

# HOTEL CASCAIS MIRAGEM

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H E A L T H & S P A



## *DIRECTORY OF SERVICES*

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**AIR CONDITIONING:** for your convenience, all rooms are equipped with air conditioning and a temperature control system. Please note that when you open the balcony door or window, the air conditioner will turn off automatically. If you choose to turn it off, please do it on the control panel. If you require any further assistance, please contact the reception.

**ANIMALS/PETS:** Pets are a very important part of our family, so dogs and cats weighing up to 10kg are welcome in our hotel, and it is necessary to comply with some rules:

It is mandatory to sign a responsibility assessment for possible damages in the room or other space with information of a valid contact number.

The guest is responsible for any additional cleaning service, the hotel will inform in due time the extra charge.

Pets are not allowed in the room during the cleaning service if the animal is inside the room the cleaning service will not be provided.

Pets are not allowed on the 3rd floor (restaurant area, bar, pool, and common spaces)

It is mandatory to use a leash inside the hotel (indoor and outdoor).

It is the exclusive responsibility of the client that the pet is accompanied by the compliance with the silence, mainly during the rest hours.

**AIRLINE COMPANIES:** Please contact the reception if you need assistance regarding your flight reservation.

**AIRPORT:** Lisbon International Airport is located approximately 30 to 40 minutes' drive from the Hotel. Should you need any further information, please do not hesitate to contact the Concierge. If you wish to contact the Lisbon airport directly, the telephone number is 218413500, and the website is [www.ana-aerportos.pt](http://www.ana-aerportos.pt), where you can find real time updates on departures and arrivals.

**AMENITIES – COMFORT:** available upon request, pillows, blankets, dental, sewing, and shaving kits, iron and ironing boards and other amenities. Behind the bathroom door, you will find a bathrobe to use during your stay. Should you wish to purchase the bathrobe, the price is €55 each for the rooms, and €70.00 each for the suites.

**AMENITIES - OFFICE:** Available in the bedroom, in the leather folder you will find a pencil, stationery and envelope. If you wish to purchase the folder, it costs € 80.

**BABY-SITTING:** If you require babysitting service, please contact the reception. This service should be requested at least four hours in advance as it is provided by an outsource company, the prices are upon request.

**BANQUETS AND MEETINGS:** The Hotel has 21 meeting rooms for banquets and meetings, with the possibility of organizing several kinds of events. From 30m<sup>2</sup> to 650m<sup>2</sup>, the different spaces can accommodate private and large events from 2 up to 800 people. The rates will be provided according to the type of events and operational needs. Our Banquets & Meeting department is at your entire disposal should you need any further information.

**BATHROOM CLEANING:** The bathroom cleaning service is carried out from 08am to 6:30pm. Bathroom towels will not be changed if they are hung.

**BUSINESS CENTER:** The use of the Business Center is exclusive for hotel guests. Located in the Lobby, we offer the use of 1 computer free of charge. The copy and print service are available at Reception and costs € 0.15 with VAT included.

**CANCELATION POLICY:** In the event of a reduction in the stay by the customer after check-in or during the stay, the hotel reserves the right to charge the total amount of nights booked and initially confirmed.

**CHECK OUT/ KEYS:** The room keys are personalized and valid until 12pm on the checkout date. In case you require assistance or a late checkout, please contact the reception. We are pleased to extend your stay or checkout based on our availability.

**CHECKS:** The Hotel only accepts checks as a payment method with previous approval by the General Manager.

**CONCIERGE:** Our Concierge is available to assist you with any special requests and can provide a wide variety of services including car-hire, organized sightseeing tours and entertainment, local information, mail, and messaging service.

**COMPLAINTS BOOK:** The hotel has a complaints book at the reception. Also available the online version in English at: [www.livroreclamacoes.pt](http://www.livroreclamacoes.pt)

**CREDIT CARDS:** The Hotel accepts the following credit cards: American Express, Visa, Diners Club, MasterCard, JCB and Union Pay.

**CURRENCY EXCHANGE:** If you need to Exchange currency or traveler's checks, please contact the reception. The Exchange rates are updated daily.

**ELECTRIC VEHICLES CHARGING STATIONS:** the hotel has charging stations for electric vehicles, please contact reception for further information.

**ELECTRICAL POWER:** Rooms are supplied with 220v current. A variable voltage socket can be found in each bathroom. Adaptors are available to use during your stay, without additional costs, please contact Reception.

**EMBASSIES:** Please contact Reception if you need any assistance with contacting an embassy.

**GENERAL DATA PROTECTION REGULATION:** The Hotel Cascais Miragem guarantees that all information provided by guests is treated in a confidential manner and in accordance with the General Data Protection Regulations.

