



Manual A to Z

Dear Guest,

This is the Room Directory of the Hotel Premium Porto Maia and it will be your guide. You can find all the information you need to help you while staying in our hotel. Our team is committed in turning your stay into a unique one.

We thank you for your preference and wish you a pleasant stay at the Hotel Premium Porto Maia.



A

Adapters

Electric adapters are available by request and upon availability. Contact the Front Desk (extension 1000).

Air Conditioning

Available at your room with adjustable intensity. If you have any difficulty with the system, ask for help at the Front Desk (extension 1000).

The Hotel has acclimatized public areas.

Allergies

Please inform us if you have any allergy or any other health condition that may need some special attention.

Amenities

Available at the room: soap, shampoo and bath gel, body lotion and shower caps.

Audiovisual equipment

Upon request, the Hotel can provide audiovisual equipment for any kind of event.

The use of this equipment will be subject to an extra fee. Information available at the Front Desk (extension 1000).

B

Baby adapted chairs

Baby feed adapted chairs by request and upon availability. Contact the restaurant (extension 1220).

Baby Cot

Available by request and upon availability. Contact the Front Desk (extension 1000).

Baby-sitter

For baby-sitting service contact the Front Desk (extension 1000). Service available by request, additional fee applies.

Bar

You can find the Lobby Bar on floor 0, next to the restaurant, and it is open from 10:00 a.m. to 10:00 p.m.

Bikes

If you want to rent a bike during your stay, contact the Front Desk (extension 1000).

Blackout

Existing in the rooms to prevent the entrance of natural light.

Blanket

You will find an additional blanket inside the wardrobe, in your room.

Breakfast

Buffet service is served in the hotel restaurant, located on floor 0, between 7:00 a.m. and 10:00 a.m.

If check-out takes place before breakfast hours, a Lunch Box is available and must be requested at the Reception by 7:00 p.m. on the previous day.

This service is available for guests with breakfast included.

Bus

You can find a bus stop 300 meters from the Hotel. Available information at the Front Desk (extension 1000).

C

Check-in

The check-in time is from 3pm.

Check-out

On the check-out day, the room must be released by 12:00pm. A late check-out will be subject to availability and to an additional fee. Contact the Front Desk (extension 1000).

Coffee Station

As a courtesy of the hotel, Premium Rooms are equipped with a Coffee Station where you will find coffee, decaffeinated coffee, tea, and biscuits.

If you require milk, please contact Room Service (extension 1220).

Concièrge

Excursions, museums and city tours. Available information at the Front Desk (extension 9).

Currency Exchange

You will find the closest bank 300 meters from the Hotel. Information available at the Front Desk (extension 1000).

D

E

Elevators

The hotel is equipped with two elevators connecting the reception to the various floors. There is also an additional elevator with access exclusively to the first floor, where the meeting rooms are located.

Emergency

In case of emergency contact the Front Desk (extension 1000).

The evacuation instructions are posted on the bedroom door.

Extra bed

Extra beds are available by request and upon availability. Contact the Front Desk (extension 1000).

F**Fire**

In case of fire immediately contact the Front Desk (extension 1000).

Front Desk

The Front Desk is open 24 hours. It has a multilingual team that is always available for you. Please bring them any questions or requests. To contact our Front Desk dial extension 1000.

G**Gym**

Gym access cards for use at a fitness center near the hotel are available at the reception (service subject to a fee). For more information or purchase, please contact the reception (extension 1000).

H**Hair dresser**

For Hair dresser service (and manicure) contact the Front Desk (extension 1000).

Service available by request and additional fee applies.

Hair dryer

Available in your room.

Housekeeping

The room is cleaned daily. If you want a second cleaning, please contact the Front Desk (extension 9).

Bed linen is changed every three days, or per customer's request.

Daily change of towels only per customer's request (or when placed on the floor).

I

Ice

Please contact the bar (extension 1220).

Information

You can find any kind of information you need at the front desk (extension 1000).

Iron and ironing board

Available at the front desk (extension 1000), subject to availability. Use is permitted for a period of one hour.

Internet

Wireless broadband internet available throughout the building. Free service.

