



DIRECTORY

Praça D. Francisco Gomes nº2, 8000-168 Faro · Portugal

Tel. +351 289 830 830 E. hotel.faro@hotelfaro.pt

www.hotelfaro.pt



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Welcome

Dear Guest,

Welcome to Hotel Faro & Beach Club!

The world has changed, and new hygiene and safety measures are needed to make you feel at home with us.

For that reason, we have made every effort to welcome you in the best possible way.

We hold the **Clean & Safe** seal attributed by *Turismo de Portugal* and the **Safe Travel** seal awarded by the World Travel & Tourism Council, which lays down a number of mandatory hygiene and safety measures, all of which have been implemented at Hotel Faro and Beach Club.

We have compiled this directory, in order to provide you with as much information as possible, about Hotel Faro & Beach Club, but if you have any further questions, please do not hesitate to contact reception.

We wish you a great stay at Hotel Faro & Beach Club!

Best regards,
Sofia Hipólito de Oliveira
(General Manager)
sofiahipolito@hotelfaro.pt

Contingency Plan - Covid-19

Preventive measures:

In strict compliance with the protective measures against Covid-19, Hotel Faro has sanitizer dispensers available to all its employees, guests and clients at various spots around the hotel. Guests can pre-check in, thus avoiding waiting time and bureaucracy on their arrival at the Hotel, and a contactless check-in is also available.

Since the use of masks in public areas is mandatory, a vending machine with protective equipment is available.

Several other measures have been implemented, such as social distancing, strict sanitation procedures for common areas and rooms (where all non-essential items, such as decorative pillows, were removed), reinforced room service and the implementation of individualised schedules for use of the gym and SPA. The restaurant and bar service has also been restructured to comply with all security procedures, guaranteeing the same quality as always.

For more detailed information please consult:

<https://www.hotelfaro.pt/en/info-covid-19/>

Hotel Services

Accessibility

All public areas of the unit are accessible to people with reduced mobility (except during the period of improvement works in which they may be conditioned).

Adaptors and Transformers

Your room sockets have a current of 220 V. If you need a power adaptor, please contact reception.

Airport

The Algarve International Airport is 7 kilometres away from our unit, around 10 minutes by car. If you need information on how to get to the airport, please contact reception.

Amenities on Request

Whenever you need, we have at your disposal: shoe-shine kit, sewing kit, shoehorn, nail file and cottonwool, at a cost of 0.50 €, as well as a brush and toothpaste set and a razor and shaving gel set at a cost of 2.50 €. In case you need to acquire these, please contact reception.

Air Conditioning

All rooms are equipped with an air conditioning system. Inside the room, there is a temperature regulator which you can adapt to your needs. As an ecological measure, the air conditioner does not work when the bedroom window is open.

Babysitting

Should you need this service, please book at the reception, at least 24 hours in advance.

Banquets and Conferences

The Hotel can hold a diversity of events. Our conference rooms have a capacity of up to 100 people. For more information and quotes, please contact reception or send an email to reservas@hotelfaro.pt.

Bathroom Amenities

We have at your disposal: shampoo, shower gel, soap, shower cap and laundry bag.

Bar

The Hotel's bar, The Cosmopolitan Bar, is located on the 4th floor, where you will be able to enjoy your drink in a relaxed environment.

Beach Club

Our Beach Club is located on Faro Beach, and a free shuttle service is offered to our guests. The Club is open throughout the bathing season and has a rooftop with sun loungers, for the exclusive use of our Hotel guests. For more information and the shuttle schedule to the Beach Club, please ask at reception.

Breakfast

Breakfast is served in the Restaurant (4th floor) from 7:00 am to 10:30 am. A limit to the number of people in the restaurant at the same time may have to be imposed, so please contact reception if you have strict breakfast time routines. Taking into account certain limitations imposed by the pandemic, if you have any specific food restrictions, please let us know so that we can meet your needs timeously.

Breakfast in your room

If you wish to have breakfast in your room, please inform reception.

Business Centre

In the Hotel's reception lobby there is a Business Station with a computer, access to the Internet and a printer.

