website.

Parking

Complimentary parking is available. The hotel accepts no responsibility for loss or damage to vehicles.

Taxi

Taxis can be requested through Reception. Advance booking is recommended for journeys during the night.

07 · Safety and emergencies

All public areas and guest rooms are protected by a fire detection system.

In Case of Fire: Call 112 and contact Reception (extension 9). Check the temperature of the door using the back of your hand. If it is hot, place a wet towel along the bottom of the door. If it is cool, open it carefully and check for smoke. If there is no smoke, leave the room, taking your room key with you, and use the nearest emergency exit. Stay close to the wall and keep low to the ground. **Do not use the lifts**. If you become trapped remain calm, switch off the air conditioning, place wet towels or cloth under the door and over the air vents, fill the bathtub with water, and keep all doors closed. Attempt only to extinguish small fires.

Fire prevention

Do not smoke in bed; never leave cigarettes unattended or burning; unplug electrical adapters when not in use; report any electrical faults; do not spill water near electrical sockets; do not use electrical appliances on wet floors; always extinguish candles before leaving them unattended.

First Aid

A first-aid kit is available at Reception.

Medical Emergency

In the event of an emergency, please contact the **National Medical Emergency Institute (INEM)** by dialling **112**, or contact Reception on extension 9.

Non-smoking Hotel

The hotel is entirely non-smoking. Smoking is not permitted in guest rooms or indoor areas. Smoking is only allowed outdoors.

08 · Additional services and prices

The prices below include VAT at the legally applicable rate.

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PHOTOCOPYING AND PRINTING	
A4 Copy · Single-sided black and white	€0,15
A4 Copy · Double-sided black and white	€0,20
A4 Copy · Single-sided colour	€0,45
A4 Copy · Double-sided colour	€0,65
A3 Copy · Single-sided black and white	€0,20
A3 Copy · Double-sided black and white	€0,25
A3 Copy · Single-sided colour	€0,65
A3 Copy · Double-sided colour	€0,85

ADDITIONAL AMENITIES	
Dental kit	€2,00
Make-up remover pads	€0,50
Shaving kit	€2,00
Sewing kit	€2,00
Comb	€2,00
Cotton buds	€0,50
Manicure kit	€0,50

MINIBAR	
Sparkling water	€2,00
Still mineral water	€2,00
Coca-cola	€2,50
National beer	€2,50
Mixed nuts	€2,50

09 · Room Service Menus

Room service fee: **€5 per service**. Allergen information is provided in the room service menu.

Breakfast · 07:00 am – 11:30 am

	ALLERGENS	PRICE
Coffee, tea or milk	Lactose	€1,50
Slice of cake	Gluten, eggs, lactose	€1,50
Selection of 3 types of bread	Gluten	€3,00
Butter, jam and quince preserve	Lactose	€3,00
Scrambled eggs	Eggs, lactose	€2,50
Cheese and ham platter	Lactose	€8,00
Sliced seasonal fresh fruit	None	€4,00
Plain or flavoured yoghurt	Lactose	€1,00

09 · Room Service Menus

Lunch and dinner

Meal service · 11:30 am – 2:00 pm and 7:30 am – 10:00 pm

	ALLERGENS	PRICE
Cream of vegetable soup	None	€3,00
Breaded fish fingers with rice and chips	Fish, gluten	€10,00
“Barrosã” beef burger with egg, cheese, rice and chips	Eggs, lactose, gluten	€12,00
Spaghetti Bolognese	Gluten	€10,00
Veal steak with rice, chips and fried egg	Eggs, gluten	€10,00
Grilled chicken steak with rice and green salad	None	€10,00

Vegetarian dishes and desserts · 11:30 am – 2:00 pm and 7:30 pm – 22:00 pm

	ALLERGENS	PRICE
Sautéed vegetables and mushrooms	None	€10,00
Vegetarian vegetable “alheira” sausage	Gluten	€12,00
Vegetable pasta	Gluten	€10,00
Plain omelette	Eggs	€8,00
Panna cotta	Lactose	€4,00
Chocolate mousse	Eggs, lactose	€4,00

09 · Room Service Menus

Service outside regular meal times

Late service · 2:00 pm – 7:30 pm and 10:00 pm – 11:00 pm

	ALLERGENS	PRICE
Cream of vegetable soup	None	**€3,00**
Cheese and ham platter	Lactose	**€8,00**
Flavoured yoghurt	Lactose	**€1,00**
Selection of 3 types of bread	Gluten	**€3,00**

Allergen Information: Products are prepared in environments that are not completely allergen-free, and cross-contamination may occur. Please contact the Room Service team for further information.

10 · Practical information

Accepted Payment Cards

Debit card, American Express, MasterCard, Diners Club and Visa.

Cheques

Cheque are not accepted.

Currency

Euro (€).

Document printing

Boarding passes and booking vouchers: complimentary. Other printing services: please refer to the price list.

Electricity

In Portugal: 220V, 50Hz.

Faults / Malfunctions

Any faults or malfunctions should be reported to Reception.

In-room telephone

Guest rooms are equipped with telephones with external call facilities. All external calls must be connected through Reception. The charge is €0.25 per unit (time). To call another guest room, dial 2 followed by the room number.

Pets

Pets are not permitted, with the exception of guide dogs.

Room Key Card

The room key card is provided at check-in and is used to access your room and control the room's general electricity supply It must be returned at check-out.

Umbrellas

They are available at Reception, against a €10 deposit per umbrella. The deposit will not be refunded in the event of loss, damage or failure to return the umbrella.

Quick reference guide

Most frequently used contacts and services

Breakfast	7:30 am – 10:30 am
Emergency	112 + Reception (ext. 9)
Games Room	10:00 am – 11:00 pm
Lobby Bar	Extension 284
Outdoor Swimming Pool	South-eastern bastion – please check regulations at Reception
Reception – 24 hours	Extension 9
Restaurant	Extension 267
Room Service	€5 service charge – please check individual menu hours
Sales Department	Extension 264
Sports Court	North-eastern bastion – advance booking required
Wi-Fi	Complimentary – no password required

Forte de São Francisco Hotel · Chaves