

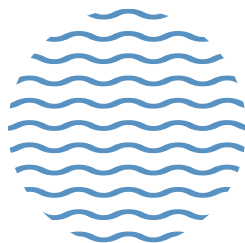
LAGUNA
RESORT

VILAMOURA

Apartamentos Turísticos

DIRECTORY
ENGLISH

DISCOVERY HOTEL
MANAGEMENT



LAGUNA
RESORT
VILAMOURA

LAGUNA RESORT - VILAMOURA

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WELCOME TO LAGUNA RESORT VILAMOURA

This directory was created to provide you with general information regarding our services and facilities.

Our team is motivated to offer you a service of Excellency during your stay.

If you wish any additional information please contact the Reception, available 24H dialing 9 on your room phone.

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A

ACCIDENTS AND EMERGENCIES

In case of an emergency contact the Reception.



AIRPORT

Faro airport is located 30 kms distance from the hotel.

Check contact in **Useful telephone numbers**.

AIR CONDITIONING

Please keep the windows and doors closed when the air conditioning is connected.

B

BABY SITTING

Please contact the Reception. This Service is subject to availability and requires advance reservation.



BICYCLES

The Hotel offers free of charge City Bikes and Electricals for the guests to enjoy away healthy, natural and non-pollutant of Vilamoura.

Limited availability, no reservations accepted, arranged by arrival order.

The Bikes are equipped with basket or purse and safety helmets and lockers are available.

The use of Bikes is at guests sole responsibility.

If you wish to reserve bicycles for your exclusive use you can do so at the Reception, at an extra cost.

C

CAR PARKING

The Car Parking is available within the Resort free of charge.

Reserved places for disabled guests are available next to the Reception.

CAR RENTAL

Please contact the Reception.



COT

Subject to availability. Please request at the Reception.



CHECK-IN / OUT

Check-in from 16h00 onwards.

Check-out is until 11h00.

Late Check-Out subject to availability and with additional cost.



CREDIT CARDS

As a Method of payment we accept the following credit cards:

MasterCard, Visa and American Express.

D

DOCTOR

For Medical assistance please contact the Reception.



E

EMERGENCY EXITS

The emergency exits are correctly indicated by luminous-fluorescent signs on the plan placed inside your apartment. Emergency meeting point – Garden.

EXCURSIONS

To reserve from the best selection of tours please contact the Reception.



G

GOLF

The Algarve has been selected by several experts as the best golf destination in the world. For further detailed information regarding nearby golf courses please contact the Reception.



I

INTERNET / WIFI

Free Wi-Fi service available within the Hotel, for more details please contact the Reception.



K

KEYS

For your security if a room key is lost please immediately contact the Reception.



KIDS CLUB

Available for reservation during high season. For further details, contact the Reception.



L

LAGUNA SHOP

The Hotel has a convenience shop located in the Laguna Caffè where you can find all essential products you may need during your stay.

LOST AND FOUND

For any items lost or found please contact the Reception.



M

MAID SERVICE

We provide daily cleaning, except Sunday and Bank Holidays.

The cleaning service during your stay will not include the Kitchen Area. The towels are changed three times per week and the linen once per week. If you require assistance from the cleaning service, please contact the Reception.



MAIL

Sending and receiving stamped mail available in the Reception.

MESSAGE SERVICE

All the messages will be delivered directly to your apartment.
For further details, please contact the Reception.



MINI MARKET

The nearest supermarket is 750mts from the hotel in «Parque das Amendoeiras» - 8 minutes walk.

P

PETS

Are allowed only in semi-detached villas and must be kept indoors at night, during the day they can use the private garden of the villa.

It is not allowed to walk the animals or release them inside the resort.

PHARMACY / CHEMIST

In the town Centre the pharmacy service is available 24 hrs per day.

