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**A > Z**  
MANUAL

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**EN**



VILLA PRIME  
HOTEL  
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## A > Z MANUAL

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From now forward we will do our best to improve our performance with the goal to better serve our guests, maintaining high levels of quality and excellence in a way that we can continue to be, proudly, dignified representatives of Vila Nova de Famalicão.

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### A

**Adaptors:** available at the reception by request.

**Airport:** The International airport Sá Carneiro, in Porto, is 37km away from Villa Prime Hotel. Average trip time: 30 minutes. We suggest that you start your trip to the airport 120 minutes before your flight departure time. For more information, please contact the reception.

**Air conditioning:** Available in every room and public areas. The thermostats available in your room allow you to change the temperature as you prefer.

**Alarm:** Check the emergency plan posted on the room door.

**Amenities:** Besides the amenities displayed in your room, we also have a sewing kit at the reception upon request.

**Anniversaries:** Celebrate your anniversary with us and enjoy unforgettable moments! For more information, please contact the reception.

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### B

**Balconies:** Villa Prime suites have wide balconies with 15m<sup>2</sup>.

**Bath linen:** We inform you that the towels are changed twice a week and after check out. We can also change the bath linen by request.

**Bed linen:** Every room has 100% cotton bed linen produced in Portugal. The linen is changed after check out and, upon long stays, at least once a week.

**Beverages:** The beverages are available at the wine bar and at the restaurant.

**Breakfast:** We prepare a breakfast served at the table by our associates for your comfort and commodity at the restaurant.

**Business Center:** Located on the 1st floor, available 7 days per week, with chairs, a support desk and internet access. We can also lend you a laptop. Please contact the reception.

**Bycycles:** Villa Prime Hotel has 2 bicycles available to guests for rides around the city. Please contact the reception.

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**C**

**Car Renting:** For more information, please contact the reception.

**Check-in:** After 15h00. If you wish to have an early check-in please contact the reception to check availability.

**Check-out:** Until 12h00. If you wish to have a late check-out, please contact the reception to check availability.

**Checks:** We only accept certified checks.

**Cleaning service:** To activate the service, please use the card " Please clean the room" placed on the back of your door. Even if you don't place it outside your door, your room will be cleaned everyday.

**Coffee equipment:** Each room has a Nespresso machine with coffee and tea capsules available for guests.

**Complaints book:** The hotel has a complaints book at the reception.

**Compliments book:** We also have a compliments book. Please contact the reception.

**Currency:** The local currency is Euro (€). The banknotes are 500, 200, 100, 50, 20, 10 and 5 euro. The coins are 2, 1 euro, 10, 20 and 50 cents.

**Credit and debit cards:** We accept American Express, Visa, Visa Eletron, Marstercard and ATM.

**Crib:** by request at the reception and upon availability.

**D**

**Do not disturb:** If you wish not to be disturbed, please place the sign for that effect outside your room door.

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### E

**Electrical current:** 220v

**Energy economizer:** Available in every room.

**Entertainment:** Please contact the reception to be informed of the relevant activities taking place in the city or region.

**Environmental quality:** Villa Prime hotel is located at the center of the city and was built from an existing building, transforming and restoring it. The construction respected the materials and integration in the environment.

**Extra Bed:** Available in four accommodation units in the means of a sofa bed. Contact the reception to ask for its opening and please check the respective prices.

**Extra duvet:** Available, by request, at the reception.

**Express Laundry/Ironing Service:** Villa Prime Hotel has an express laundry and ironing service except on weekends and public holidays. To the price of the regular laundry there is an addition of 30% for this service (VAT included at the legal rate).

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### F

**Fires:** To inform about a fire taking place, please contact the reception, telling the place and, if possible, its dimension. Check the emergency plan of your room and go to the meeting point in front of the building or at the center of the interior lounge.

**Flowers:** If you wish to buy or to send flowers, please contact the reception.

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### H

**Hygiene kit:** Villa Prime Hotel offers you a variety of amenities available in each room. At the reception, upon request, there is also a sewing kit.

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### I

**Iron and Ironing board:** By request, at the reception, free of charge.

**Internet:** We are pleased to offer you free access to the internet in all our rooms via wi-fi or cable. There is also free wi-fi in the hotel's public areas. The username and password are given during checkin.

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**K**

**Keys:** Your key-card is for exclusive use of the doors accessing the building, the room, the restaurant and the garage. Make sure not to leave your key in the room and to deliver it upon checkout.