J

K

L

Laundry and Ironing

The laundry and ironing services are available every day except Sundays and holidays. For this purpose use the laundry bag available in the room, fill in the registration form and contact the Front Desk to request the service (extension 1000).

For express laundry and ironing service, the laundry bag must be delivered by 9:00am at the front desk (extension 1000), so the clothes can be returned in the same day.

Lobby

In the common area on floor 0, you can watch broadcasts of sports channels.

The Lobby Bar is located on floor 0 and is open from 10:00 a.m. to 10:00 p.m.

Consumption of food and beverages purchased outside the hotel is not permitted in this area.

Locks

The room door lock is electronic, only opens with the card provided by the Front Desk upon your arrival. To turn on the power, the card must be placed in the stand at the entrance of the room.

When you leave the room, carry the card with you so that the whole room lighting is turned off. Activate the lock of the lock by rotating the metal bar that is below the handle when you are inside the room.

Lost and found

Please contact the Front Desk (extension 1000).

Luggage

The Hotel has a luggage deposit service, at the Front Desk (extension 1000), available 24 hours.

Luggage transport

The Hotel has a Porter at your disposal for luggage transport to and from your room, per request and upon availability.

M

Mail

Mail service available at the Front Desk (extension 1000).

Maintenance

If you require any technical assistance, or in case of any breakdown, contact the Front Desk (extension 1000).

Maps

City and region maps are available at the Front Desk (extension 1000).

Medical Assistance

If you need medical assistance, contact the Front Desk (extension 1000).

Meeting rooms

The hotel offers five versatile meeting and event rooms. Upon request, the hotel can provide audiovisual equipment for any type of event. The use of this equipment is subject to an additional charge. For more information, please contact the reception (extension 1000).

Messages

You can receive or leave your messages at the Front Desk (extension 1000).

Mini-bar

In the room you have a mini-bar available, the list of the products is at your disposal with the price information. In case you want the mini-bar to be filled, please contact the Front Desk (extension 1000).

N

Newspapers and Magazines

If you want to buy a magazine or newspaper, national or international, contact the Front Desk (extension 1000).

O

P

Parking

The hotel offers free outdoor parking. Indoor garage parking is available subject to availability (paid service). For further information, please contact the reception (extension 1000).

Pharmacy

You can find a Pharmacy 300 meters from the Hotel. Available information at the Front Desk (extension 1000).

Photocopies

Available at the Front Desk (extension 1000). Free service subject to the number of copies requested.

Personal hygiene products

Available by request at the Front Desk (extension 1000): toothbrush and toothpaste, shine kit, shoehorn and sewing kit.

Pets

Pets are not allowed at the Hotel, except guide dogs.

Public Transports

Available information at the Front Desk (extension 1000).

R

Reduced Mobility

The hotel is fully accessible for guests with reduced mobility. It offers adapted accommodation units and an accessible shared restroom on level -1.

Rental Car

Available information at the Front Desk (extension 1000).

Room Service

The hotel offers Room Service from 7:00am until 10:00pm. See the list in your room. Service subject to extra charge. Information available at the Bar (extension 1220).

S

Safe Box

Free and available in your room. The safe box has an electrical outlet and presence light in its interior.

The Hotel is not responsible for any valuables left in the room, only valuables kept at the Front Desk (extension 1000).

Schedules

Front Desk: 24 hours

Restaurant: from 12.30pm to 03.00pm and from 07.00pm to 10.00pm

Lobby Bar: from 10.00am to 10.00pm

Room Service: from 12.30pm to 03.00pm and from 07.00pm to 10.00pm

Security

The Hotel has 24 hours a day video surveillance system.

Smoking/Non-Smoking

There are no smoking areas in the hotel, except for the hotel entrance area (outdoor).

Subway

There is a subway station 150 meters from the hotel. Information is available at the reception.

T

Taxi

Information available at the Front Desk (extension 1000).

Telephone

- Outside calls:

National calls: to get the line dial 0 followed by the number.

International calls: to get the line dial 0. Once you have the line, dial 00 followed by the country code and the number.

These calls will be an additional charge and the amount will be charged to your room.

Information available at the Front Desk (extension 1000).

