



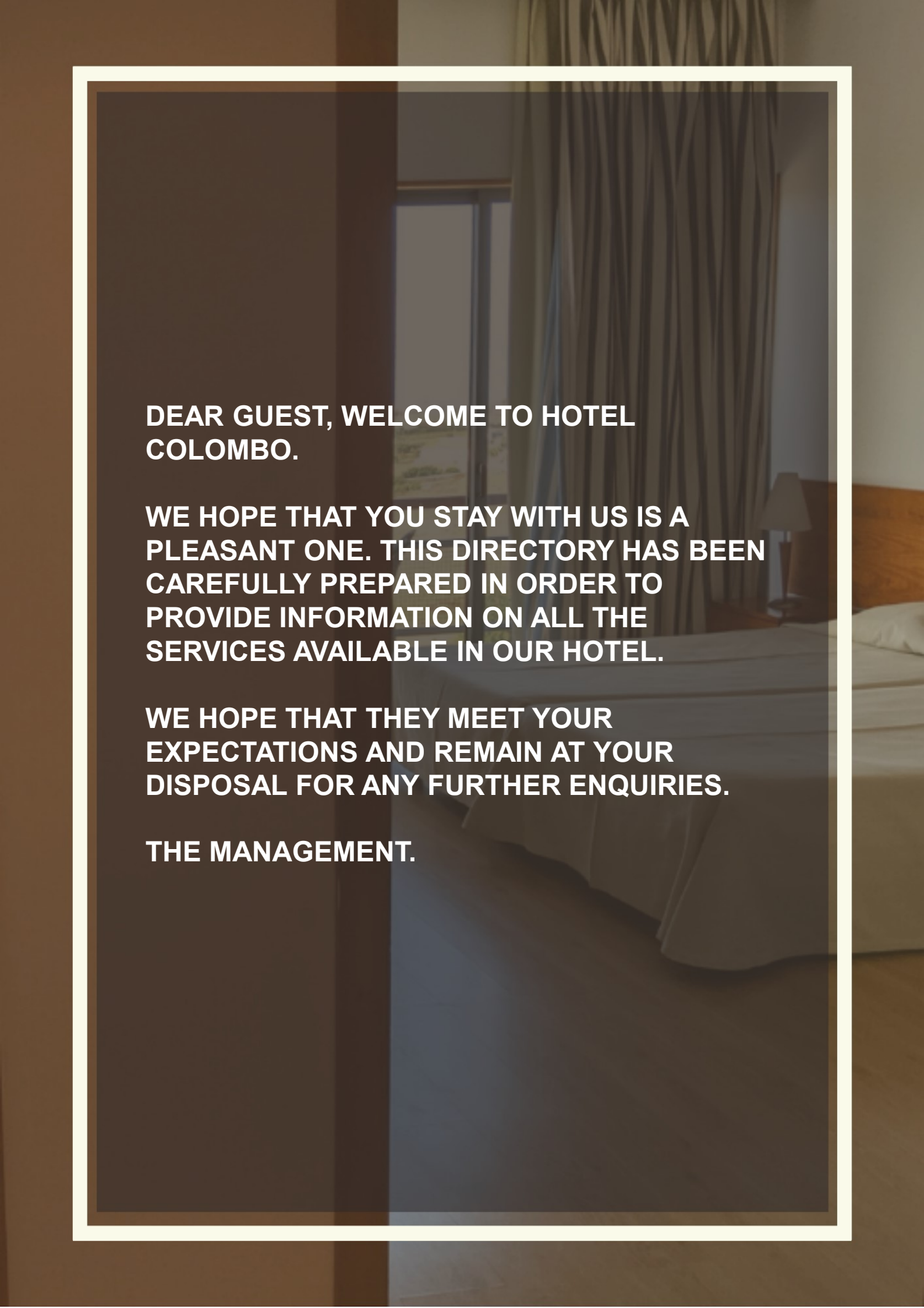
**HOTEL  
COLOMBO**

CIPROTUR HOTEL GROUP



# DIRECTORY OF SERVICES

**GET TO KNOW ALL OF OUR SERVICES**

A photograph of a hotel room, likely a double room, featuring a large bed with white linens, a wooden headboard, and a bedside lamp. A window with light-colored curtains is visible in the background. The image is overlaid with a dark, semi-transparent rectangular area on the left side, which serves as a background for the text.

