



## Directory of Services

### A

#### AMENITIES

Free. Available at the Front Desk (Contains toothbrush, razor, and sewing kit).

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

### 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.

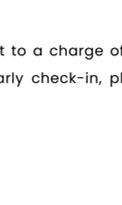
**Dial 9 on your room telephone to contact the Front Desk.**

#### BAR PORTAS DA CIDADE

**Open every day from noon to 11 PM, on the Ground Floor.**

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.**

#### BEAUTY SALON

**Open Tuesday to Saturday, from 9 AM to 5 PM, First Floor.**

To make an appointment or ask for more information, please contact the Front Desk.

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

#### BREAKFAST

**Available from 7:30 AM to 10:30 AM, on the Ground Floor.**

**Room Service Charge: €7,50 per Guest.**

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.

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

### C

#### CAR RENTAL

You can reserve a vehicle at the stand in our Reception or ask our Front Desk for assistance.

**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: €15 per night. Please contact the Front Desk to request this service.

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

#### CIGARETTES

**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

You can request the cleaning service by contacting our Front Desk the day before or by leaving the sign on your door by noon. 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 & BANQUETS

We have rooms of various sizes available. 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 THEFT

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.

### 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.**

### H

#### HOT TUB

**Available from 9 AM to 9 PM, on the First Floor.**

The use of bedroom towels and any product that alters water quality is not permitted in the pool area.

### I

#### ICE

Please place your order with the Bar.

**Dial 797 on your room telephone to contact the Bar.**

#### INTERNET

Free Wi-Fi in all rooms and common areas.

Network: **HotelIPDL** Password: **HPDL1993**

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

### L

#### LAUNDRY AND SEWING SERVICES

**Available from 8:30 AM to 6 PM.**

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

**Sewing arrangement prices:** Button: €2 | 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 90 days. 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 Reception area.

### M

#### MAIL

Drop-off point available at our Reception area. Please contact the Front Desk for further information.

**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.**

### P

#### PARKING

8 parking spaces available in a covered car park, at an additional cost of €10 per day and subject to a deposit. To reserve, please contact our Front Desk.

#### PICNIC BOX

We will be happy to prepare one of our Picnic Boxes for you to take on your trips around the island. Please contact our Front Desk to find out about the menus available. This service must be requested 24 hours in advance.

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

#### POOL

**Available from 9 AM to 9 PM, on the First Floor.**

Pool towels are available at the Front Desk upon payment of a €10 deposit. Room towels are not allowed in the pool area nor the use of any products that alter the water quality. Swimming caps must be worn in the indoor pool. Caps are available at the Front Desk, for €2.50 each.

#### PRAISE BOOK

Available at our Front Desk.

#### PRINTS AND COPIES

Please contact the Front Desk. Prices: Black & White copies and prints: €0,30 per page; in Color: €0,40 per page.

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

### R

#### RESTAURANT 'O BACO'

**Open every day from 6 PM to 11 PM, next to the hotel.**

Upon presentation of your guest card, we will be happy to offer you a 10% discount (not applicable to Special Menus or Promotions). For reservations or room service, please contact the Front Desk. Room Service Charge: **€5.**

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

#### ROOM SERVICE

**Available from 7:30 AM to 10:30 AM and from 12 PM 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.**

#### SAUNA

**Available from 6 PM to 9 PM, on the First Floor.**

### 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.

#### TOURIST TAX

Charged upon arrival, per guest aged 13 and over, per night, up to a maximum of 3 nights. The amount charged complies with current legislation.

#### 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.

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

#### TRANSFER

Service provided by one of our partners, subject to availability and reservation. For more information, please contact our Front Desk or place your reservation through our website.

**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.**

#### TURKISH BATH

**Available from 6 PM to 9 PM, on the First Floor.**

### W

#### WAKE UP SERVICE

Please request your wake-up call to the Front Desk or dial the following number from your room telephone:

81 – Time – Room number (e.g.: 81 0800 103).

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

#### WHATSAPP

**Any questions?**

Send us a message on Whatsapp at **00351 965 781 319.**

All taxes included.