The printing service costs 0.10 € per black and white print, and 0.40 € per colour print.

Breakages / Damages

Please report any damages or breakages as soon as possible, so that we can replace the items.

Cots

We have cots that can be placed in your room. Please contact reception.

Car Rental

To rent a car or obtain more information, please ask at reception or dial 9 from your room phone.

Cleaning

If you need to change anything as far as room cleaning is concerned, please contact reception.

Check-in / Check-out

Check-in is after 2:00 pm and check-out must be done by 12:00 pm. If you wish to leave later, please contact reception in order to check availability.

Cinema

The nearest cinema is at Shopping Forum Algarve. The films are shown in their original formats, with Portuguese subtitles. You can request the list of films showing, at reception.

Credit Cards

We accept the following credit cards: Mastercard, Visa, American Express and Dinners Club.

Consulates

German	00 351 226 052 810	Finnish	00 351 213 933 040
Austrian	00 351 226 053 000	French	00 351 226 078 220
Brazilian	00 351 213 214 100	Dutch	00 351 289 830 903
British	00 351 282 490 750	Irish	00 351 213 929 440
Canadian	00 351 213 164 600	Italian	00 351 226 006 546
Danish	00 351 213 512 960	Russian	00 351 218 460 512
Spanish	00 351 281 544 888	Swedish	00 351 296 582 776

Currency Exchange

Currency exchange is available at the local banks in Faro, and at “Moneygram” exchange offices. Banks are open to the public on workdays from 8:30 am to 3:00 pm.

Country Codes

U.S.A.	+1	Holland	+31
Russia	+7	Ireland	+353
France	+33	Italy	+39
Great Britain	+44	Spain	+34
Sweden	+46	Switzerland	+41

Do not disturb

If you do not wish to be disturbed, please place the “Do not disturb” sign, on the outside of your bedroom door.

Electricity

The power supply is 220 volts. The electrical socket in the bathroom is exclusive to the use of shavers.

Email

Should you wish to access your email box, please do so at the Business Station in the hotel lobby.

Emergency

Please read the emergency procedures located behind your bedroom door.

Detailed information can be found in the Protection and Security section. In case of fire, please contact reception, immediately.

Excursions

We have a great variety of excursions and experiences which you can enjoy during your stay. For more information, please contact reception.

Extra Bed

The room can be fitted with an extra bed upon payment of an additional fee. Should you need this service, please contact reception. Subject to availability.

Fax

Service provided by our reception at a cost of 0.10 € per page for sending/receiving. Should you wish to receive a fax at the Hotel, our number is +351 289 830 829.

Fire Alarm

All rooms are equipped with high-sensitivity fire detectors. The alarm system will only be activated in case of excessive smoke in the room. All emergency exits are signalled with their own lighting. In case of fire, never use the elevators.

First Aid

Reception has a first aid box

Gymnasium

The spa and gym are open from 7:30 am to 8:30 pm, for exclusive use by guests, for periods of 45 minutes, and by reservation at reception

Maximum of one person or family per reservation.

Sanitization is carried out three times a day (in the morning, at lunchtime and at the end of the day). The guests have at their disposal a sanitizer.

Hairdryer

For your convenience, you will find a hairdryer in your bathroom.

Iron and Ironing board

We have at your disposal, an iron and an ironing board. Should you need to use these items, please contact reception.

Use of the shower and locker area is not permitted

The use of masks inside the spa and gym is not obligatory

Internet at the Hotel

There is free WIFI in the bedrooms and common areas of the Hotel.

Access the "HOTEL FARO" network with the password "HF2O2O".

Laundry and Dry Cleaning

The Hotel has an external laundry service. Please take a look at the laundry list in your room for pricing information (Attachment 1— Price List). You will find the laundry bags in your bedroom cupboard. For more information, please contact reception.

Lifts

On each floor of Hotel Faro, you will find two lifts especially adapted for people with all types of mobility problems. For your safety, we advise against their use by children under 10 years, when not accompanied by an adult.

Due to the new safety regulations, the maximum capacity of the lifts is 3 people.

