



# Manual

# A to Z

Dear Guest,

This is the Room Directory of the Hotel Premium Chaves 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 Chaves.



# A

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## **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.

## **Airport**

International airport Francisco Sá Carneiro - Oporto is 149km away from Hotel Premium Chaves - Aquae Flaviae. Average travel time: 1 hour and 30 minutes.

## **Allergies**

Please inform us if you have any allergy or any other health condition that may need some special attention.

## **Amenities**

**Available in the room:** soap, shampoo, shower gel, moisturizing body lotion, and shower cap.

**Available free of charge at the reception upon request:** toothbrush, toothpaste, razor, shaving gel, nail file, cotton pads, shoe shine kit, shoehorn, and sewing kit.

## **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

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## **Baby adapted chairs**

Baby feed adapted chairs by request and upon availability. Contact the restaurant (extension 3008).

## **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 Premium Chaves – Aquae Flaviae Hotel:

### 1. Lobby Bar

- Located on level 0, next to the reception.
- Hours: 10:00 AM – 12:00 AM

### 2. Aquae Bar

- Our poolside bar, located on level 1.
- Hours: 11:00 AM – 8:00 PM (seasonal)

## Bikes

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

## Blackout

Existing in the rooms to prevent the entrance of natural light.

## Blanket

You will find an additional blanket in your room wardrobe.

## Breakfast

Breakfast buffet service is available on level 0. An à la carte breakfast in the room is also available; please consult the list provided. This service is subject to an additional charge of €5.00.

- Breakfast hours: 7:30 AM – 10:30 AM

If check-out takes place before breakfast hours, a lunch box is available and must be requested at the Reception by 7:00 PM on the previous day.

## Bus

You can find a bus stop approximately 50 meters from the hotel. Information is available at the Reception (extension 9).

# C

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## 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).

## Concièrge

Excursions, shows, museums, and city tours. Inside our hotel, there is a kiosk operated by the company Ideias Essenciais (level 0, next to the reception), which offers guided visits and sightseeing tours. For more information, please contact the Reception (extension 9).

## **Cultural agenda**

The Reception can provide you with information about the most important activities and events taking place in the city or region.

## **Currency Exchange**

You will find the closest bank 450 meters from the Hotel. Information available at the Front Desk (extension 9).

# **D**

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## **Do not disturb**

To avoid being disturbed by Room Service, you may use the sign available in your room by placing it on the outside of the door.

If you do not wish to receive phone calls, please inform the Reception (extension 9) of the relevant period.

# **E**

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## **Elevators**

The hotel is equipped with three elevators connecting the Reception to the various floors. In case of fire, please use the side or central staircases.

## **Emergency**

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

The evacuation instructions are posted on the bedroom door.

## **Entertainment**

On level 1, a leisure area is available, equipped with a billiards table and a table tennis table. For any additional information, please contact the Reception (extension 9).

## **Event/ Conference/ Meeting Rooms**

The hotel offers 5 event rooms with different sizes and rates. For more information, please contact the Reception (extension 9).

## **Extra bed**

Extra beds are available by request and upon availability. Contact the Front Desk (extension 1000).

# **F**

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## **Fire**

In case of fire, contact the Reception immediately (extension 9). Evacuation instructions are posted on the room door. In the event of a fire, please use the side or central staircases.

**Fire Alarms**

All rooms are properly equipped with high-sensitivity smoke detectors, which will be activated in case of excessive smoke. Emergency exits are clearly marked with their own lighting. In the event of a fire, do not use the elevators. Please use the side or central staircases.

**Flowers**

If you wish to purchase or send flowers, please contact the Reception (extension 9).

**Front Desk**

The hotel reception operates 24 hours a day. To contact them, please use the room phone and dial extension 9.

The reception team is always available to assist with any additional services or to answer any questions.

**G** \_\_\_\_\_**Gym**

You can find a gym near the hotel. Information is available at the Reception (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 front desk (extension 9).

**Information**

If you cannot find the necessary information in this manual, please contact the Reception (extension 9).

**Iron and ironing board**

Available at the front desk (extension 9), subject to availability.

**Internet**

Wireless broadband internet available throughout the building. Free service.

**J** \_\_\_\_\_

**K** \_\_\_\_\_

**Key Card**

Your key card is for the exclusive use of accessing your room doors. Inserting the key card into the room's slot will automatically turn on the main lights. Please make sure not to leave the key card in your room and to return it at check-out.

