

# Directory of Services

## A

### AMENITIES

Free. Available at the Front Desk (cotton wool, nail file, toothbrush and toothpaste, shaving kit, shoe kit, shoehorn, sewing kit).

**Dial 9 on your room telephone to contact the Front Desk.**

### AIR CONDITIONING

Select: ☀ Heat (Max 30°) or ❄ Cold (max 18°).

## B

### BABY-COT AND OTHER EQUIPMENTS

Free upon availability. Please contact the Front Desk to make your request.

**Dial 9 on your room telephone to contact the Front Desk.**

### BABYSITTER

On request and upon availability. All requests must be made 24h in advance. To request this service, please contact the Front Desk. **Reference price:** €10 per child per hour.

**Dial 9 on your room telephone to contact the Front Desk.**

### BAR ALMAGREIRA

**Open every day from 11AM to 11PM on Level 2.**

By presenting the guest card we will be happy to offer you a 10% discount (not applicable to special menus and promotions).

**Room Service Charge:** €5 added to the purchase price.



[Check the Menu](#)

**Please place your Room Service order with our Front Desk, by dialling 9 on your room telephone.**

### BREAKFAST

**Available from 7.30AM to 10.30AM on Level 2.**

**Room Service Charge: €5.**

Please contact the Front Desk to place your request.

BREAKFAST BOX: On your Check Out date, if you are leaving before 7.30AM you can request a 'Breakfast Box', free of charge. To make your request, please contact the Front Desk the previous day.

BREAKFAST FOR EXTRA GUESTS: €10 per adult and €5 per child (up to 11 years old).

**Dial 9 on your room telephone to contact the Front Desk.**

### BUSINESS CENTER

€15 per hour. Please request the laptop at the Front Desk.

**Dial 9 on your room telephone to contact the Front Desk.**

## C

### CAR RENTAL

Please contact the Front Desk.

**Dial 9 on your room telephone to contact the Front Desk.**

### CHECK-IN

**Starts at 3PM.**

#### EARLY CHECK-IN

Early check-in is subject to a charge of €7 per hour and upon hotel availability. For early check-in, please contact the Front Desk.

### CHECK-OUT

**Until 11AM.**

#### LATE CHECK-OUT

Late check-out is subject to a charge of €10 per hour, upon hotel availability. For late check-out or extension of your stay, please contact the Front Desk.

**Dial 9 on your room telephone to contact the Front Desk.**

### CHILD EXTRA BED

On request and upon availability, for children up to 11.99 years old. Price: €20 per night. Please contact the Front Desk to request this service.

**Dial 9 on your room telephone to contact the Front Desk.**

### CIGARETTES

Available in the machine near the Bar.

**This is a Non Smoking Hotel, as such, smoking is expressly forbidden in any area inside the hotel. The violation of this rule implies a fine of up to €150.**

### CLEANING

Please contact the Front Desk or leave the sign on the door until 12PM. Room cleaning until 4PM. If clean towels or amenities are needed, please request it to our Front Desk team.

**Dial 9 on your room telephone to contact the Front Desk.**

### COMPLAINTS BOOK

Available at the Front Desk.

### CONFERENCES

We have conference facilities. Please contact the Front Desk for more information.

**Dial 9 on your room telephone to contact the Front Desk.**

### CREDIT CARDS

We accept the following credit cards: Visa, Mastercard, Amex and Discover / Diners Club International.

## D

### DAMAGES AND THEFTS

Hotel Colombo reserves the right to demand payment for damages caused by customers inside the accommodation unit and the rest of the hotel establishment, as well as all stolen items.

### DISHES

If you wish housekeeping to do your dishes, please call the Front Desk. **Price per day for this service: €5.**

**Dial 9 on your room telephone to contact the Front Desk.**

## E

### ELECTRIC CURRENT

220V.

### EMERGENCY

In case of emergency, immediately notify the Front Desk and follow the instructions hanging on your bedroom door.

**Dial 9 on your room telephone to contact the Front Desk.**

## G

### GYM

For information about this service, please contact the V Fit Health Club Front Desk.

## I

### ICE

Please place your order with the Front Desk.

**Dial 9 on your room telephone to contact the Front Desk.**

### INTERNET

Free Wi-Fi in all rooms and common areas.

Network: **HotelColombo** Password: **hotelcolombo**

**Dial 9 on your room telephone to contact the Front Desk.**

## J

### JUVENILE HALL

**Level 2.**

Television, activity tables and slates. Please contact the Front Desk to request educational games, films, books or crayons.