For detailed information regarding the pharmacy on duty please contact the Reception. The closest pharmacy from the Hotel is located 1.5 kms with the following address: Farmácia Silva - Avenida Eng. João Meireles no11 Vilamoura

289 312 878

PHOTOCOPIES AND SCANNER

Service available at Reception.

Please contact Reception regarding the conditions to use the services.

PLAYGROUND

Available next to the Hotel main building.

Area unattended.

POOL

The Hotel has one outdoor Pool for adults and one for children.

Area unattended.

POWER / PLUG ADAPTOR

Available at reception with a refundable deposit.



PRINTING

You may print your travel documents at Reception free of charge.

R

RESTAURANTS

LAGUNA CAFFÈ includes bar and restaurant service as well as two large terraces. Breakfast, Snacks, Lunch, Dinner, Drinks & Cocktails. Service to the Pool also available. To book a restaurant, please contact Reception.



S

SAFE DEPOSIT BOXES

Free of charge and available in every apartment. The Hotel Management will not take responsibility for any valuables left in the apartments. On the departure day please remember to empty your safe and leave the door open. For further details, contact the Reception.



T

TAXI

Taxi call service can be requested in the Reception.



TELEPHONE

For an outside line you must dial "0" on your phone. For international dialing codes please contact the reception.



TELEVISION

Available per cable TV channels in Portuguese, English, German, French and Spanish.

TRANSFERS

Transfer service to Faro Airport and other destinations is available. For further details and advance bookings contact the Reception.



V

VOLTAGE / POWER OUTLETS

220V/AC in all the electrical outlets.

W

WAKE UP CALL

Please request at the Reception.



FIRE SAFETY RULES

Laguna Resort has a central fire prevention system in the apartments blocks. In the Townhouses the system is individual.

Every apartment is equipped with smoke detectors

In case of excessive smoke an automatic alarm will be actioned.

If a fire is detected, please you must proceed with the following instructions:

REMAIN CALM AND GO TO THE MEETING POINT MARKED IN THE EMERGENCY PLAN

If you are near the fire ignition point, you must leave immediately and report to the Reception your exact location.













If you locate a fire push button, the alarm should be activated at once.

When you listen to the fire alarm sound, you have to exit the apartment promptly.

If the fire is blocking your exit and you are not able to leave, you have to place wet towels on the lower part of all doors, close the windows, warn everybody around you and call Reception.

It's advisable that you should study the emergency plan placed inside of every apartment.

EMERGENCY AND USEFULL PHONE NUMBERS

Reception	 9
Faro Airport	 289 800 800
Fire Station	 289 323 132
Train Station	 707 210 220
Bus Station	 289 389 143
Pharmacy / Chemist Contact the Reception	 9
GNR Vilamoura Police Station	 289 381 780
Faro Hospital	 289 891 100
Vilamoura Private Clinic	 289 317 590
Vilamoura International Clinic	 289 314 243
Ambulance	 112
Taxi	 289 300 160

THE ALGARVE

The Algarve is the southernmost region of mainland Portugal. Its temperate Mediterranean climate with short mild winters and long hot summers, the warm, calm waters that bathe its southern coast, its natural landscapes, historical and ethnographic heritage and the delicious and healthy cuisine are attributes that attract millions of domestic and foreign tourists every year and make the Algarve the most visited region and one of the most developed in the country.

The Algarve is divided into three regions:

- The «Sotavento», (Leeward) the eastern side, substantially between Vila Real de Santo António and Vilamoura.
- The «Barlavento», (Windward) the western side of Sagres (Cape St. Vincent) and Vilamoura; Where Albufeira - the Tourism Capital is located.
- The «Barrocal», the mountainous inland area of Monchique and Serra do Caldeirão; Where Silves - the historical Capital is located.

LEGENDA • LEGEND

-  Beach
-  Golf Course
-  Marina
-  Airfield
-  Rail Road
-  Secondary Road
-  Main Road
-  Highway
-  Natural Reserves
-  Ecovia