**L** \_\_\_\_\_

**Laundry an Ironing**

Regular laundry and ironing service is available daily. Please use the laundry bag provided in your room, fill out the corresponding form, and contact the Reception (extension 9).

**Library / TV Room**

This room can be used for smaller events, such as executive meetings or small celebrations. It also serves as a common TV room, equipped with a 55-inch LCD TV. It is located on level 0, next to the Lobby Bar.

**Lobby**

On level 0, you can find the Lobby Bar next to the Reception, open from 10:00 AM to 12:00 AM.

**Lobby Terrace**

Terrace/balcony on the

**Locks**

The room door lock is electronic and can only be opened with the card provided by the reception upon arrival. To activate the electricity, the card must be inserted into the slot at the room entrance.

There are two independent power outlets that are always powered: one inside the safe and another (red) next to the desk.

When leaving the room, please take the card with you to ensure all room lighting is turned off. To lock the door from inside the room, activate the latch by turning the metal bar located below the handle.

**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.

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**Mail**

Mail service is available. Please contact the Reception (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).

**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).

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**Newspapers and Magazines**

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

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# P

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## **Parking**

The hotel offers free outdoor parking. We also provide an indoor garage where you may park your vehicle (paid service, subject to availability). For this service, please contact the Reception (extension 9).

## **Payment Methods**

Debit and credit cards are accepted (American Express, Diners Club, Mastercard, Visa), as well as Alipay and cash.

## **Pharmacy**

Pharmacy located 50 meters from the hotel.

- Farmácia Paula Files – Avenida Santo Amaro, 5400-055

Phone: +351 276 318 816

If you require a pharmacy after 6:00 PM, please contact the Reception to find out which pharmacy is on duty.

## **Photocopies**

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

## **Personal hygiene products**

Available upon request at the Reception (extension 9): toothbrush and toothpaste, razor and shaving gel, nail file, cotton pads, shoe shine kit, shoehorn, and sewing kit.

## **Pets**

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

## **Pool**

We offer a seasonal outdoor swimming pool located on level 1. Towels for this area must be requested at the Reception desk.

- Opening hours: 9:00 AM – 8:00 PM

## **Power Outlets**

The rooms provide two independent power outlets (one inside the safe for added security and another next to the work desk) that remain powered in case you wish to leave any equipment charging. The remaining outlets are only powered when the key card is inserted into the slot at the room entrance.

## **Public Transports**

Available information at the Front Desk (extension 9).

## Reduced Mobility

The hotel is fully accessible to guests with reduced mobility. It offers one adapted accommodation unit and an accessible shared restroom on level 0, located between the reception and the restaurant. If you have any difficulty finding it, please ask one of our staff members for assistance.

## Rental Car

There are two car rental companies in Chaves:

- Flaviae Rent a Car

Largo de Santo Amaro, Loja 1, 5400-056, Chaves

Phone: +351 276 333 761

Email: [centralreservas@flaviarent.com](mailto:centralreservas@flaviarent.com)

- Europcar

Av. Nuno Álvares 46 R/C, 5400-419, Chaves

Phone: +351 276 331 718

Website: <https://www.europcar.pt/pt-pt/estacoes/portugal/chaves>

For more information, please contact the Reception (extension 9).

## Reservations

You may make your reservation by phone at +351 276 309 000, by email at [reservas.chaves@hoteispremium.com](mailto:reservas.chaves@hoteispremium.com), or through the website ([www.premiumchaves.com](http://www.premiumchaves.com)). For more information, please contact the Front Desk.

## Restaurant

The Imperium Restaurant, located on level 0, is available for lunch and dinner.

The dishes prepared by the Chef are inspired by traditional Portuguese and Mediterranean cuisine. The restaurant offers a wide selection of Portuguese and international wines.

- Opening hours: 12:00 PM – 3:00 PM || 7:30 PM – 11:00 PM

## Rooms

All rooms are equipped with air conditioning, blackout curtains, a TV with access to various national and international channels, telephone, WiFi, a work desk or writing table, pens and notepad, electronic lock, bath and bed linen, a complimentary bottle of water, private bathroom, overhead and handheld shower, hairdryer, and amenities.

## Room Service

If you require room service, please contact the Reception (extension 9).

## **Safe Box**

Free and available in your room. The initial 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**

Recepção: 24 horas por dia

Aquae Bar: 11.00Am to 08.00pm

Lobby Bar: 10.00am to 12:00am

Room Service: 08.00am to 09h00pm

## **Security**

The Hotel has 24 hours a day video surveillance system.