Access to the rooms' floors is blocked as a security measure. To go to your room's floor, just swipe your room card on the elevator reader, and your room's floor will automatically be selected.

Lost and Found

All items found will be kept by the Housekeeping. If you have lost something, please contact reception and give them the details of when and where you may have lost your items. Items found can be sent by post at the guest's request.

Luggage

The Hotel will provide a space where you can store your luggage, temporarily, at no cost. The staff at reception is there to assist you with the storage of your luggage.

Magnetic Key Cards

If there is a problem with your magnetic key card, or if you need an extra key, please ask at reception. The return of your room's magnetic key card before checking out, is much appreciated. Your card will become inactive at 12:00 pm.

Maintenance

We take great care in ensuring that everything in the room works perfectly. If you notice any abnormality, please contact reception so that the problem can be corrected immediately.

Extemporaneous maintenance services to occupied rooms are carried out in the absence of the guest. The maintenance technician will be accompanied by the housekeeper.

Medical Assistance

If you need any basic assistance, please contact reception.

Messages / Correspondence

The Hotel reception has a message acceptance and delivery service for our guests. All messages/correspondence addressed to you will be delivered to you as quickly as possible.

Mini Bar

All rooms are equipped with a mini bar.

Newspapers and Magazines

We provide a daily service for the purchase and delivery of newspapers and magazines to the Hotel. If you request this service at reception by 10:00 am, delivery will take place by 11:00 am of the same day. The cost of this service is the value of the requested publications, plus a 30% service fee.

Opening Hours

Breakfast: 7:30 am — 10:30 am

Restaurant and Bar: 11:00 am — 22:30 pm

Room Service: 11:00 am — 22:30 pm

Swimming Pool: 9:00 am — 7:00 pm

Gym and Spa: 7:30 am — 8:30 pm

Shuttle: 10:30 am — 7:00 pm

Garage: Open 24 hours a day

Beach Club: 10:00 am — 22:30 pm

Schedules might change according to government guidelines.

Parking Garage

The Hotel has a garage with a capacity for 70 vehicles, and can be accessed 24 hours a day. The garage fee for guests is € 12.50 per day. The gates are closed at midnight. If you intend to enter or leave the parking garage outside this period, please contact reception. Our parking garage is guarded, however, we recommend that you do not leave any objects inside the vehicle. Please be informed that the Hotel shall not be liable for any thefts or damages caused to the vehicles.

Should you wish to charge your electric vehicle, on floor -2 of the garage, you will find our electric vehicle chargers.

Pharmacy

Late-night pharmacies are always available. For more information, please contact reception.

We have associate pharmacies that will deliver your medication to the Hotel. Speak to us, and we will find the ideal solution for you.

Photocopies

Colour and black and white photocopying services are available at

reception. Should you wish to use this service, please contact reception. Service fee: € 0.10 per black and white copy; € 0.40 per colour copy.

Pillows, Sheets & Blankets

If you need extra pillows, sheets or blankets, please contact reception.

Pets

Sorry, pets are not allowed. Our reception team will be happy to book your pet into an establishment near our hotel.

Post

If you so wish, you can have your letters posted. For more information, please contact reception.

Reception

For your convenience, reception is open 24 hours a day. Do not hesitate to contact reception whenever you need any information, to make a restaurant reservation or to book leisure activities.

“Ria Formosa” Restaurant

A restaurant, bar and panoramic terrace located on the 4th floor of the Hotel, with the following opening hours:

Breakfast: 7:00 am — 10:30 am

Restaurant and Bar: 11:00 am — 22:30 pm

Schedules might change according to government guidelines.

Room Rates

Please consult these at reception.

Room Service

Our Room Service operates from 11.00 am to 10.30 pm. Please contact reception to place your order.

Safe

The rooms are equipped with electronic safes, free of charge. They are located inside the wardrobe or under the bedside table. You will find detailed instructions inside the safe. If any assistance is needed, please contact reception. When checking out, please make sure that you have taken your belongings.

At reception, we also have a valuables deposit service at your disposal. Reception is open 24 hours a day, so you may access your property whenever necessary.

