



# Service Directory

## **Welcome to AlmaLusa Alfama!**

Within this guide, you will find comprehensive information about our facilities and services to enhance your stay. Should you have any inquiries or special requests, please feel free to contact us. Wishing you a memorable stay!







# A

## **Accessibility features**

A room for guests with mobility impairments is available upon request and subject to availability. Our facilities are designed to accommodate guests with mobility impairments, featuring elevators and wide doors.

## **Activities**

We have curated a selection of top-notch activities to elevate your stay. Our 24/7 Concierge service is on hand to assist with reservations. Throughout your visit, you will also have access to a 4G Smartphone loaded with the "AlmaLusa Hotels" app, featuring exclusive tips, a variety of activities, a comprehensive list of services available during your stay, and a convenient chat service with Reception. For reservations or further details, please get in touch with Reception or check our [dedicated page](#).

## **Adapter**

Ensure your devices stay charged. Power adapters are at your disposal.

## **Additional information**

For any further inquiries or details, please do not hesitate to reach out to Reception at [info.af@almalusahotels.com](mailto:info.af@almalusahotels.com) or by phone at (+351) 218 770 200.

## **Air conditioning**

Your room key includes a card to be inserted in the energy saving slot at the entrance to activate all electrical equipment as well as the air conditioning. To conserve energy, kindly remove the card each time you leave the room. Adjust the room temperature effortlessly using the remote control conveniently located at the entrance. Should you have any queries or concerns, feel free to reach out to our Reception team.

## **Airport**

The Lisbon Airport is approximately a 30-minute drive from AlmaLusa Alfama. Various transportation options are available to reach the hotel, including the metro and bus. Additionally, we offer a transfer service, subject to additional charges. For reservations and further information, please contact the Reception at [info.af@almalusahotels.com](mailto:info.af@almalusahotels.com) or call (+351) 218 770 200. You may also refer to our [dedicated page](#) for more details.

# B

## **Baby cot**

If you require a baby cot in your room or suite, please contact Reception. This service is exclusively offered in designated rooms and suites, applicable only for children aged up to 3 years.

## **Babysitting**

For an even more enjoyable stay, we provide a convenient babysitting service, subject to an additional cost. Reach out to Reception for detailed information and to arrange this service.

## **Baggage**

Our guests can take advantage of our hassle-free baggage storage service. Whether you arrive early on check-in day or want to explore the city further on check-out day, we can securely store your baggage at no extra charge.

## **Bar**

The hotel bar operates on the ground floor in the Delfina Café. We offer a range of beverages and hot drinks. Open from 11am to 11pm. You can view the menu [here](#).

## **Bathroom amenities**

Our bathrooms are stocked with essential amenities, including shampoo, conditioner, shower gel, bath cap, body lotion, hairdryer, and bedroom slippers.

## **Bed**

Colmol and AlmaLusa have designed a bed with your comfort in mind. If you have any allergies or discomfort, please contact Reception. We offer different pillows and can assist you in making your bed even more comfortable.

## **Bed linen and towel change**

For your comfort, bed linen is changed every two days. Towels are changed daily or upon request. If you require additional changes, please contact Reception.

## **Boutique**

Discover our boutique at the hotel's Reception. Choose from a selection of AlmaLusa products, including our exclusive fragrance, jute bags, pens, notebooks, and more. We also feature products from the renowned beauty brand Benamôr, founded in Lisbon in 1925.

## **Breakfast**

Delfina Café serves a daily buffet breakfast from 7.30am to 11am. Our varied and nutritious breakfast includes artisanal bread, viennoiseries, a selection of hot dishes, fresh fruits, natural juices, yogurts, and different types of cereals. We also offer options for those with food intolerances, including lactose-free and gluten-free choices, as well as plant-based beverages. You can view the full menu [here](#).

# **C**

## **Check-in**

Check-in time is at 3pm. If you arrive earlier, you can leave your luggage with us and explore the city. If you wish to check in earlier, please make a reservation for the previous night.

## **Check-out**

Kindly note that check-out time is at 12pm. We offer complimentary late check-out until 2pm, subject to availability. For those seeking a bit more flexibility, late check-out from 2pm to 4pm is available at 50% of the daily rate. Beyond 4pm, the late check-out fee is set at 100% of the daily rate. Please be aware that late check-out is always subject to availability, and we recommend reaching out to Reception in advance.

## **Cleaning service**

Our cleaning service is provided daily, with room cleaning guaranteed until 4pm. If you require priority cleaning for your room or have a specific schedule in mind, please contact Reception, and we will do our best to accommodate your request. Should you need a towel replacement or replenishment of toiletries, kindly inform us. We also offer a turndown service at the end of the day. If you prefer not to have your room cleaned, use the "Do not disturb" sign on the outside of your door or notify Reception.