**Dial 9 on your room telephone to contact the Front Desk.**

## L

### LAUNDRY AND SEWING SERVICES

**Available from 9AM to 4PM.**

Kindly consult the list in the drawer and contact the Front Desk to request this service. Services available:

**Standard:** delivery up to 24 hours

**Express:** delivery up to 12 hours (plus 50% of the price indicated).

**Sewing arrangement prices:** Button: €1 | Hem: €10 | Zipper: €10

Other Services: €10 per hour.

**Dial 9 on your room telephone to contact the Front Desk.**

### LOST AND FOUND

All belongings will be kept by the hotel for a period of 6 months. After that, the hotel reserves the right to dispose all items.

**Dial 9 on your room telephone to contact the Front Desk.**

### LUGGAGE

Luggage storage available at the Front Desk.

## M

### MAIL

Please contact the Front Desk for more information.

**Dial 9 on your room telephone to contact the Front Desk.**

### MAPS & TOURIST INFORMATION

Available at the Front Desk.

### MASSAGES

By appointment. Please contact Reception.

**Dial 9 on your room telephone to contact the Front Desk.**

### MESSAGES

The Front Desk will be happy to be pleased to help you.

**Dial 9 on your room telephone to contact the Front Desk.**

### MINIBAR

Menu and prices in the drawer. Please place your order with the Front Desk.

**Dial 9 on your room telephone to contact the Front Desk.**

## P

### PARKING

Hotel Colombo offers free parking outside, with 1 space reserved for people with reduced mobility. The hotel is not responsible for any damage or theft.

### PING PONG

**Level 2, on the Almagreira Bar.**

Available upon payment of a €10 deposit. Please contact the Front Desk to request the balls and rackets.

**Dial 9 on your room telephone to contact the Front Desk.**

### POOL

**Available from 9AM to 8PM, on Level 2.**

Towels for the pool are available at the Front Desk. Please note that a €10 deposit is required. The use of bedroom towels is not allowed at the pool as well as all kind of product that may change the quality of the water. **Pool without surveillance.**

### PRINTS AND COPIES

Please contact the Front Desk. Prices:

Copies: €0,10 per page | Black and white prints: €0,10 per page

**Dial 9 on your room telephone to contact the Front Desk.**

## R

### ROOM SERVICE

**Available from 7.30AM to 11 PM.**

Please contact the Front Desk to place your request. Room Service charge: €5 will be added to the purchase price.

**Dial 9 on your room telephone to contact the Front Desk.**

## S

### SAFE DEPOSIT BOX

All rooms have a Safe Deposit Box. To have access, a €10 deposit is required. Please contact the Front Desk to request this service. VALUABLES DEPOSIT SERVICE: Free. Please enquire at reception. The hotel cannot be held responsible for values left in the room.

**Dial 9 on your room telephone to contact the Front Desk.**

### SNACKS & DRINKS

Available 24 hours at reception. Please consult the prices on the menu available in your room.

**Dial 9 on your room telephone to contact the Front Desk.**

### SNOOKER

**Available from 5PM to 11AM, located next to Bar Almagreira on Level 2.**

Please contact the Bar to request the balls and cue sticks.

## T

### TELEPHONE

To access external line, please dial 0 before the desired number. (E.g: 0 296 123 456). Cost of the 1st Unit: €0.35. Cost of the following units: €0,17. Unit alert by beep.

### TOWELS

According to the information available in your room, the towels provided are for exclusive use within your room. We will be required to charge €12 for bath towels and €8 for face towels that are damaged by failure to comply with this standard. Bidet towels available upon request.

**Dial 9 on your room telephone to contact the Front Desk.**

### TRANSFER

Hotel-Airport & Airport-Hotel

€10 per trip, by prior arrangement. Please contact the Front Desk to make your request.

**Dial 9 on your room telephone to contact the Front Desk.**

### TRANSPORTATION

Please contact the Front Desk to ask for a taxi or any information about public transportation. Our Front Desk team will be pleased to provide you information on taxi and bus.

**Dial 9 on your room telephone to contact the Front Desk.**

## W

### WAKE UP SERVICE

Please request your wake-up call to the Front Desk.

**Dial 9 on your room telephone to contact the Front Desk.**

### WHATSAPP

**Any questions?**

Send us a message on Whatsapp at **00351 937 890 047.**

All taxes included.