## **Shoeshine**

The hotel offers a complimentary shoe-shining service. The machine is located on level 0.

## **Smoking/Non-Smoking**

All indoor areas of the Premium Chaves - Aquae Flaviae Hotel are non-smoking. If you wish to smoke, the terrace at the Aquae Bar (level 1) or the Lobby Bar terrace (level 0).

# **T**

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## **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 9 | Aquae Bar (seasonal, 1st floor): extension 3824
  - Room Service: extension 3008
  - Housekeeping: extension 9 (Front Desk)
  - Laundry: extension 9 (Front Desk)
  - Wake up call: extension 9 (Front Desk)
  - Between rooms: dial 3 followed by the room number you want to call.

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## Tv Guide

All the rooms are equipped with television (LCD), with 175 channels. If you have weak signal or any functional difficulty, contact the Front Desk (extension 9).

|                               |                              |                                |
|-------------------------------|------------------------------|--------------------------------|
| <b>1.1</b>                    | <b>41. CMTV HD</b>           | <b>75. MTV 00's</b>            |
| <b>2. +1</b>                  | <b>42. CNBC</b>              | <b>76. MTV Portugal</b>        |
| <b>3. 24 Kitchen</b>          | <b>43. CNN</b>               | <b>77. MTV Portugal HD</b>     |
| <b>4. Al Jazeera</b>          | <b>44. CNN Portugal</b>      | <b>83. National Geographic</b> |
| <b>5. AMC</b>                 | <b>45. CNN Portugal HD</b>   | <b>84. National Geographic</b> |
| <b>6. AMC Break</b>           | <b>46. CNN Portugal HD</b>   | HD                             |
| <b>7. AMC Break HD</b>        | <b>47. CubaVision</b>        | <b>86. NewsNow</b>             |
| <b>8. AMC HD</b>              | International                | <b>87. NHK World TV</b>        |
| <b>9. ARTE</b>                | <b>48. Disney Channel</b>    | <b>88. Nick. Jr.</b>           |
| <b>10. ARTV</b>               | <b>49. Disney Channel HD</b> | <b>89. Nickelodeon</b>         |
| <b>11. AXN</b>                | <b>50. Disney Channel</b>    | <b>90. Odisseia</b>            |
| <b>12. AXN HD</b>             | <b>51. Disney Channel HD</b> | <b>91. Odisseia HD</b>         |
| <b>13. AXN Movies</b>         | <b>52. Disney Junior</b>     | <b>92. PandaKids</b>           |
| <b>14. AXN Movies HD</b>      | <b>53. Disney Junior HD</b>  | <b>93. Phoenix CNE</b>         |
| <b>15. AXN White</b>          | <b>54. DW</b>                | <b>94. Phoenix InfoNews</b>    |
| <b>16. AXN White HD</b>       | <b>55. Euronews</b>          | <b>95. Porto Canal</b>         |
| <b>17. Biggs</b>              | <b>54. DW</b>                | <b>96. Porto Canal</b>         |
| <b>18. Bloomberg</b>          | <b>55. Euronews</b>          | <b>97. Porto Canal HD</b>      |
| <b>19. BNT World</b>          | <b>56. Eurosport</b>         | <b>98. Rai Italia</b>          |
| <b>20. BVN</b>                | <b>57. Eurosport HD</b>      | <b>99. Record News</b>         |
| <b>21. Canal 11</b>           | <b>58. Eurosport 2</b>       | <b>101. RTL</b>                |
| <b>22. Canal 11 HD</b>        | <b>59. Eurosport 2 HD</b>    | <b>102. RTP1</b>               |
| <b>23. Canal 180</b>          | <b>60. France 24 Fr</b>      | <b>103. RTP1</b>               |
| <b>27. Canal História</b>     | <b>61. France 24 Eng</b>     | <b>104. RTP1 HD</b>            |
| <b>28. Canal História HD</b>  | <b>62. Fuel TV</b>           | <b>105. RTP1 HD</b>            |
| <b>29. Canal NOS HD</b>       | <b>63. Fuel TV HD</b>        | <b>106. RTP 2</b>              |
| <b>30. Canal NOS HD</b>       | <b>64. Globo</b>             | <b>107. RTP 2</b>              |
| <b>31. Canal Panda</b>        | <b>65. Globo HD</b>          | <b>108. RTP 2 HD</b>           |
| <b>32. Canal Panda HD</b>     | <b>66. Hollywood</b>         | <b>109. RTP 2 HD</b>           |
| <b>33. Canal Q</b>            | <b>67. Hollywood HD</b>      | <b>110. RTP 3</b>              |
| <b>34. Canção Nova</b>        | <b>68. KBS World HD</b>      | <b>111. RTP 3</b>              |
| <b>35. Cartoon Network HD</b> | <b>69. Kuriakos TV</b>       | <b>112. RTP 3 HD</b>           |
| <b>36. Casa e Cozinha HD</b>  | <b>70. Localvisão TV HD</b>  | <b>113. RTP 3 HD</b>           |
| <b>37. CCTV 4</b>             | <b>71. M6</b>                | <b>114. RTP Açores</b>         |
| <b>38. CGTN</b>               | <b>72. MCM Pop</b>           | <b>115. RTP Açores HD</b>      |
| <b>39. CMTV</b>               | <b>73. MCM Top</b>           | <b>116. RTP Madeira</b>        |
| <b>40. CMTV HD</b>            | <b>74. Mezzo</b>             | <b>117. RTP Madeira HD</b>     |