### **Coffee & tea**

We have curated a selection of complimentary coffees and teas for you during your stay. Capsules are replenished daily during room cleaning. If you need additional capsules, please contact Reception. To enjoy your beverage, insert the capsule into the machine by lifting the lid and press the front button (green light). If the lights do not turn on, click the switch located at the back of the machine.

### **Contacts**

For any assistance or inquiries, Reception is just a call away at (+351) 218 770 200. Alternatively, if you have opted for our convenient smartphone service with the "AlmaLusa Hotels" app, you can connect with Reception by opening the app and clicking on the designated button. Should you wish to indulge in the offerings of Delfina Café, dial (+351) 218 770 200.

### **Credit cards**

We accept the following credit cards: Visa, MasterCard, American Express, Diners Club, and JCB.

## **D**

### **"Do not disturb" sign**

For uninterrupted privacy, kindly use the "Do Not Disturb" sign on the outside of your door. Ensure the side displaying the message "Do not disturb" is visible if you wish to remain undisturbed. The same sign can also be utilized to request room cleaning. Just place it outside your door with the side displaying the message "Tidy up please" visible.

## **F**

### **Fire alarms**

Our rooms are outfitted with state-of-the-art smoke detectors for heightened safety. The alarm system will promptly engage if there is an excess of smoke in your room or suite. Clearly illuminated signs mark all emergency exits. In the event of a fire, please refrain from using the elevator.

### **First aid**

Find first aid boxes conveniently located at the hotel Reception and in Delfina Café.

# H

## **Hairdryer**

All bathrooms in our rooms and suites are equipped with a semi-professional 1800W hairdryer.

## **History**

Immerse yourself in the rich history of AlmaLusa Alfama, housed in a post-earthquake building with roots tracing back to the 12th century. Featuring Pombaline-style architecture, the building, including the iconic Arco das Portas do Mar, holds relics dating back to the Roman era. Delve deeper into the fascinating narrative of the building on our [dedicated page](#).

# I

## **Ice**

Should you require ice, please feel free to reach out to Reception for prompt assistance.

## **Internet**

Indulge in a superior internet experience with our dedicated and symmetrical high-speed connection, complemented by cutting-edge access points for a flawless Wi-Fi experience.

## **Iron and ironing board**

The iron and ironing board will be delivered to your room or suite upon request. Please contact Reception.

# L

## **Laundry**

Place your clothes in the designated laundry bag in your room. Hand it over to our team by 9.30am, and we will have it returned to you by 9pm the next day (service available from Monday to Saturday). If you need a quicker turnaround, we offer same-day delivery for an extra charge. Please note that in case of loss or damage to an item, compensation will not exceed five times the amount paid for cleaning that specific piece. For a detailed pricing breakdown, please click [here](#).

## **Lost and found**

For perishable items like food or non-alcoholic beverages, we hold them for up to 2 days. Valuables exceeding 30€ are safeguarded by the Operations Director or Front Office Manager, with a storage duration of 6 months. If you discover any missing personal items during or after your stay, please promptly contact Reception. Shipment of items left at the hotel is subject to an additional cost.

## **K**

### **Key**

Upon check-in, you will be provided with a key (only one per room or suite). All our keys contain information about the room number and the hotel name. For your comfort and safety, kindly leave the key at Reception whenever you are away and retrieve it upon your return. Reception is open 24/7. If the key is left in the lock inside the room, we may need to hire a locksmith to open the door. The hotel is not responsible for door opening and reserves the right to charge a fee of 150€ for the service.

## **M**

### **Massages**

Indulge in a moment of relaxation after a day exploring Lisbon. Enjoy a massage in the comfort of your room.

- Anti-Stress Massage | 60 minutes | 90€
- Jet-Lag Massage | 50 minutes | 85€
- Express Massage | 30 minutes | 60€

For massage appointments, kindly reach out to Reception. This service is exclusively available in specific rooms and suites. We highly recommend booking in advance to secure your preferred time slot.

### **Medical assistance**

In case of medical assistance, please contact Reception immediately. We can also provide information on the nearest pharmacies, including contact details and operating hours. The emergency medical service number in Portugal is 112.



## **Menus**

Delight your taste buds throughout the day at Delfina Café. Our chef has meticulously crafted a menu that celebrates the richness of Portuguese cuisine while incorporating international influences.

- Breakfast menu (7.30am to 11am)
- À la carte menu (11am to 10.30pm)
- Beverage menu (11am to 11pm)

To ensure a seamless dining experience, we suggest making a reservation. For inquiries, please dial (+351) 218 770 200.

## **Minibar**

All rooms are equipped with a minibar for your convenience.

# **O**

## **On-request amenities**

Upon request, we offer a range of additional amenities, such as dental kits, shaving kits, vanity kits, sewing kits, combs, shoe care kits, and bathrobes. Please contact Reception.

