

HOTEL CALIFÓRNIA

ALBUFEIRA . PORTUGAL

SERVICE DIRECTORY

URBAN BEACH HOTEL

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ADAPTORS AND CHARGERS

At our Hotel we have adaptors and chargers available for the use of our guests (upon request and availability). If you need it or for further information, please contact our Reception. Our rooms are also equipped with usb chargers.

AIR CONDITIONING

In all rooms, there are individual temperature controls, so you can set the temperature according to your preferences.

AIRPORT

Gago Coutinho Airport is located 35 minutes away from the Hotel. Should you require any further information, please, do not hesitate to contact the Reception. Additionally, you can access all the information on your television through the information menu.

AMENITIES

In all rooms, we offer a selection of amenities. If you need any additional amenity, please contact the Reception.

BALCONIES

Please keep the balconies free of towels and/or clothes. If you need additional hangers, please contact the Reception.

BAR

The hotel has 2 bars for your convenience. Our pool bar is located on the 6th floor and is open from 8 am until 5 pm. The lounge bar, is open everyday from 5 pm until 12 am and is located on the 1st floor.

BREAKFAST

The breakfast room is located on the sixth floor. Breakfast will be served from 8.00 am to 10.30 am. If your departure is before 08.00 am, please let us know. We can prepare you a breakfast box. For more information, please contact Reception.

CALLS BETWEEN ROOMS

Dial 1 followed by the room number.

CAR RENTAL

The Hotel has special agreements with rent-a-car companies. For more information about availability and prices, please contact the Reception.

CASINO

Vilamoura Casino is 30 minutes far by car/taxi from the Hotel.

CHEQUES

Personal cheques are not accepted.

CHECK-IN

Our Check-in time is at 3 pm. In case of earlier arrival, guests may find that the accommodations are not ready. We will be pleased to keep your luggage and show you the Hotel facilities.

CHECK-OUT

The check-out time is at noon. If you wish to keep your room beyond this time, please contact the Reception. If, by any chance, we are not able to satisfy your request, your luggage can be kept and you may continue using the Hotel facilities.

CITY MAP

The Hotel is glad to offer you a city map and further information about places to visit.

CREDIT CARDS

The Hotel accepts all credit cards.

DO NOT DISTURB

If you wish not to be disturbed, please hang outside your door the respective warning card.

ELECTRIC POWER

220 V

ELEVATORS

The hotel has 2 lifts.

The lift A by the Reception area, provides access to floors 5, 6, 7, 8 and 9. Lift B, at the end of the corridor on level 5, leads you to the lower levels and to the pool area.

The activation of lift B is to be made with your room key.

EMERGENCY

The Hotel was inspected and approved by the National Service of Fireman. In your room, hang on the door, you may find a picture with some information that we strongly advise you to see and memorize the location of the emergency exits and fire extinguishers. You can find fire extinguishers in the Hotel corridors. There are smoke detectors in all the rooms. These will ring in case of smoke.

GOLF

Salgados Golf Club is 8 Kms distance from the Hotel.

HOSPITAL

The closest hospital Lusíadas is 10 minutes distance from the Hotel, by car.

For further assistance, please contact the front desk.

HOUSEKEEPING SERVICES

The housekeeping team cleans your room once a day, between 9 am and 5.30 pm. If you wish your room to be cleaned on a specific time of the day, please inform Reception.

HAIRDRESSER

Please contact the Reception for further details.

ICE

If you need ice, please contact Reception.

INTERNET

For your convenience, the hotel has a Wi-Fi system in all rooms and public spaces.

LAUNDRY

The hotel has a 24/7 self-service laundry, located on floor 3. To access our laundry, please use your room key.

You will find a washing machine, a tumble dryer and an iron and ironing board in it.

LEISURE ACTIVITIES AND TOURS

The Reception will be pleased to inform you about the many activities taking place in Albufeira and its surroundings. Also, we do have at your disposal information regarding cruises and tours.

LOST & FOUND

If you have lost or forgotten something, please contact Reception.

MAIL

If you wish to send correspondence, please contact Reception.

MESSAGES

Messages will be delivered to your room or when passing by the Reception.

MINI-BAR

There is a Mini-Bar in every room.

If you would like some drinks, please contact the Room Service team.

KEYS

Your room key is valid until 12 pm of your departure day. Should you need to extend your stay or request a late check out, please contact the Reception.

PARKING FACILITIES

For more information regarding parking please contact the Reception.

PHARMACY

Pharmacy Alves de Sousa is 500 meters distance from the Hotel.

PHOTOCOPY

You can request this service at the Reception.

POOL

The swimming pool is located on floor 6 and can be used between 8 am and 8 pm.

POOL TOWELS

The hotel provides pool towels. Please contact Reception to make your request.

POTABLE WATER

Tap water is potable but we recommend bottled water.

REDUCED MOBILITY

The hotel has facilities for disabled guests such as toilet facilities and 1 adapted room.

RELIGIOUS SERVICE

Please contact the Reception for information about mass schedules and churches locations.

ROOM SERVICE

Please check the “Room Service” menu, which you can find in your room, to see the available menus and their timetables.

SAFE

All rooms are equipped with a safe. The hotel is not responsible for valuables left in the room or in the safe.

SMOKING

All rooms are non-smoking. If you smoke in your room, you will be charged a cleaning fee equivalent to 2 nights accommodation in the room type booked.

SPA

Our spa opens daily from 10 am until 7 pm. To use our water circuit, it is mandatory to book in advance, and you will need to use a swimming cap.

You can find our treatments list on your television.

TELEPHONE

We have an automatic telephone system that allows you to communicate directly with the Hotel services.

TRANSPORTATION

For more information about transfer service, please contact the Reception.

TV CHANNELS

The TV in your room has a large variety of channels. If you need help with the channel list, please contact Reception.

VISITORS

For security reasons all guest's visitors must present the ID Card or Passport at the Reception.

Guests are welcome in our common areas (charges may be applied).

WAKE UP CALLS

To request a personal wake up call, please kindly contact the Reception.

WEATHER FORECAST

On your television, through the menu information, it is provided the weather forecast of many cities around the world.

HOTEL CALIFÓRNIA

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