|                             |                             |                               |
|-----------------------------|-----------------------------|-------------------------------|
| <b>118.</b> RTP Memória     | <b>37.</b> SIC Radical      | <b>155.</b> STV Notícias      |
| <b>119.</b> RTP Memória     | <b>138.</b> SIC Radical HD  | <b>159.</b> TeleSUR           |
| <b>120.</b> RTP Memória     | <b>139.</b> Sky News        | <b>160.</b> TLC               |
| <b>121.</b> RTP África      | <b>140.</b> SportTV 1       | <b>161.</b> TPA International |
| <b>123.</b> S+ HD           | <b>141.</b> SportTV 2       | <b>162.</b> TVG – TV Galicia  |
| <b>125.</b> SIC             | <b>142.</b> SportTV 3       | <b>163.</b> TV Record         |
| <b>126.</b> SIC             | <b>143.</b> SportTV 4       | <b>164.</b> TV Record HD      |
| <b>127.</b> SIC Caras       | <b>145.</b> SportTV +       | <b>165.</b> TV5 Monde         |
| <b>128.</b> SIC Caras HD    | <b>146.</b> SportTV + HD    | <b>166.</b> TVE 24h           |
| <b>129.</b> SIC HD          | <b>147.</b> SportTV + HD    | <b>167.</b> TVE International |
| <b>130.</b> SIC HD          | <b>148.</b> Sporting TV     | <b>168.</b> TVI               |
| <b>131.</b> SIC Mulher      | <b>149.</b> Sporting TV     | <b>169.</b> TVI               |
| <b>132.</b> SIC Mulher HD   | <b>150.</b> Sporting TV HD  | <b>170.</b> TVI HD            |
| <b>133.</b> SIC Notícias    | <b>151.</b> Star Channel    | <b>171.</b> TVI HD            |
| <b>134.</b> SIC Notícias    | <b>152.</b> Star Channel HD | <b>172.</b> TVI Reality       |
| <b>135.</b> SIC Notícias HD | <b>153.</b> Star Life       | <b>173.</b> TVI Reality HD    |
| <b>136.</b> SIC Notícias HD | <b>154.</b> Star Life HD    | <b>174.</b> TVR International |
|                             |                             | <b>175.</b> V+ TVI            |

### **Ticket/ Vouchers printing**

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

### **Tourist Office**

The nearest tourist office (Alto Tâmega and Barroso Tourist Office) is approximately 400 meters away, located at Alameda do Tabolado.

### **Towels**

Towels can be changed daily per guest request (or when placed on the floor).

### **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**

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### **Umbrella**

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

## Useful telephone numbers

National Emergency Number: 112

Public Security Police – Chaves Police Division: +351 276 109 930

Porto International Airport: +351 229 432 400

CP – Portuguese Railways: +351 210 900 032 | 808 109 110

**V** \_\_\_\_\_

**W** \_\_\_\_\_

## Wake up Service

Wake-up service is available at our hotel. To request it, please contact the Reception (extension 9).

## Weather

Weather information is available at the Reception (extension 9).

## Wheelchair

The hotel provides a wheelchair, subject to availability, at no additional cost for our guests. If you wish to request one, please contact the Reception (extension 9).

## Windows

The windows are partially closed. Tilt opening is available to allow air circulation.

## Winesellar

At the Imperium Restaurant, you can find a wine cellar offering a variety of wines, including sparkling wines, both Portuguese and international.

**X** \_\_\_\_\_

**Y** \_\_\_\_\_

**Z** \_\_\_\_\_