Regulation (EU) No 2016/678 of April 27<sup>th</sup>, 2016

**GUESTS:** For security and legal reasons, it is not allowed to stay in the rooms of visitors or guests after 8 pm. All guests must register at the reception before going up to the room and inform them of their departure. If the exit information is not given, the hotel will add the guest to the guests of the room and the rate will be adjusted accordingly.

**HEALTH CLUB - HOLMES PLACE:** A modern gym, with an area of 3000 m<sup>2</sup>, with equipment for cardiovascular and weight training exercises, offering a personal training service for the most demanding. There are several studios with different classes, heated swimming pool, jacuzzi, sauna and Turkish bath. Due to the high occupancy of the pool by classes, children are only accepted during the “Family swimming” schedule on Saturdays from 4 pm to 5 pm and Sundays from 12 pm to 1 pm. Please consult the reception for more information. The use of the Health Club facilities is free for guests.

**HOUSEKEEPING:** The housekeepers have baby room accessories and hygiene products at their disposal and will be able to give you all the assistance you need with cleaning or small arrangements in your clothes (see prices in the attached list).

The room cleaning service takes place from 08am to 4:30pm and turndown service from 5:30pm to 10:00pm. If you would prefer these services to be carried out outside these hours, please contact Housekeeping. If you choose not to have your sheets changed daily, please leave the green policy card on the bed. Towels will be changed if they are not hanged.

**HORIZONTES:** Located on the 6th floor, available for hotel guests to enjoy a breathtaking front view of the swimming pool terrace, the Cascais bay and the Ocean.

**INTERNET:** The Hotel offers broad band wireless internet service in all areas, rooms and meeting rooms included. For further information please contact the reception. This service is free of charge.

**KIDS PLACE:** A spacious and comfortable room, located on the third floor, where children can play in the balls castle, paint, play games. PlayStation and children’s channels are available on TV. This space is unsupervised therefore children should be accompanied by an adult.

**LAUNDRY:** Laundry orders received until 10 am will be delivered until 2 pm the next day. Clothes received after 10 am will be returned until 6 pm the next day. Hand-washed items (as indicated by the label or customer) will be subject to a 20% surcharge. The garments will be returned within 6

hours, for items received until 2 pm with an increase of 50% of the normal washing value. Ironing service delivered within 6 hours (up to 4 pieces, larger quantities may require more time). We ask that you return the completed form to us and that you contact the Housekeeper to have your clothes collected. Please consult the price list available in the room.

**LOST AND FOUND:** Please contact the reception if you have misplaced any personal belongings.

**LUGGAGE:** If you need any assistance or information regarding your luggage, please contact the Concierge.

**MAIL:** Mail can be left with the Concierge, the price for stamps starts from €1.00.

**MIRAGEM WATER LOUNGE:** a relaxation area with indoor swimming pools and water circuits, sauna, Turkish bath, Ice fountain and salt-lake, exclusively for hotel guests, located on the sixth floor. Open every day from 8 am until 8 pm.

**NON-SMOKING ROOMS:** The Hotel has non-smoking rooms available upon request, for further information, please contact the reception.

**PARKING:** The parking of the Hotel is public. The cost is €0.80 per hour. The hotel cannot be held responsible for any vehicles or other objects left inside the parking. The guest is responsible for any damage caused to the parking area or other vehicles.

**PHARMACY:** For information regarding the closest on duty pharmacy, please contact the Concierge. Should you need, our first aids kit is with the Concierge.

**PRIORITY ATTENDANCE:** In order of arrival of people with priority service persons with Disabilities:

A person who, because of loss or anomaly, congenital or acquired, bodily functions or structures, including psychological functions, presents specific difficulties which, in combination with environmental factors, may limit

his activity and participation in conditions of equality with other persons who has a degree of incapacity equal to or greater than 60% recognized by a medical report.

Elderly people: A person who is 65 years of age or older and has an obvious change or limitation of physical or mental functions.

Pregnant women and people with children: A person accompanying a child up to two years of age.

Law 58/2016 of August 29th

**PRIVACY:** In case you do not want to be disturbed, please turn on the “Do Not Disturb” button close to the main switch at the entrance of your room and a red light will appear outside.

**RESERVATIONS:** Our Reservations department will be pleased to make a reservation for your next stay at our hotel, or in any other GJC Hotels properties.

**RESOLUTION OF CONSUMER CONFLICTS:** In the event of a dispute, the consumer may resort to an Alternative Dispute Resolution entity. RAL Entity:

CACCL - Consumer Arbitration Centre of Lisbon

Rua dos Douradores, n<sup>o</sup>116 -2<sup>o</sup>, 1100-207 Lisbon

Tel: 218 807 030

E-mail: [juridico@centroarbitragemlisboa.pt](mailto:juridico@centroarbitragemlisboa.pt)

More information on Consumers website: [www.consumidor.pt](http://www.consumidor.pt)

Law 144/2015 8-9

**ROOMS:** All rooms are equipped with mini bar, hairdryer, safety deposit box, air conditioning and both digital and analogue phone lines with direct access to outside calls, TV with remote control, office articles in the desk and bathroom amenities.

