

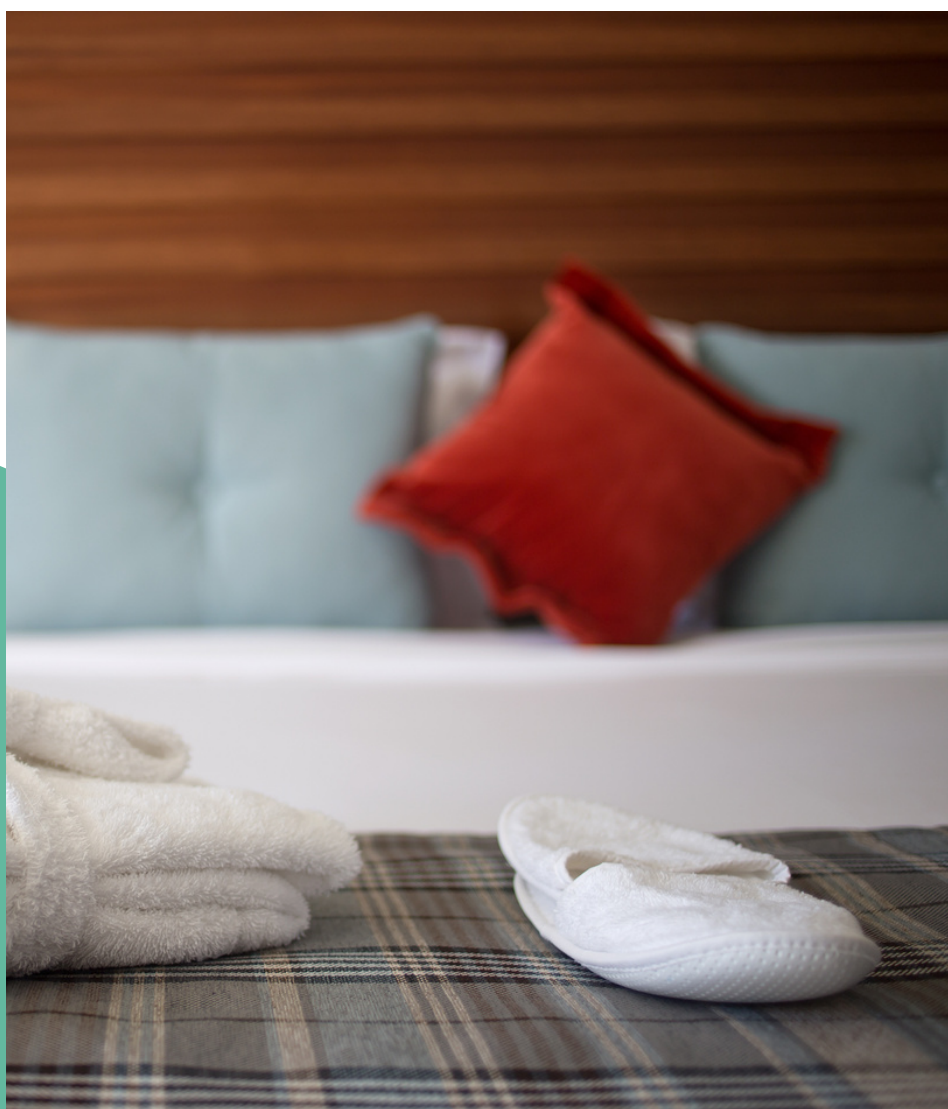


Welcome to Hotel São Bento

Directory from A to Z



Para mais
informações ou
esclarecimentos
por favor contacte
a nossa receção,
pressionando o N°
400 do telefone do
seu quarto.



ADMINISTRATOR

Irmandade de São Bento da Porta Aberta

MANAGER

José Manuel Lopes Arriscado

ADDRESS

Avenida de São Bento da Porta Aberta N°2993
4845-028 Rio Caldo

CONTACTS

Phone: +351 253 141 580

Mobile Phone: +351 965 525 386

Email: hotel@sbento.pt

Website: www.hotel.sbento.pt

SCHEDULES

Check-in: After 3pm;

Check-out: Until 12 o'clock

24 Hour Reception Service Available

WIFI



WIFI: WIFI – H.S.BENTO-GUEST

Password: *HSB*2015*

DATASHEET

HOTEL SÃO BENTO

INTRODUCTION

It is with great satisfaction that in my own name and in my team,
we give you Welcome to Hotel São Bento.