Sewing Service

We have an external sewing service. Prices are the

following: Hemming/piece 15.00 €

Sew button on/piece 7.00 €

Other sewing services, according to quote given. The service will be completed no later than 48 hours after receipt. For more information, please contact reception.

Smokers

Hotel Faro is a Non-Smoking hotel.

SPA

The spa and gym are open from 7:30 am to 8:30 pm. They can only be used by guests, for periods of 45 minutes and through reservation at reception.

Maximum of one person or family, per reservation.

The use of masks inside the spa and gym is not obligatory. Sanitization is carried out three times a day (in the morning, at lunchtime and at the end of the day). The guests have at their disposal a sanitizer.

Suggestions and Comments

Your opinion is very important to us. Your suggestions and comments on the running of the Hotel and its equipment will be much appreciated. Please hand them in at reception.

Swimming Pool

The Hotel has a hydromassage swimming pool on the 4th floor, which is open from 9:00 am to 7:00 pm.

A safety distance of 2 meters must be kept between people from different households. The sun loungers are arranged considering the necessary safety distance, so they cannot be moved.

Taxi

Should you need a taxi during your stay, reception will call one for you. Please contact reception. You must take the taxi at the entrance to the Hotel.

Tourist Office

The nearest tourist office is within a 5-minute walk from the Hotel.

Telephone

All rooms are equipped with a telephone. All external calls will be automatically charged to your account.

To call reception, dial "9" from your room phone.

To call another room, please dial the number of the room you wish to call.

For external calls, please dial _0_ followed by the telephone number. The cost is 0.50 € per pulse for landline calls and 0.75 € for mobile calls.

For international calls, please dial: _0_ followed by the country code and telephone number. The cost is 1.50 € per pulse.

TV

At your disposal, you have more than 70 channels in various languages and with different contents. You can consult the list of channels at the end of the directory.

Vending Machine

On the ground floor of the Hotel, next to the lifts, you will find a vending machine that is operational 24 hours a day, with foodstuffs, personal protective equipment and covid19 self-tests.

Video Surveillance System

The Hotel has a video surveillance system which covers public and circulation areas at all times. This system monitors the entry of intruders. During the night the video surveillance system is complemented with night watchmen.

Wake-up call

The Hotel has a wake-up call service. Should you need this service, please ask at reception, indicating the day and time for the wake-up call.

About Faro

Activities and Attractions

Being the capital of the Algarve, it is the point of arrival and departure for the vast majority of visitors. As a district capital, it has its own dynamism which is not governed by the typical seasonality of summer and winter. With a privileged location, in the centre of the Ria Formosa Natural Park, Faro lives in perfect harmony between the cosmopolitan city that it is, and the unparalleled nature that characterises the region.

Faro is also a memorable spot, with its distinct great walls, the cathedral with panoramic views and churches of historical value.

In the city of Faro ...

Faro Cathedral

Located in the *Largo da Sé*, the *Igreja Matriz de Santa Maria* was built after the Christian Reconquest at the end of the 18th century. In 1595, with the invasion by British troops who plundered and burned down the city, the church had to be rebuilt, and later, in 1755, after the earthquake, it also underwent repair. Nevertheless, its original design has been preserved.

Igreja Nossa Senhora do Carmo

The Church was built between 1713 and 1719, following the Portuguese Chã architectural style.

During the Philippine dynasty, Portugal and Spain came together and developed a new architectural style, the chã style. Mannerist, with a clear and robust design, smooth surfaces and little decoration. Very innovative in relation to the Manueline style, which is very decorative and detailed. This more simplistic and clean style was implemented mainly due to the economic limitations that Portugal was experiencing at the time.

After the earthquake, it underwent some remodelling, which included the reconstruction of the façade and of the main chapel in the late baroque style. It is worth mentioning the ornamentation of the church with gold-leaf carvings, one of the first examples of this style in the Algarve.

