



**ALMALUSA**  
BAIXA/CHIADO

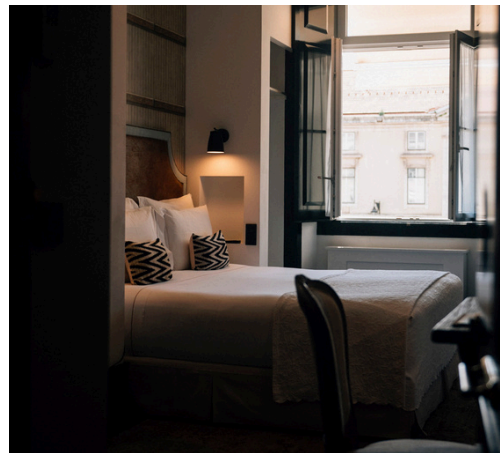
# **SERVICE DIRECTORY**

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## **WELCOME TO ALMALUSA BAIXA/CHIADO!**

**In this directory, we provide all the information about our facilities and services that you may need during your stay. Should you have any questions or additional requests, please do not hesitate to contact us.**

**We wish you a memorable stay!**



# A

**Activities** | We have selected the best activities to make your visit to Lisbon memorable. Our Concierge service, available 24 hours a day, 7 days a week, is at your disposal for reservations and recommendations. During your stay, you will also have access to an iPhone with the "AlmaLusa Hotels" app, featuring exclusive tips, various activities, all services available during your stay, and a chat service with Reception. For reservations or further information, please contact Reception.

**Adapter** | We have adapters available for an additional charge.

**Airport** | Lisbon Airport is approximately a 30-minute drive from the hotel. There are several transportation options available to reach the hotel, including the metro and bus. We also offer a transfer service, subject to additional charges. For bookings and further information, please contact Reception via [info.bc@almalusahotels.com](mailto:info.bc@almalusahotels.com) or (+351) 21 269 7440, or visit our **dedicated page**.

**Air Conditioning** | Your room key includes a card that, when inserted into the energy saver at the entrance of your room, activates the entire electrical system and the air conditioning. Please remove the card whenever you are absent. You can control the temperature of your room using the remote located on the wall near the door. If you have any questions or issues, please contact Reception.

**Amenities on Request** | We offer the following upon request: dental kit, shaving kit, vanity kit, sewing kit, comb, shoe care kit, and bathrobe. Please contact Reception.

# B

**Bathroom Amenities** | All of our bathrooms are equipped with: shampoo, conditioner, shower gel, shower cap, body lotion, hairdryer, and room slippers.

**Bathrobes** | Bathrobes are available upon request, subject to availability. Please contact Reception.

**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 a variety of 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. For additional changes, please contact Reception.

**Boutique** | At the hotel Reception, you will find our boutique. Choose from a selection of AlmaLusa products – including our exclusive fragrance, jute bags, pens, notebooks, and more. We also offer products from local brands.

**Breakfast** | At Delfina - Cantina Portuguesa, a daily buffet breakfast is served between 7:30am and 11:00am. It includes artisan bread, viennoiseries, a variety of hot dishes, fresh fruits, natural juices, yogurts, and different types of cereals. For those with food intolerances, lactose-free and gluten-free options are also available, as well as plant-based drinks. You can view the full menu [here](#).





**Check-in** | Check-in time is at 3:00 PM. If you arrive earlier, you can leave your luggage with us and start exploring the city. If you wish to access your room earlier, we recommend booking the night before to guarantee early check-in.

**Check-out** | Check-out time is at 12:00 PM. Late check-out is free until 2:00 PM, subject to availability. From 2:00 PM to 4:00 PM, late check-out is charged at 50% of the daily rate. After 4:00 PM, late check-out is charged at 100% of the daily rate. Late check-out is always subject to availability, and you should contact Reception.

**Coffee & Tea** | We offer complimentary coffee and tea during your stay. Capsules are replenished daily. For additional capsules, please contact Reception. To prepare your drink, insert the capsule, lift the lid, and press the front button (green light). If the lights do not turn on, please switch on the power button located at the back of the machine.