**ROOM CLEANING:** the room cleaning will be made from 8 am until 4:30 pm, and the turn down service will be made from 5:30 pm until 10:00 pm. You can request the housekeeping department to change this schedule. In our effort to reduce our footprint on nature and in



accordance with our green policy, the hotel will replace all bed linen every two days and the clothing bathroom that is not hung. If you want it in a different way, please let us know by contacting reception. In our effort to reduce our footprint in nature and in accordance with our green policy, the hotel changes the bed linen every three days and the bathroom linen that is not hung. If you want us to do it differently, please let us know by contacting Reception.

**SAFE AND VALUABLES:** All rooms have a safe deposit box inside the wardrobe. The hotel cannot be held responsible for personal belongings left in the room outside the safety deposit box. The use of the safe is included in the room rate.

**SPA - HOLMES PLACE SPA:** Located on the G floor, with opening hours from Monday to Friday from 9 am to 9 pm, on Saturdays from 9 am to 8 pm and Sundays and holidays from 10 am to 8 pm, for any further appointments or clarifications, please dial 2323.

**SWIMMING POOL INFINITY EDGE:** The hotel offers an outdoor non heated swimming pool and changing rooms available for hotel guests only, located on the 3rd floor. The water is submitted to regular biological analyses and reports. The treatment system is automatic, and cleaning is carried out regularly. The use of the swimming pool is subject to weather conditions, for further information, please contact the Concierge.

**SWIMMING POOL CHANGING ROOMS:** Located on the 3<sup>rd</sup> floor close to the outdoor swimming pool and on the 6<sup>th</sup> floor inside the Miragem Water Lounge. Exclusive use for hotel guests.

**TELEPHONE:** The telephone in the room has both internal and external lines. If you want to call another room, you must dial 1 followed by the room number, unless it is a room located on the 10th floor. For any assistance, please dial 9 to contact the reception. To call an outside number, you must dial zero followed by the number. You will be charged €0.32 per pulse with VAT included. Do not hesitate to contact reception by dialing 9, in case of any questions.

**TOBACCO:** Available on a vending machine in the Lobby, and on the Cristovao Colombo Bar, located on the 3rd floor, with a wide range of cigars from €5 to €30.

It is forbidden the sell tobacco products to guests younger than 18 years old. Identification with photo must be shown on demand.

Law Nº 37/2007 from August 14th, article 1 line C.

**TV ROOM:** Located on the 3rd floor, a leisure area for hotel guests only, with a wide screen TV and books available during your stay.

**WAKE-UP CALLS:** Your room telephone allows set up a wakeup call by following the instructions. For a personalized call, please contact the reception.

**WHEELCHAIR:** The Hotel has easy access to all public areas and if needed, a wheelchair can be requested at the reception.

### **MIRAGEM WATER LOUNGE**

#### **Capacity**

Maximum capacity: 40 people

Sun bed's maximum capacity: 20 sun beds

Adult's pool maximum capacity: 30 people

Family's pool maximum capacity: 15 people

Salted Lake maximum capacity: 8 people.

Sauna's maximum capacity: 4 people

Turkish bath maximum capacity: 4 people

It is forbidden to use the area out of opening hours.

#### **Dress Code**

The Hotel Cascais Miragem provides slippers and bathrobes in the room. We kindly ask for its use when access the "Miragem Water Lounge" and at "Miragem Water Lounge's" Reception. The Hotel provides the mandatory rubber slippers and swimming cap.

The use of a bathing suit or two pieces bikini and rubber slippers is mandatory for adults or children.

## **Responsibility**

The Hotel Cascais Miragem provides safes in all bedrooms for you to, please keep in all your valuables. The Hotel will not take any responsibility for any items left inside or outside the lockers provided in the Miragem Water Lounge. The lockers should be empty when the guests leave, and the key delivered at the Miragem Water Lounge Reception.

The water is submitted to regular biological analyses and reports. The treatment system is automatic, and cleaning is carried out regularly.

The Hotel Cascais Miragem has a duly licensed technician responsible and is available if you need any clarification or assistance.

The Hotel Cascais Miragem guarantees that all information provided by guests is confidentially treated.

## **FOOD AND BEVERAGE SERVICES**

**CRISTÓVÃO COLOMBO BAR:** Located on the 3rd floor, this comfortable space offers a distinct selection of snacks, exquisite 5 o'clock tea, excellent Portuguese wines, and signature cocktails amongst many other national and international drinks. Enjoy a unique view over the Atlantic, packed with the excitement of our DJ or Pianist. Opening hours: from 9:30 am to 1 am.