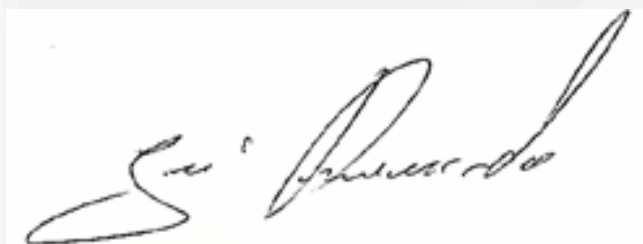
It's our mission to make you feel at home in our home! At so, we
work daily so that your expectations and needs can be satisfied
with the utmost professionalism and smiles possible.

The Hotel São Bento has a young and dynamic team that every day
strives to receive the guests in the best possible way, so that each
stay can be a memorable one.

Hoping for that, thank you very much for choosing us.

In this Directory you will find useful information regarding the
services of the hotel, as well as suggestions of places of cultural and
recreational interest.

We welcome you!

A handwritten signature in black ink, appearing to read "S. P. Almeida", is displayed on a white rectangular background.



SERVICES:

- Category ****
- 38 Rooms
- 3 Suits
- 1 Single
- 2 Accessible Rooms
- 2 Lifts
- 1 Restaurant
- Spa Nature Gerês
- 1 Conference/Meeting Hall
- Hotel Bar
- 220V Mains
- Individually controlled Air Conditioning
- Automatic Fire Detection
- Reception: dial 400
- Cable TV
- Hotel Safe
- Individual Safe in each room
- Air Drie



A

- Amenities** You have in your bathroom shampoo, bath gel, soap and shower cap. By request: dental kit, sewing kit, tissues, nail file, comb, shaving kit, shoehorn and shoe polisher. Please contact the reception.
- Annual Program of Guided Hikes** Consult the Annual Guided Hiking Program in Gerês, for information and reservations contact our reception.

B

- Banquets** We can organize all kinds of events making use of the services of our Hotel's Restaurant.
- Bar** The Hotel Bar is located on the 1st floor of our unit, offering beverages, cafeteria and snack bar service. During winter, you can enjoy a snack by the fireplace. Open from 16:30 to 00:30
- Bathroom Emergency Device** In every bathroom there is a device near the shower, consisting of a red string, that, when pulled, transmits a sound alarm and a code of origin to the reception, and the receptionist will contact the room. If there is no response, the receptionist will go up to the room to evaluate the situation
- Breakfast** The breakfast is served in our restaurant's room, by the bar, on the 1st floor, from 8:00 to 10:00. You'll find freshly baked goods, fruits, dairies, cold meats and local products
- Business Center** There is an area with a computer, Internet access and connection to a printer in the Hotel's lobby. We also provide three A4 sheets of paper; if you need more, its costs 0,10€ each. For more information, please contact the reception.
- Baby Bath** Contact our reception in case you need to place a baby bath in the room, subject to availability.
- Boarding Pass** You can print your boarding passes for free at our Reception



C

Check-in Schedule

You may check in from 15:00 onwards. However, the Hotel may delay the delivery of the room up to 15:30

Check-out Schedule

You can check out until 12:00. In case you intend to check out later, you must contact the reception to inquire if there is that possibility. The late check out is only possible when there are no booking for that room on the same day. Respecting the check out schedule is important to ensure the timely check in of all guests.

Children's Meals

If you need to use the Mini Bar to store your child's meals, please ask for the emptying of the Mini Bar in the reception. We can prepare or heat your child's food for you, as well as provide hot water or sterilize your child's baby bottle or other objects.

Contacte a receção caso necessite da colocação de uma cama extra no quarto, sujeito a disponibilidade.

Closed Video Surveillance System

The hotel has a video surveillance system, operating in the common areas and in the parking area. It's a closed system with data protection, supplementary to our measures of security against intruders.

Credit Cards

The following credit cards are usable for payment:



Cribs

Please contact the reception, if you require a crib in your room - under consult for availability.

D

'Do Not Disturb' Sign

In your room, you'll find a sign you can put on door handle of the room, if you do not wish to be disturbed. If the sign is there until 16:30, confirmed by our Housekeeper, the maids will not clean your room. However, if you want fresh towels, please contact the reception.

E

Electricity

The jacks provide a 220V current. In case of a power outage, a generator is fired to maintain the Hotel's illumination.

E-mail

If you need to access your e-mail, please use the Business Center in the lobby of the Hotel.



Environmental Policy	"A small gesture makes the difference!" Help us use rationally our natural resources. If you intend to reuse your towels, leave the in the hangers. The hotel and the environment thank you!
External Services	Church schedules, transportation, local services, cultural or sporting activities, shopping, healthcare – for information, please contact the reception
Extra Bed	Please contact the reception, if you require an extra bed in your room – under consult for availability.