**Contacts** | To contact Reception, please call (+351) 212 697 440. You can also use the iPhone with the "AlmaLusa Hotels" app, if you opted for this service at check-in. Simply open the app and click the respective button to call Reception. To contact the restaurant, please call Reception.

**Cots** | If you require a cot in your room or suite, please contact Reception. This service is only available in certain rooms and suites, and for children up to 3 years old.

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

**Cleaning Service** | The cleaning service is provided daily, until 4:00 PM. If you require priority cleaning for your room or prefer it to be done at a specific time, please contact Reception, and we will do our best to accommodate your request. If you need towel replacements or replenishment of toiletries, please let us know. If you do not wish to have your room cleaned, please place the 'Do Not Disturb' sign on the outside of your door or inform Reception.

## D

**“Do Not Disturb” Sign** | If you do not wish to be disturbed, please place the 'Do Not Disturb' sign on the outside of your door, with the side showing the message 'Everything's asleep!' visible. The same sign can also be used to request room cleaning – simply place the sign on the outside of your door with the side showing the message 'Everything's good to go!' visible.

## F

**Fire Alarms** | All rooms are equipped with highly sensitive smoke detectors. The alarm system will be activated in the event of excessive smoke in the room or suite. All emergency exits are clearly marked with their own lighting. In case of fire, do not use the elevator.

**First Aid** | First aid kits are available at the hotel Reception and at Delfina - Cantina Portuguesa.

## H

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

# I

**Ice** | If you require ice, please contact Reception.

**Internet** | Dedicated, high-speed symmetric line for internet access, with state-of-the-art access points to ensure an excellent Wi-Fi experience.

**iPhone** | To keep up with technological advancements, instead of phones in the rooms, we provide an iPhone with unlimited national calls and internet. You can also use the "AlmaLusa Hotels" app, which includes recommendations and allows you to make restaurant and taxi bookings. Reception and Concierge services are available 24/7 via the chat feature. To start using the iPhone, please request it at Reception.

**Ironing Board and Iron** | An ironing board and iron will be delivered to your room or suite upon request. Please contact Reception.

# K

**Key** | At check-in, you will be given a key for your room or suite, along with information about the room number and hotel. For security reasons, we kindly ask that you leave the key at Reception when you leave and collect it upon your return. Reception is open 24 hours. If the key is left in the lock, an external technician will need to be called, and the hotel may charge a fee of €150 for this service.

# L

**Laundry** | Place your laundry in the laundry bag provided in your room and hand it to our team by 9:30 AM – same-day delivery by 9:00 PM (except Sundays).

**Lost and Found** | Perishable items, such as food or beverages (except wine), can be kept for up to 8 hours after being found. Items will be stored for a period of 6 months after being found and will be donated if no claim is made. If you are missing any personal items during or after your stay, please contact Reception. The shipping of items left behind is subject to an additional charge.

**Luggage** | We offer a convenient luggage storage service for our guests. If you arrive earlier on the check-in day or wish to continue enjoying the city on the check-out day, we can store your luggage free of charge.



**Massages** | After a day of exploring Lisbon, relax in the comfort of your room while enjoying a massage:

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

Please contact Reception to schedule your massage. This service is only available in certain rooms and suites. We recommend booking in advance to ensure availability.

**Medical Service** | If you require medical assistance, please contact Reception immediately. We can also provide you with information on the nearest pharmacies, as well as contact details and opening hours for on-call pharmacies. The emergency medical service number in Portugal is 112.



**Menus** | You can count on Delfina - Cantina Portuguesa, open for lunch and dinner. The chef has created a menu that celebrates the richness of Portuguese cuisine, embracing international influences.

- **Breakfast Menu** (7:30am to 10:30am)
- **Food Menu** (12:00pm to 4:00pm and 7:00pm to 11:00pm)
- **Drinks Menu** (11:00am to 11:00pm)

We recommend making a reservation. To contact Delfina - Cantina Portuguesa, please call (+351) 21 269 7445.