**FOOD ORDERS FROM OUTSIDE:** For reasons of hygiene and safety, Hotel Cascais Miragem does not allow companies from abroad to deliver, (food, drinks, and other services) directly to your room or in any area of the Hotel. If you wish to place an order, it must be collected by the guest at the entrance of the hotel. The hotel is not responsible for any situations that may arise with the delivery of food (namely situations of food poisoning). You may be asked to complete a declaration of responsibility for the consumption of these products inside the Hotel.

**GOURMET RESTAURANT:** One of the most elegant areas of the Hotel, enjoying a unique view over the marina of Cascais. A discreet and careful service, coupled with an exquisite menu, provides experiences that combine the signature cuisine with the freshest ingredients of the season. Opening hours: from 7:30 pm to 10:30 pm, table reservation is recommended.

**OASIS RESTAURANT:** Located on the 3rd floor, offers American buffet breakfast service available from 07:00am to 10:30am. From Monday to Friday the buffet lunch is available from 12:30pm to 15:00pm and has the cost per person of € 42.50 (special conditions for children)

On Saturdays and Sundays, we serve a fantastic "Brunch" with the price of 42.50€ per person. table reservation is recommended.

**ROOM SERVICE:** Full meal service, snacks, and drinks available to serve in rooms 24 hours a day. The Room Service list is available in the folder placed on your desk.

**SERVICE TAX:** Orders of ice, dishes, cutlery and other services, the hotel charges a service charge of 4€.

### STANDARDS OF CONDUCT

The entire hotel and rooms are fully equipped to make your stay as comfortable as possible, in the event of any damage on furniture or equipment, please note that the Cascais Miragem Health & Spa Hotel Management reserves the right to charge additional fees. All information on cleaning or repairs fee will be communicated in due time.

**BEHAVIOUR:** The Hotel reserves the right to escort guests to leave the Hotel premises when guests show signs of violent or improper behavior. We kindly request all guests for the utmost care with the language used and maintain appropriate tone of voice. It is expressly forbidden to touch or move any decorative pieces or artwork displayed in the Hotel, the public areas, and guestrooms. All emergency signage and equipment are in accordance with the current legislation, any improper use may endanger the building and lives of the Hotel guests. Improper use of the emergency equipment may be punished in accordance with the law. It is forbidden by law to sell alcohol in public places to minors (under 16 years of age), to guests who are noticeably intoxicated or with apparent mental disorder. Law 9/2002 from January 24th, article 2.

**CHILDREN:** We request the guests, accompanied by children, to ensure that they do not disturb other customers and guests. It is forbidden

unaccompanied children in the hotel in general and especially in the rooms, elevators, swimming pools and Kids Place. Children must be accompanied by adults and should not disturb other guests in the hotel. It is not allowed for children to stay in the rooms unsupervised

**CLOTHING:** It is mandatory to always wear clothing and shoes when in public areas, corridors, and elevators, Lobby, Reception, Restaurants and Bars. It is not mandatory to wear shoes at the swimming pool terrace.

**CONDUCT:** It is kindly requested to respect all Hotel guests. Avoid excessive noise in the rooms, corridors, and public areas. Any violent or improper behavior will be communicated to the Police authorities.

“These premises are under the surveillance of closed tv circuit recording images for your protection.”

Law number 35/2004 February 21st, article 13 number 13.

### **EMERGENCY**

**FIRE:** In the unlikely event of fire, please contact Reception.

**MEDICAL ASSISTANCE:** If you need medical assistance, please contact the Concierge.

**PARTIES AND PEOPLE GATHERINGS:** Parties are not allowed inside the room or any public area without the prior authorization of the hotel, which do not comply with legal requirements and cause disruption to other customers and guests.

**PREVENTION:** Please do not smoke or burn paper when in bed. Make sure you have extinguished your cigarette completely before sleeping or leaving the room. If you smell smoke in your room, turn off the air conditioning and leave the room, leaving behind all personal belongings. Sound the fire alarm and inform Reception of the location and if possible, the source of the smoke and leave the hotel by the nearest emergency exit. If there is smoke in the corridor leave the building by the nearest emergency exit, keeping close to the walls and keeping as low as possible.

If you are unable to leave by any emergency exit, return to your room, press the alarm button, and contact Reception.

**SECURITY:** We have taken all reasonable precautions to guarantee the highest level of comfort and security to our guests during their stay. However, in the unlikely event of an emergency, we suggest that our guests take note some basic security and emergency procedures. When in your room, make a note of the exact location of the nearest emergency exit and fire alarm. Make yourself familiar with the air-conditioning system.

**REMAIN CALM AT ALL TIMES. CONTACT  
RECEPTION AND TELL THEM WHERE YOU ARE.  
THE LIFTS MUST NOT BE USED WHEN THERE IS A FIRE IN THE  
BUILDING**