Faro City Walls

The ancient part of the city of Faro, called *Vila Adentro*, is located inside this wall, whose origin dates back to the Roman times. Deeply altered between the 9th and the 11th centuries, during the Arab occupation, it still has traces of its initial construction. The main entrance to the historic area is called *Arco da Vila*, an example of neoclassical art, classified as a national monument.

Ria Formosa Natural Park

The Ria Formosa Natural Park extends over 60 kilometres, from Ancão to Manta Rota. The landscape of this park is quite diverse due to the canals formed due to the influence of tidal currents. Botanically, the park is of great interest, especially the vegetation of the dunes and marshland areas. It is also the habitat of various species, such as the Common Cayman water birds, the Flamingo and the round-winged Eagle.

In addition to the obvious beauty of its fauna and flora, the Ria Formosa is also an important source of wealth.

Beaches to experience...

Faro Beach

Also known as *Ilha de Faro* (Faro Island), this stretch of sand is part of the Ancão Peninsula, which borders with Ria Formosa in the west. The view over the mountains and over the city of Faro framed by the Ria, is spectacular.

On this beach, the practice of water sports such as Jet skiing, windsurfing, sailing, etc., is intense.

Ilha Deserta

On a calm boat ride through inland waters of the Ria Formosa estuaries, we arrive at the southernmost point of mainland Portugal, the *Ilha Deserta* (Deserted Island). We take a walk on the virgin sands of the beach to appreciate the inhospitable beauty of the dunes and their characteristic vegetation.

Ilha do Farol and Ilha da Culatra Beach

Accessible only by boat, departing from Olhão or Faro, you will find the Islands of Farol and Culatra. Along a long sandy beach, you can count on seeing not only clear waters, but also the most varied of fauna.

They are part of the set of barrier islands that surround the Ria Formosa. It has two population centres: Culatra, mostly inhabited by fishermen, but also by tourists in summer; Farol, occupied mainly by tourists in summer. The islands have a coastline of a few kilometres of beach, with a great gastronomic offer of fresh fish and seafood.

In 1918, during the First World War, a Naval Aviation Centre dedicated to anti-submarine fighting began to be built on the island. Although it was partially built and used, with the end of the war the centre was never officially activated. Its facilities were used as a support to the navy firing range installed there.

Golf

Located in the centre of the Algarve, Faro stands in a privileged location for access to the best golf courses in Europe. Hotel Faro is only 15 minutes away from the best golf courses in the Algarve. Enjoy the best layouts, mostly designed by international architects, and the fantastic landscape in which they are inserted, which satisfy the requirements of the most demanding golf fans.

Our mild climate, with more than three hundred days of sunshine a year, allows us to extend the golf season to several months. So, whether you are on vacation or on business at any time of the year, you can escape for your game of golf and get back to the Hotel and the city in just a few minutes.

Oceânico Laguna — Vilamoura

Oceânico Millennium — Vilamoura

Oceânico Old Course — Vilamoura

Oceânico Victória Vilamoura

Oceânico Pinhal Course — Vilamoura

Ocean Golf Course — Vale do Lobo

Quinta do Lago Norte — Quinta do Lago

Quinta do Lago Sul — Quinta do Lago

Royal Golf Course - Vale do Lobo

Vila Sol—Vilarnoura

Water Park —

The Aquashow, in Quarteira, guarantees you a fantastic day for children and adults alike.

Horse Rides

Ride amongst olive groves and in the forest with the riding school for beginners or experienced riders. Reception has all the contacts and the details of all the equestrian centres in the area.

Caves Route

For all those who appreciate nature, this is undoubtedly an opportunity to discover the unmistakable beauty of the Algarve's coastline. On board a yacht, sail along the beaches, rock formations and caves.

Zoomarine

The Zoomarine is located on the outskirts of Albufeira and offers you a mix

of a marine centre, zoo, and amusement park. The main attractions are the dolphins and sea lions show, and the amusement park for children.

Protection and Security

Safety information — Please read this!

The following information is for your safety and well-being. Please read it, and familiarise yourself with the topics discussed.

Fire Safety

A fire is always a delicate and extremely dangerous situation. Our Hotel is equipped with the most advanced fire detection and extinguishing system. However, it is always important for you to be familiar with the safety precautions.

