



Manual A to Z

Dear Guest,

This is the Room Directory of the Hotel Premium Porto Downtown 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 Downtown.



A

Adapters

Electric adapters are available by request and upon availability. Contact the Front Desk (extension 9).

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 9).

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 9).

B

Baby adapted chairs

Baby feed adapted chairs by request and upon availability. Contact the Bar (extension 8).

Baby Cot

Available by request and upon availability. Contact the Front Desk (extension 9).

Baby-sitter

For baby-sitting service contact the Front Desk (extension 9). Service available by request, additional fee applies.

Bar

You can find two Bars at the Hotel Premium Porto Downtown. The PortoBello Rooftop Bar is situated on the top floor and it is opened from 12.00pm to 10.30pm.

The Lobby Bar is located next to the Front Desk and it is opened 24 hours a day.

Bikes

If you want to rent a bike during your stay, contact the Front Desk (extension 9).

Black out

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 at the PortoBello Rooftop, on the 8th floor, between 7:30am and 10:30am. For breakfast in the room please contact the Front Desk (extension 9) on the previous day.

If you check-out before breakfast time, a Lunch Box is available and must be requested the day before at the Front Desk, by 7:00pm the latest. Service available for guests with breakfast included.

Bus

You can find a bus stop 60 meters from the Hotel. Available information at the Front Desk (extension 9).

Business Center

The Hotel has a Business Center, next to the Front Desk, with free access to the Internet and multifunctional printer, on the ground floor, at your disposal 24 hours a day.

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 9).

Coffee Station

Courtesy of the Hotel, it is available in your room a Coffee Station with coffee, decaffeinated, tea and crackers. In case you need milk, contact the Room Service (extension 8).

Concièrge

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

Currency Exchange

You will find the closest bank 50 meters from the Hotel. Information available at the Front Desk (extension 9).

D**E**

Elevators

The Hotel is equipped with two elevators that connect the Front Desk to the various floors. For access to the terrace on the top floor, you must press the “T”; button of the elevator.

Emergency

In case of emergency contact the Front Desk (extension 9).

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 9).

F**Fire**

In case of fire immediately contact the Front Desk (extension 9).

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 9.

G**Gym**

You can find a Gym close to the Hotel. Information available at the Front Desk (extension 9).

H**Hair dresser**

For Hair dresser service (and manicure) contact the Front Desk (extension 9).

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 8).

Information

You can find any kind of information you need at the front desk (extension 9).

Iron and ironing board

Available at the front desk (extension 9).

Internet

Wireless broadband internet available throughout the building. Free service.

A computer is available 24 hours a day at the Business Center, located next to the front desk.

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 9).

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

Lobby

You can watch sport channels transmissions in the Lobby Bar. The Lobby Bar is located on the ground floor, next to the Front Desk, and is opened 24 hours.

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 door 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 9).

Luggage

The Hotel has a luggage deposit service, at the Front Desk (extension 9), 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 9).

Maintenance

If you require any technical assistance, or in case of any breakdown, contact the Front Desk (extension 9).

Maps

City and region maps are available at the Front Desk (extension 9).

Medical Assistance

If you need medical assistance, contact the Front Desk (extension 9).

Meeting space

The Hotel has a Meeting Space, with capacity for 15 to 30 people, by room layout. By request, the Hotel can provide audiovisual media for any kind of event. The use of this equipment will be subject to an additional fee. For further information contact the Front Desk (extension 9).

Messages

You can receive or leave your messages at the Front Desk (extension 9).

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 9).

N

Newspapers and Magazines

If you want to buy a magazine or newspaper, national or international, contact the Front Desk (extension 9).

O

P

Parking

The Hotel has a garage, outside the building, where you can park your car (paid service and subject to availability service). For this purpose, contact the Front Desk (extension 9). From outside of the Hotel dial +351 223 258 071.

Pharmacy

You can find a Pharmacy 190 meters from the Hotel. Available information at the Front Desk (extension 9).

Photocopies

Available at the Front Desk (extension 9). Free service subject to the number of copies requested.

Personal hygiene products

Available by request at the Front Desk (extension 9): toothbrush and toothpaste, razor and shaving gel, nail file, cleaning cotton, shine kit, shoehorn, sewing kit.

Pets

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

Printer

You can find a multifunction printer available 24 hours a day in the Business Centre, at the Front Desk.

Public Transports

Available information at the Front Desk (extension 9).

R

Reduced Mobility

The Hotel is completely accessible to people with reduced mobility. We have an adapted accommodation unit and also adapted common toilets, on the ground floor and at the Bar.

Rental Car

Available information at the Front Desk (extension 9).

Room Service

The hotel offers Room Service from 7:30am until 10:00pm. See the list in your room. Service subject to extra charge. Information available at the Bar (extension 8).

S**Safe Box**

Free and available in your room. Opening code is 0000. 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 9).

Schedules

Front Desk: 24 hours

Bar: from 12.00pm to 10.30pm

Lobby Bar: 24 hours

Room Service: from 7:30am to 10:00pm

Security

The Hotel has 24 hours a day video surveillance system.

Sewing

Information available at the Front Desk (extension 9).

Shoeshine

Information available at the Front Desk (extension 9).

Smoking/Non-Smoking

The Hotel has 24 hours a day video surveillance system.

T**Taxi**

Information available at the Front Desk (extension 9).

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 9).

- Inside calls:

Front Desk: extension 9

Bar: extension 8

Room Service: extension 8

Housekeeping: extension 9 (Front Desk)

Laundry: extension 9 (Front Desk)

Wake up call: extension 9 (Front Desk)

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

Televisão

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 9).

1 - RTP1	42 - CANAL PANDA	109 - ODISSEIA
2 - RTP2	43 - PANDA BIGS	112 - CANAL HISTÓRIA
3 - SIC	55 - HOLLYWOOD	114 - A&E
4 -TVI	58 - BBC ENTERTAINMENT	130 - EUROSPOORT 1
5 - SIC NOTÍCIAS	60 - AXN	154 - VH1
6 -RTP3	61 - MOV	157 - MEZZO
7 - TVI24	62 - FOX LIFE	171 - TV RECORD
10 - GLOBO	64 - FOX	190 - RTP AFRICA
11 - SIC MULHER	71 - TLC	203 - EURONEWS
13 - PORTO CANAL	72 - MTV	204 - CNN
15 - SIC RADICAL	100 - DISCOVERY CHANNEL	206 - BBC WORLD NEWS
16 - RTP MEMÓRIA	105 - NATIONAL GEO	

Terrace

For access to the terrace on the top floor, you must press the “T” button of the elevator. You can use the stairs. Access is free from 7.30am to 10.30pm. Children under 16 must be accompanied by parents.

In this space, it is not allowed the consumption of food purchased outside the Hotel.

Ticket/ Vouchers printing

Any type of ticket, voucher or boarding pass can be printed for free at the Front Desk (extension 9).

Ticket Sales

The Front Desk offers the sale of tickets for leisure activities (extension 9).

Tourist Office

You can find a Tourist Office 1000 meters from the Hotel. Information available at the Front Desk (extension 9).

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 9).

Transports/Transfers

Information available at the Front Desk (extension 9).

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 9).

Useful telephone numbers

National Emergency Number: 112

Police: +351 222 081 833

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 9).

Weather

Available weather information at the Front Desk (extension 9).

X _____**Y** _____**Z** _____