F

Fax	Service provided by the reception.
Fire Alarms	All rooms are equipped with high sensitivity fire detectors. The fire alarm system is activated in case of excessive smoke in your room. All emergency exits are lighted. In case of fire, do not use the lifts.
First Aid	There a first aid kit in the reception of the hotel
Flowers	Our reception can give you the contacts of florists or provide the delivery of flowers in the Hotel.

G

Gardens	The access to the Hotel's garden through the exterior of the Hotel.
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H

Hangers	If you need more hangers, please contact the reception
Hairdresser	Our reception can give you the contacts of local hairdressers.
High Chair	If you need a high chair to feed you baby, please contact the reception



I

- Ice** In case you need ice, please contact the reception.
- Information and Booking** Please contact the reception, if you need information not available in this directory or to make a new booking
- Internet** The Wi-Fi is available for free in all areas of the Hotel. Please ask for the password in the reception.

L

- Laundry and Ironing Service** Please place your garments in the laundry bag and deliver them at the reception (during the morning). Your cloths will be returned to you until 16:00 of the following day. For prices, consult with the reception
- Light Bulbs** Our hotel takes the concern about the environment seriously, therefore, trying to diminish our energy footprint, we have substituted all bubs for energy saving light bulbs. If you find an anomaly, please contact the reception
- Lighting** The Hotel has an automatic lighting system. The artificial lighting is switched on according to the density of natural lighting
- Lost and Found** If any object is found in a room after Check out, the reception will try to establish contact with the guest to see it returned, if the guest so wants it. The shipping cost rests with the guest
- Luggage Deposit** If you need your luggage kept before Check in, please contact the reception

M

- Mail** Please contact the reception, if you need envelops, or to send mail
- Medical Assistance** Please ask our reception for information about facilities were you can be assisted or in case you need a doctor to come to our hotel. If it is a medical emergency, we can call an ambulance for you.
- Message Delivery and Acceptance Service** If you are interested in this service, please contact the reception.



Mini Bar All rooms have mini bar. We ask our guest to inform the reception correctly at the check-out if you have used any items of the mini bar. In case you need an item replaced during your stay, please inform the reception. The mini bar is checked daily. If you don't want the mini bar service, please ask for the removal of all existing items. If you want to use the mini bar to store food or medicine, please ask for the removal of all or part of the existing items

Mattress Topper If you want to place an Mattress Topper, please contact the reception.

Meeting Room Our unit has a Meeting Room with 150 seats, Audio system Visual, Factsheet and Video Conference

N

Newspapers and Magazines You can find newspapers and magazines for consultation in the lobby of the Hotel.

O

Office Amenities In case you need pencil, pen or paper, please contact the reception

P

Parking The Hotel has private parking, lit all night. The Hotel is not liable for any damage to the vehicles or for the misconduct of users of the parking

Parking for Disabled Guests There are two slots for exclusive use of vehicles that present the distich of vehicle of person with reduced mobility. Other drivers may be asked to remove their vehicles

Pharmacy The reception will inform you of the nearest pharmacy on call. In case you need some OTC medication (aspirin, paracetamol...) that we may have in our first aid kit, please ask for it in the reception.

Photocopies Our reception may copy up to 5 sheets A4 for free; for more than that, we will charge 0,10€ per 1 black and white copy, or 0,25€ per 1 color copy



Pillows, Sheets, Blankets and Duvets	In case you need an extra pillow, sheet,blanket and duvets please contact the reception
‘Please, Tidy the Room’ Sign	In your room, you’ll find a sign you can put on door handle of the room, signifying that no one is in the room and that you would like the room to be cleaned as soon as possible. Our staff will attend to it as soon as they can.
Plug Adapter	Please contact our Reception.

R

Restaurant Hotel S. Bento	With capacity for 120 people, our restaurant enjoys a privileged location, amidst Gerês Mountain, one of the most breathtaking landscapes of Portugal. With a strong focus on the quality of service and practicing regional cuisine, we have gained a place on the local gastronomic routs. The lighting, the mise en place, the personalized service, knowing how to welcome our guests, everything comes together in an environment worth experiencing.
Room Cleaning	Our cleaning service begins at 10:00, starting with the rooms which have check-ins that day. The rooms occupied by our guests are cared for afterwards: the sheets and towels are changed every three nights or whenever our guests request it.
Room Key	During the Check-in, you are provided with a magnetic room key. If you need another one, please contact the reception. You can keep your key throughout your stay
Room Rate per Night	Please, see the attached chart or contact the reception
Room Service	Call 400 and make your request. A fee of 2,50€ will be charged for this service. Room service is available from 8:00 to 24:00

S

Safe	The Hotel has a safe where you can keep valuables (identified and sealed); there is also a safe in every room; the Hotel is not liable for valuables left out of the safe.
Schedules	The reception will inform you of all schedules (transportation, cultural or sporting activities), after consulting the entities involved.
Shopping /Stores	Our reception can inform you of some local reference stores.
Standards of Conduct Animals	No animals are allowed in our hotel.