**DEAR GUEST, WELCOME TO HOTEL  
COLOMBO.**

**WE HOPE THAT YOUR STAY WITH US IS A  
PLEASANT ONE. THIS DIRECTORY HAS BEEN  
CAREFULLY PREPARED IN ORDER TO  
PROVIDE INFORMATION ON ALL THE  
SERVICES AVAILABLE IN OUR HOTEL.**

**WE HOPE THAT THEY MEET YOUR  
EXPECTATIONS AND REMAIN AT YOUR  
DISPOSAL FOR ANY FURTHER ENQUIRIES.**

**THE MANAGEMENT.**

# A

## AMENITIES

Please request amenities at the Reception (sponge for shoes, razors, toothbrush kit, shoehorn, soap, comb, shampoo, caps, sewing kit, cotton swab, cleaning disc kit and nail file).

Dial 9 on the telephone of your room to contact the Reception.

## AIR CONDITIONING

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

# B

## BABYSITTER

Please Contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## BABY COT

Please Contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## BAR “ALMAGREIRA”

On the 2<sup>nd</sup> floor. Open everyday, from 5.00pm to 11.00pm.



Check our menu here

# B

## BREAKFAST

Timetable: 7.30am - 10.30am

Level 2 - At the Coffee Shop.

## BREAKFAST AT YOUR ROOM

Please contact the Reception. Additional Room Service

Tax: 5,00 € / Adult | 2,00€ / Child.

Dial 9 on the telephone of your room to contact the Reception.

## BREAKFAST PASSER BY

Value per person: 8,00€.

# C

## CAR RENTAL

Please contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## CHECK-IN

Check-in starts at 3.00 pm

## CHECK-OUT

You should check out until 11.00am

Dial 9 on the telephone of your room to contact the Reception.



# C

## CIGARRETES

Available in the machine at the Reception Hall.

## NOTICE:

This is a non-smoking hotel. In accordance with the provisions of Law 37/2007, smoking is prohibited in the establishment, except in the areas designated for this purpose. In the event of non-compliance, the establishment may request that Customers pay compensation based on the costs of cleaning and smoke extraction.

## COMPLAINTS BOOK

This establishment has a "Complaints Book". Please contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## CREDIT CARD

We accept the following payment methods: MBway, Bank transfer and Visa, Mastercard, Amex, Discover / Diners Club International and China Union Pay credit cards.

## CLEANESS

In case you don't want the cleaning of your accommodation unit, you must leave the "Do not Disturb" sign until midday or contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

# D

## DAMAGES

Hotel Colombo reserves the right to demand payment for any damage caused by the client inside the accommodation unit and the rest of the hotel establishment.

## DISHES AT THE APPARTMENTS

If you wish the housekeeping to do your dishes, please contact the Reception. **Daily service charge: 5,00€.**

Dial 9 on the telephone of your room to contact the Reception.

# E

## ELECTRIC CURRENT 220 V

## EMERGENCY

In case of fire or any emergency, please follow the instructions hanged on your bedroom door.

Dial 9 on the telephone of your room to contact the Reception.

## EARLY CHECK-IN

Early check-in is subject to a charge of 7,00€ / hour, upon hotel availability. For early check-in, please contact the Reception Desk.

Dial 9 on the telephone of your room to contact the Reception.

# G

## GYM

Please contact the Gym's Reception.

# I

## ICE CUBES

Please contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## INTERNET

**Free** wireless available. Password: **hotelcolombo**

# J

## JACUZZI

On the 2<sup>nd</sup> floor. Available upon Gym schedule and prices. Please contact the Gym's Reception.