Make sure that all members of your family know where is the nearest emergency exit.

If you detect a fire, please:

- Stay calm and don't panic;
- Contact reception immediately and inform them of the exact location and size of the fire;
- If you do not possess the necessary training to save others, please leave the danger zone immediately;
- Do not return to the site unless you are told, or if you are knowledgeable in the assessment of the type of fire;
- Use the stairs. Never use the elevator;
- Don't ever put your life at risk.

If you hear the Hotel's alarm, leave the premises immediately, and proceed according to instructions given by our staff. If you are not given specific evacuation instructions, please leave the building by following the signs affixed in the corridors. If you encounter other guests on the way out, please accompany them to the nearest exit.

Safety

- Please make sure that you always leave the room door securely

closed when you leave the Hotel;

- Use the safe to store your valuables;
- Keep a copy of your passport and your credit card details separately;
- Park your car in the Hotel's garage whenever possible, keep it closed and do not leave valuables in sight in the vehicle.

Attachment 1

[illegible]

Tv Channels

Posição	Canal		Posição	Canal
1	RTP 1 HD		107	Blaze
2	RTP 2 HD		108	Fuel TV HD
3	SIC HD		109	Gametoon
4	TVI HD		115	Crime + Investigation
5	SIC Notícias HD		118	TLC
6	RTP 3 HD		120	SIC Caras HD
7	TVI 24 HD		123	24 Kitchen
8	CMTV HD		126	FTV
9	SIC Mulher HD		128	Más Chic
10	Globo HD		130	VH1
11	11 HD		132	Trace Urban
12	TVI Ficção HD		133	MCM Pop
13	A Bola TV HD		135	Clubbing TV
14	Sport TV+ HD		136	Afro Music
15	Porto Canal HD		139	Alma Lusa HD
17	Veja		140	Mezzo
21	SporTV1		160	RTP Açores
22	SporTV2		161	RTP Madeira
23	SporTV3		162	ARTV
24	SporTV4		163	Localvisão TV HD
36	Sporting TV HD		182	Canção Nova
37	Eurosport 1 HD		184	UM Europa
40	Disney Channel		191	Record TV
41	Cartoon Network		192	Record News
42	Biggs		195	Euronews
43	SIC K HD		196	RTP África
44	Nickelodeon		199	TPA
45	Disney Junior		205	CNN
46	Panda		206	Bloomberg
47	Jim Jam		211	Sky News
48	Baby TV		213	BBC World News
49	Lolly Kids HD		214	BBC Entertainment.
50	Panda Kids		216	France 24 (I)
60	Cinemundo HD		217	124News (I)
61	Hollywood HD		219	NHK World Japan
62	FOX Movies HD		220	CGTN
63	AMC HD		224	Deutsche Welle
64	AXN Movies HD		225	Aljazeera
69	MEO VideoClube		226	TRT World
70	FOX HD		228	Channel 1 Russia
71	FOX Life		234	TVEI
72	FOX Crime		235	TVE 24h
74	AXN HD		236	TV Galicia
75	AXN White		237	BVN
76	Syfy HD		249	M6

89	MEO Destaques		250	TV5Monde
90	Discovery Channel HD		251	BFM TV
91	História		254	i24News (F)
92	Odisseia		255	France 24 (F)
95	National Geographic		261	Deutsche Welle (A)
100	RTP Memória		262	Euronews (A)
101	Canal Q		270	BFM TV
105	SIC Radical HD		279	CCTV 4
106	MTV Portugal		401	Hotel Faro

Rádios

Canal	Rádio
500	RFM
501	Renascença
502	Mega Hits
503	SIM
504	80s RFM
505	RFM Clubbing
506	Oceano Pacífico
507	Rádio Comercial
508	M80
509	Cidade FM
510	Smooth FM
511	Antena 1
512	Antena 2
513	Antena 3
514	RDP África
515	Lusitania
516	Antena 1 - Fado
517	Antena 2 Opera
518	Antena 1 - Vida
519	Antena 1 - Memória
520	Zig Zag