## **Opening times**

Discover a seamless experience at Delfina Café with services spanning from breakfast (7.30am to 11am) to meals (11am to 10.30pm), and bar offerings (11am to 11pm). Check-in is available from 3pm, while check-out is until 12pm. For your laundry needs, kindly drop off items by 9.30am (Monday to Saturday) for a timely return by 9pm the following day. Same-day delivery service is also at your disposal for an extra fee.

# **P**

## **Parking**

If you need to park your car, you will find an underground public parking lot right in front of the hotel, subject to additional costs.

## **Pets**

Kindly note that we do not accommodate pets.

### **Pillows, linens, and blankets**

Indulge in our pillow menu, and feel free to request additional pillows, sheets, or blankets as needed. Reach out to Reception for any special requests.

## **R**

### **Restaurant**

Discover the culinary delights of Delfina Café, situated on the ground floor. The menu celebrates the richness of Portuguese cuisine with a touch of international flair. Indulge in a selection of appetizers perfect for sharing, accompanied by an array of beverages. For more detailed information, please refer to our [dedicated page](#).

### **Robes**

Robes are available upon request, subject to availability. Please contact Reception.

## **S**

### **Safe**

For your peace of mind, each room or suite is equipped with a secure safe for storing smaller valuable items. The hotel cannot assume responsibility for any items left in the room or safe.

### **Smartphone**

We enhance your stay by offering a complimentary 4G smartphone with unlimited national calls and internet access. Take advantage of the "AlmaLusa Hotels" app, providing curated suggestions and allowing you to seamlessly request restaurant reservations and taxis. Our Reception and Concierge services are at your disposal 24/7 through the app's convenient chat function. Initializing the smartphone is easy – just enter your name, country, email, and check-out date. Create a secure 4-digit PIN, and you are ready to enjoy the convenience. The smartphone and charger are thoughtfully provided at check-in for your comfort.

### **Smoking**

To ensure a comfortable environment for all guests, smoking is strictly prohibited in both rooms, suites, and indoor areas throughout the hotel.

## **T** **Taxi service**

Reception is here to facilitate your taxi arrangements, either by securing reservations on your behalf or offering contact information.

## **Television**

Enjoy your room's state-of-the-art Full HD Wi-Fi LED TV, featuring an extensive selection of 95 channels in multiple languages. Explore the complete list [here](#).

## **Transfers**

Payment for transportation services can be made at the hotel. The prices quoted are valid for 2 people. For more information or to make a reservation, please contact us.

- Airport pick-up: Taxi 37,50€ | Private transfer 47,50€
- Airport drop-off: Taxi 20€ | Private transfer 37,50€
- Airport pick-up and drop-off: Taxi 55€ | Private transfer 80€

For 3 or more people, please inform us, as different rates may apply. A standard car comfortably accommodates 2 large suitcases. If you have additional luggage, kindly inform us to ensure the reserved vehicle can accommodate all your belongings. Depending on the amount of luggage, a larger vehicle may be required, with different rates applying.

## **U** **Umbrella**

We have complimentary umbrellas available for the convenience of all our guests.

## **W** **Wake-up service**

Personalize your mornings with our wake-up service. Simply inform Reception of your preferred time, and our friendly team will ensure a timely and gentle awakening at the agreed-upon date and time.

## **Water**

We have arranged complimentary water for your enjoyment throughout your stay. Your room will be replenished daily with two bottles – one still and one sparkling – during the cleaning service. If you need more bottles, kindly get in touch with Reception.





## **Safety Information**

AlmaLusa Alfama is equipped with a comprehensive fire alarm system, and all our teams are trained to respond promptly and efficiently in emergency situations. Smoke detectors are strategically placed throughout the hotel, including within the rooms and suites.

### **Emergency Protocol**

Start by familiarizing yourself with the location of emergency exits, the fire alarm system, and fire extinguishers. Additionally, please take note of the Emergency Exit Plan, conveniently placed on your room's door.

In the event of a fire or smoke in your room or suite, exit immediately and locate the nearest alarm button in the corridor. Alarm buttons are positioned near each elevator and close to every emergency exit. If feasible, close all doors near the fire to contain its spread. Do not take unnecessary risks; only attempt to extinguish small fires with a fire extinguisher if it is safe to do so. In the case of a significant fire, evacuate the building promptly while maintaining composure.

#### **In summary:**

- Contact Reception at your earliest opportunity
- Close all windows and doors
- Stay calm
- Evacuate your room promptly
- Avoid using the elevator during a fire
- Note that fire doors close automatically but remain functional for rescue purposes

#### **Emergency contacts:**

Medical emergency service: 112



## **AlmaLusa Alfama**

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