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**L**

**Lift:** Villa Prime Hotel has a lift at your service on ground floor, where the reception is located, with access to every floor.

**Lost and found items:** In case of lost items, please contact the reception.

**Luggage:** The hotel has a safe room to keep your luggage if you have already checked out or not yet checked in. Please contact the reception.

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**M**

**Mail:** The reception can help you with this service, informing you about the postal cost and taking care of sending your letters or packages.

**Maps:** For more information, please contact the reception.

**Mineral Water:** Available in every room, free of charge, in a bottle.

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**N**

**Newspapers:** You can find at the reception the daily/weekly news. If you wish to, we can also purchase a newspaper on your behalf.

**Nonsmokers:** It is not allowed to smoke inside the building. Make sure you fulfill this measure since our fire detectors are sensible.

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**O**

**Open-bed service:** Available until 19h. If you wish, contact the reception. (housekeeping until 15h).

### P

**Parking:** Available near the hotel free of charge. We offer access to the hotel's private garage with a cost of 6€/day (VAT included at legal rate). The garage's gate opens by approaching the accommodation's card to the reader there placed. Please contact the reception for more information about this service.

**Pets:** It is not allowed the entrance of animals inside Villa Prime Hotel with the exception of service dogs.

**Potable Water:** The tap water is drinkable. However, we recommend the consumption of bottled water available in your room or at the wine bar.

**Pharmacy:** There is a First Aid kit at the reception.

**Photocopies/Scans/Imprints:** We take care of it for you. We can print your boarding passes or vouchers. Please contact the reception.

**Pillow menu:** There are available anti-allergic and anatomic pillows for your comfort upon request at the reception.

**Promotional packages:** We have available 4 kinds of packages. Please contact the reception for more details.

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### R

**Restaurant:** Monday to Saturday from 12h00 to 15h30 and 19h30 to 23h00, Sunday from 19h30 to 23h00. Closed on Sunday lunch. Please contact the reception or call directly to the extension 113 on your room phone.

**Reception:** In a customized way, with our staff, it's opened from 8h00 to 24h00 everyday including weekends. We have multi-lingual service (English and Spanish) and information and reservation service.

**Reservations:** You can make your reservation through telephone, e-mail and Villa Prime Hotel's website.

**Rooms:** All rooms have air conditioning, electrical blinds, led tv with 35 channels, telephone, fiber internet, desk, luggage rack, room folder, customized letter paper, pencil, electronic lock, bath linen, bed linen, robe and slippers (only in suites), coffee and tea equipment, purified bottled water, private wc, shower, hairdryer, zooming mirror and amenities confort. Villa Prime Hotel has two adapted rooms for people with reduced mobility. By request, at the reception, those rooms will be prepared for that matter.

**Robe:** Available only in Suites Villa Prime.

**Room cleaning:** If you wish your room to be cleaned, please place the card "Please clean the room" outside your room door. You can find it in the back of your room door.

**S**

**Safe:** Villa Prime Hotel has a safe available in an appropriate room exclusive use of guests. Please contact the reception.

**Slippers:** Available at Villa Prime Suites.

**Shoe shining:** Upon request, at the reception, 24 hours prior.

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**T**

**Taxi:** We have privileged contacts to better serve you. For more information, please contact the reception.

**Telephone:** All rooms are equipped with a telephone. To contact the reception dial 100, to make external calls dial 0 followed by the phone number. Emergency calls: dial 0 followed by 112.

**Television:** Available, free of charge, with 30 national and international channels. All televisions are equipped with a "hotel mode" system.

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**V**

**Video-surveillance system:** For your safety, there is a video-surveillance system in all public areas.

**Voucher-gift:** Villa Prime has available vouchers to offer to the ones you love. Please contact the reception.

**V/Message:** A different way of contacting us! Please contact us through direct message via Whatsapp, Imessage or BlackBerryMessage. The number is: 00351 932 051 322.

**Values of guests:** The operator is not responsible for money, jewelry or other valuables that are not deposited by the values guard service provided at the reception (DL No 222 article 21, paragraph 2 of the Republic Diary - I Series B dated 25-09-1997).

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**W**

**Wine Bar:** Available 6 days per week, from Monday to Saturday - 17h to 24h. Closes on Sundays.

**Windows:** If you need to open the window, please contact the reception. For your safety, the windows are set to open minimally for air circulation. The Villa Prime Suites have access to the balcony through a door signed for that effect.

**Wake up service:** The Led TV in your room has that function for your commodity.

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