## JUVENILE HALL

Located on the 2<sup>nd</sup> floor (TV, Playstation, Activities Table, Slate). Please ask at the Reception for Educational Games, Films, Games for Playstation, Books, Pencils and Colouring Pencils.

# L

## LAUNDRY SERVICES / PRESSING / SEWING

Schedule: **9.00am to 4.00pm.**

Kindly consult the list in the folder.

Express Service has an increase of 50% in the requested service. For sewing please ask about prices at the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## LATE CHECK-OUT

Late check-out is subject to a charge of 10,00€ / hour, upon hotel availability.

For late check-out or extension of your stay, contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## LOST AND FOUND

All belongings will be kept by the hotel for a period of a year.

# M

## MINI-BAR

For your children's protection we choose not to have alcoholic drinks in your Mini Bar. Please call Reception if you wish to have it full.

Dial 9 on the telephone of your room to contact the Reception.

## MAIL

Please contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.



# P

## PING PONG TABLE

**2<sup>nd</sup> floor – Located next to the Bar**

Available for hotel guests upon payment of a €10.  
Please pick up and return the rackets and balls at our Front Desk.

## PARKING

We have 73 parking places + 1 reserved for disabled people.

## PRINTINGS

Please contact the Reception. We provide a pen for printing documents. A fee of 0,10€ will be applied per photocopy and per print/page.

Dial 9 on the telephone of your room to contact the Reception.

# R

## ROOM SERVICE

**Timetable: from 7.30am to 1.00pm  
from 5:00pm to 11.00pm**

5,00 € charge added per service.

Make your order through the Front Desk.

Dial 9 on the telephone of your room to contact the Reception.

# S

## SNOOKER

Located in the Bar – 2<sup>nd</sup> floor. (6,00€ / hour)

## SAFE DEPOSIT BOX

The Hotel can not be held responsible for values left in the room. All valuables should be left in the safe box. Rental cost of the safe box in the room: 2,50 € / day. Values deposit service available at the Reception.

## SWIMMING POOL

Outdoor swimming pool on level 2.

**Timetable: 9.00am – 8.00pm.**

Towels are available at the Reception. The use of bedroom towels is not allowed as well as all kind of products that may change the quality of the water. Swimming pool without surveillance. Do not circulate while wet inside the hotel to avoid slippery floors and consequent falls.

## SERVICES CONFERENCES/ BANQUETS

We have rooms of various dimensions. Please contact the Reception.

Dial 9 on the telephone of your room to contact the Reception.

# T

## TELEPHONE

To access an external line, please dial **0**. For further information, please call Reception. Cost of the first impulse: **0,34 €** Cost of the following impulses: **0,17 €**.

Dial 9 on the telephone of your room to contact the Reception.

# T

## TOWELS

### POOL TOWELS

Towels are available at the Front Desk. It is necessary a deposit of €10,00 per towel (the amount will be refunded once the towel is returned to the Reception).

Dial 9 on the telephone of your room to contact the Reception.

NOTE: according to the information available in your room, the towels provided are for exclusive use inside your room. It is not permitted to use these in beaches or swimming pools. We will be obliged to charge €12 for each bath towel and €8 for each face towel or mat that is damaged due to non-compliance with this rule.

## TRANSFERS

Airport/Hotel and Hotel/Airport (10,00€ each trip). Book this service at the Reception.

Dial 9 on the telephone of your room to contact the Reception.

## TRANSPORTS

Our Front Desk will be pleased to provide you information on taxi and local bus and has available Island maps.

# V

## VALUES DEPOSIT

Ask at the Reception (free service).

Dial 9 on the telephone of your room to contact the Reception.

# W

## WAKE-UP CALL

Please ask for a Wake-Up Call at the Reception.

Dial 9 on the telephone of your room to contact the Reception.