**Minibar** | All rooms have a minibar available for your comfort.



**Opening Hours** | Delfina - Cantina Portuguesa offers the following services: breakfast from 7:30am to 10:30am, lunch from 12:00pm to 4:00pm, dinner from 7:00pm to 11:00pm, bar service from 4:00pm to 7:00pm, and room service from 12:00pm to 10:00pm.

**Other Information** | For any further information, please contact Reception at [info.bc@almalusahotels.com](mailto:info.bc@almalusahotels.com) or (+351) 212 697 440.



**Parking** | If you need to park your car, there is an underground public parking garage right in front of the hotel. We offer special rates for our guests. Please visit Reception before parking to activate the discount.

**Pets** | Pets are not allowed.

**Pillows, Bed Linen and Blankets** | Please refer to our pillow menu. Additional pillows, bed linen, and blankets are available upon request. Kindly contact Reception.

## R

**Restaurant** | Delfina - Cantina Portuguesa offers a menu that celebrates the richness of Portuguese cuisine. The menu includes a selection of traditional dishes with our Chef's unique touch, along with a variety of drinks. For more information, please visit our [\*\*dedicated page\*\*](#).

**Reduced Mobility** | A room for guests with reduced mobility is available upon request and subject to availability. Our facilities are equipped to accommodate guests with reduced mobility, including an elevator and wide doors.

## S

**Safe** | A safe with a code is available in your room or suite for the storage of small valuable items. The hotel is not responsible for any valuables or belongings left in the room or safe.

**Smoking** | Smoking is not permitted in the rooms and suites, or in the indoor areas of the hotel.

## T

**Taxi** | Reception can assist you with taxi bookings or provide you with the necessary contact details.

**Television** | The Full HD LED Wi-Fi television in your room includes 95 channels in various languages. You can view the full 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 Reception.

- Airport Pick-up: Taxi €37.50 | Private €47.50
- Airport Drop-off: Taxi €20 | Private €37.50
- Airport Pick-up and Drop-off: Taxi €55 | Private €80

For 3 or more people, please inform us, as different rates may apply. A standard car accommodates 2 large suitcases. If you have more luggage, please let us know so we can confirm whether the reserved vehicle can accommodate all your belongings. If necessary, a larger vehicle may need to be booked, which may have different rates.

## U

**Umbrella** | We have umbrellas available upon request at Reception.

## W

**Wake-up Service** | We offer a personalised wake-up service. Please inform Reception of the time you wish to be woken up. Our friendly team will wake you at the agreed date and time.

**Water** | We have prepared a selection of complimentary water for you during your stay. The water bottles – one still and one sparkling – are replenished daily during room cleaning. If you require additional bottles, please contact Reception.

## **SAFETY INFORMATION**

The AlmaLusa Baixa/Chiado is equipped with a central fire alarm system. All our teams are trained to handle emergency situations quickly and efficiently. Smoke detectors are installed throughout the hotel, including in the rooms and suites.

## **INSTRUCTIONS**

Start by familiarising yourself with the location of the emergency exits, fire alarm system, and fire extinguishers. Please take note of the Emergency Exit Plan, which is posted on the door of your room. In case of fire or smoke in your room or suite, exit immediately and try to find the nearest alarm button in the corridor. Alarm buttons are located near each elevator and near each emergency exit. If possible, close all doors near the fire to prevent it from spreading. Do not take personal risks, and only attempt to extinguish small fires with the aid of an extinguisher if it is safe to do so. In the event of a large fire, exit the building immediately. Try to remain calm.

## **IN SUMMARY**

- Call Reception as soon as possible
- Close all windows and doors
- Stay calm
- Exit your room immediately
- Do not use the elevator
- Fire doors close automatically but remain operational for rescue purposes

## **EMERGENCY CONTACTS**

Emergency medical service: 112

A photograph of a room with a large window. The window is open, showing a view of a building with a balcony and a red-tiled roof. The room has a white bed with a patterned runner, a white chair, and a lamp. The text is overlaid on the image.

## **ALMALUSA BAIXA/CHIADO**

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