- Inside calls:

Front Desk: extension 1000

Bar: extension 1220

Room Service: extension 1220

Housekeeping: extension 1000 (Front Desk)

Laundry: extension 1000 (Front Desk)

Wake up call: extension 1000 (Front Desk)

Between rooms: dial 2 followed by the room number you want to call.

Tv Guide

All the rooms are equipped with television (LCD), with 32 channels. If you have weak signal or any functional difficulty, contact the Front Desk (extension 1000).

| | | |
|----------------------------|---------------------------|-------------------------------|
| 1 - RTP | 27 - ODISSEIA | 53 - ELEVEN |
| 2 - RTP2 | 28 - EUROSPORT | 54 - HISTÓRIA |
| 3 - SIC | 29 - FUEL TV | 55 - CNBC |
| 4 -TVI | 30 - MEZZO | 56 - CUBAVISIÓN |
| 5 - SIC NOTÍCIAS | 31 - MCM POP | 57 - DISNEY JUNIOR |
| 6 - RTP NOTÍCIAS | 32 - CANÇÃO NOVA | 58 - DEUTSCHE WELLE |
| 7 - CNN PT | 33 - RTP MADEIRA | 59 - EUROSPORT 2 |
| 8 - CMTV | 34 - RTP AÇORES | 60 - HOLLYWOOD |
| 9 - NOW | 35 - RTP ÁFRICA | 61 - KBS WORLD |
| 10 - SPORT TV+ | 36 - EURONEWS | 62 - KURIAKOS TV |
| 11 - SIC CARAS | 37 - CNN | 63 - NICK JUNIOR |
| 12 - SIC RADICAL | 38 - SKY NEWS | 64 - RAI ITÁLIA |
| 13 - RTP MEMÓRIA | 39 - AL JAZEERA | 65 - RTL |
| 14 -PORTO CANAL | 40 - FRANCE 24 (I) | 66 - SIC MULHER |
| 15 - DISNEY CHANNEL | 41 - FRANCE (FR) | 67 - SPORT TV1 |
| 16 - NICKLODEON | 42 - BLOOMBERG | 68 - SPORT TV2 |
| 17 - CANAL PANDA | 43 - TVE 24 | 69 - SPORT TV3 |
| 18 - BIGGS | 44 - CGTN | 70 -SPORT TV4 |
| 19 - AXN MOVIES | 45 - TV5 MONDE | 71 - SPORT TV5 |
| 20 - AMC | 46 - CCTV4 | 72 - SPORT TV6 |
| 21 - AXN WHITE | 47 - 1 + 1 | 73 - SPORTING TV |
| 22 - CANAL Q | 48 - 24 KITCHEN | 74 - STAR CHANNEL |
| 23 - DISNEY JUNIOR | 49 - AMC BREAK | 75 - STAR LIFE |
| 24 - MTV PORTUGAL | 50 - ARTE | 76 - TV RECORD |
| 25 - DISCOVERY | 51 - AXN | 77 - TVE INTERNATIONAL |
| 26 - NATIONAL GEO | 52 - BNT WORLD | 78 - TVI REALITY |

Ticket/ Vouchers printing

Any type of ticket, voucher or boarding pass can be printed for free at the Front Desk (extension 1000).

Ticket Sales

The Front Desk offers the sale of tickets for leisure activities (extension 1000).

Tourist Office

You can find a Tourist Office 100 meters from the Hotel. Information available at the Front Desk (extension 1000).

Towels

Towels can be changed daily per guest request (or when placed on the floor).
Bed linen is changed every three days, or per guest's request.

Translation

Information available at the Front Desk (extension 1000).

Transports/Transfers

Information available at the Front Desk (extension 1000).
The prices of these services are subject to direct consultation with suppliers.

U**Umbrella**

Available by request and upon availability. Contact the Front Desk (extension 1000+).

Useful telephone numbers

National Emergency Number: 112
Police: +351 229 479 690
Oporto International Airport: +351 229 432 400
Oporto railway station: 808 208 208

V**Voice mail**

The telephone at your room is equipped with voice mail. For more information contact the Front Desk (extension 9).

W**Wake up Service**

To set up a wake up call contact the Front Desk (extension 1000).

Weather

Available weather information at the Front Desk (extension 1000).

X**Y****Z**

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