Sewing Service We have a simple sewing service for you, please contact the reception. The garments will be returned up to 24 hours after delivery.
These are the prices:
Hemming.....6,00€ a piece
Sewing buttons.....1,00€ a piece
Small mending/repairs.....under consultation

Smokers It is forbidden to smoke inside the rooms and in the common indoors areas of the Hotel. Please use the verandas of the common areas or of your room. We provide ashtrays; please don't use the flower boxes as ashtray.

Sporting Activities There are several local companies that organize sporting activities, both nautical and mountain sports. Please contact the reception for information, programs and bookings.

Standards of Conduct Behavior The hotel reserves the right to prevent guests that display signs of violent or inappropriate behavior to remain in the hotel.

Standards of Conduct It is forbidden to circulate shirtless or barefooted in the corridors, lifts, hall, reception, lobby, bar, restaurant and reunion hall.

Dressing Code

Standards of Conduct Children Our Hotel is open for all. Therefore, we ask adult guests with children to ensure that the child's behavior doesn't disturb other guests.

Standards of Conduct Morality As a Hotel open to all, we ask our guest to behave politely, with respect for others, by not making noise during the night in the corridors or in any other area of the hotel.

Standards of Conduct Parking The parking space in front of the hotel does not accommodate all our guest's vehicles when the hotel is full. Therefore it is necessary to accommodate some vehicles in other parking spaces. We ask for your comprehension and that you park correctly, to avoid traffic complications and to ensure parking for all that need it

Standards of Conduct Smokers Smoking is forbidden inside the interior of the hotel. Our guests may smoke in the verandas. There are ashtrays in the veranda facing the bar. Please don't leave cigarette butts on the floor.

Spa Nature Gerês Our unit has a Spa with massage service, located on the Ground Floor.
For information / reservations contact our reception



T

Taxi Service	Please contact the reception for information and booking.
Telephone	For calling the reception, dial 400 on the phone in your room; to call another room, dial the number of the room; to call an external number, dial 0 and then the phone number in question. The cost will automatically be charged to your room.
Television	The hotel has LCD screen, providing a wide range of channels to our guests. The TV service is provided through the Internet. Therefore, we are not accountable for signal loss or shortage.
Thematic Tour and Programs	Please contact the reception for information and bookings.
Touristic Activities	Please contact the reception to obtain information about local touristic activities and bookings.
Touristic Circuits	If you would like information about Tourist Circuits in Serra do Gerês, please contact our reception
Transfer Service	If you would like information about Transfer Services, please contact our reception.

U

Umbrella	If you need an umbrella, contact the reception.
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V

Valuables Deposit Service	If you want to deposit any valuables in the hotel's safe, please deliver them in the reception
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W

Wake Up Service Please contact the reception if you would like to be woken up at a specific time.

Wheelchair All areas of the Hotel are accessible to wheelchair users

Wi-Fi The wireless Internet service is available for free in all areas of the Hotel. Please ask for the password in the receptio



EMERGENCY



112

- **Volunteer Firefighters - Terras de Bouro** - +351 253 350 110
- **Medical Center of Rio Caldo** - +351 253 390 130
- **Braga Hospital**- +351 253 027 000
- **Public Security Police Braga** - +351 253 200 420
- **Regional Police – Gerês** - +351 253 900 100
- **Civil Protection Terras de Bouro** - +351 253 350 010



recomendations



Transportes Públicos | Public transportation
Transports collectifs | Transporte coletivo

Autocarros | Bus | Autobús :

Empresa Hoteleira do Gerês: +351 253 615 896 |
www.ehgeres.pt

TAXI:

+351 253 391 819



Farmácia | Pharmacy | Pharmacie | Farmácia

Farmácia Entre as Pontes (Rio Caldo)

T: +351 253 391 485

**Minimercado | Mini Market | Minimarché |
Minimercado**



Meu Super Rio Caldo

T: +351 253 397 009