



VILA PETRA

SERVICES DIRECTORY



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VILAPETRA@VILAPETRA.COM
PHONE 00351 289540800



Dear Guest
Welcome.

We appreciate your preference in Vila Petra Hotel Apartments.

From this moment on, all our facilities and staff are at your entire disposal.

In this directory, you have the necessary information to give you easy access to all the facilities and have a pleasant stay with us.

Your opinion is very important for us, therefore, we will have the utmost attention to any comments and suggestions you may recommend. The reception is a phone call away, just dial no. 9 from the telephone in your room.

We sincerely hope that your stay with us meets your expectations.

The Management





Welcome to your Apartment,

Our commitment to you is to guarantee that you find in your apartment and all over Vila Petra the comfort of a true home, therefore, we would like you to consider some suggestions in order that you and all our guests have a pleasant experience to live and remember.

We are sure you understand that leaving the balcony door open with the air conditioning on causes a significant waste of energy which should be avoided. With the same principle in mind, we think it is essential to ask you to be mindful of water consumption, since avoiding its waste should be everyone's priority.

I am sure you will agree that during the night, peace and quiet are vital for everyone's rest and as such, between 00h00 and 09h00, this should be observed.

Please note, Vila Petra is not responsible for any damage occurring in the apartment, resulting from the direct action of the guests. Vila Petra is also not responsible for the safety of unsupervised children and guests should make sure that they are always accompanied by an adult.

Vila Petra is also not responsible for the disappearance of items from guests, please ensure you place your valuables in a secure place, we suggest the safe.

For guests who like the equipment in our apartments so much that they want to take them home, please note that it is our policy to always follow the respective legal procedures.

Thank you.



- A -

Acqua Pool Bar

Enjoy a fresh drink or ice-cream by the pool. Open in summer months.

Air Conditioning / Heating

There are individual remote controls for the temperature. You can adjust the desired temperature manually, for heat or cold. We recommend setting the control at around 20°C to 23°C during winter, and between 23°C and 26°C during summer.

- B -

Banquets, Meetings, Events

Vila Petra has two multi-use rooms and 1 meeting room. For more information, please contact Reception.

Breakfast

The buffet breakfast is served between 07:30 and 10:30am. In case your departure is before opening time, a breakfast package is available upon request please notify the reception up to 06:00 p.m. of the day before.

Bucha Tapas & Wine Bar

Located on the ground floor, provides a selection of tapas, wines, and local dishes.



- C -

Car Rental

Please contact reception by dialling number 9.

Check-In:

Check-in is after 3.00p.m.

Check – Out

Check-out is by 11.00 a.m.

Chemist

There is a chemist on duty every day. Please contact the reception for more information.

Children's Room and Playground

Located on floor -1.

Cot and Baby Chair

Cots and baby chairs are available, without cost. Should you require any of these, please contact the reception.

Copies, prints or scan of documents.

For further information please contact the reception.

Cleaning Service

The apartment is cleaned daily. Please hang your towels if you don't want them to be changed.

If, for any unforeseen reason, cleaning has not taken place by 17:00, or for any additional cleaning service, please contact reception.

Credit Card

We accept major credit cards – Visa, Mastercard, AMEX.



- D -

Do not disturb.

If you don't want to be disturbed hang the card with the correct message outside the apartment door.

- E -

Electricity

The electricity voltage of the Aparthotel is 220 Volts. If you need an electric adaptor, please contact reception.

- F -

Fire Alarm

Please check the instructions that are behind the entrance door of your apartment.

First Aid

Vila Petra has a first aid kit and trained staff in first aid that can help you.

- G -

Green Snack Bar

The Snack-bar is located on floor -1, A space where you can enjoy a light meal in a quiet and elegant atmosphere.

- H -

Hairdryer

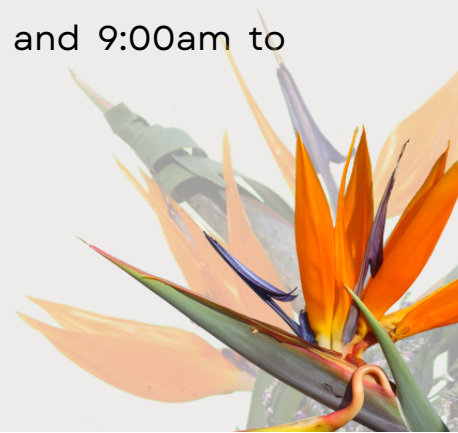
All apartments are equipped with a hairdryer, which is in the cabinet under the hand basin.

Health Club

On floor -1 you will find at your disposal a gym with several fitness machines and the possibility to practice several sports.

For information about beauty treatments and massages, please contact the Health Club Reception, on 1917 or 9 for Reception.

Opening hours 9:00am to 7:00pm - Monday to Friday and 9:00am to 6:00pm - Saturday and Sunday



- I -

Internet

Free Wi-fi available in the rooms and public areas.

- J -

Jacuzzi

Located on floor - 1, next to the indoor swimming pool, for further information please contact the Health Club Reception.

- K -

Key

The apartment key should be left at reception when you go out. The reception is open 24 hours.

- L -

Laundry

Vila Petra has a self-service launderette available, for more information please contact the reception.

Lost and Found

Please contact the reception for lost items.

Luggage

Vila Petra offers a temporary luggage storage service. For more information, please contact the reception.



- M -

Maintenance

If you have any requests, please contact reception.

Mattress Topper

Mattress toppers are available upon request, to order please contact the reception.

Medical assistance

Please contact reception by dialling 9.

Mini Market

We have a mini market on site which is open every day at 08:30am. You can buy fresh bread and other products.

- P -

Pets

Pets are not allowed in Vila Petra.

Pools

Vila Petra has an indoor heated pool, an outdoor adult pool and a children's pool, located on level -1. All are freshwater pools.

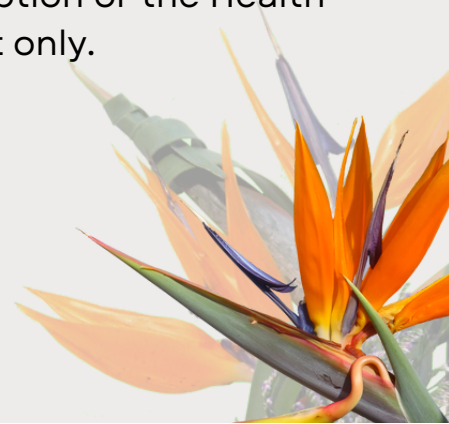
Please respect the safety regulations.

- Do not dive.
- Do not use glass containers in the pool area;
- Do not use balls or inflatables.

The booking of pool beds is not permitted.

Pool towels

Vila Petra has pool towels available, please enquire at Reception or the Health Club. Towels in your apartment are for use in the apartment only.





- P -

Post

You may leave your post at Reception. We have stamps available at Reception.

Prestige Club

Our loyalty programme for our guests. For further information contact the front desk.

- R -

Reception

At your entire disposal 24H.

Restaurant

The Xeirus Restaurant with a very welcoming atmosphere has the most refined Mediterranean, local and international food. Located on the ground floor.

- S -

Sauna

Located in our Health Club, on floor -1.
For further information please dial 1917 or 9.

Safe

All apartments are equipped with a safe. Please contact Reception for the safe key.

Smoking

According to the current law smoking is not allowed inside Vila Petra.



- S -

SOS Alarm in the Bathroom

There is an SOS tag next to the bathtub or shower, in case of emergency pull the tag and it will activate an alarm at Reception, who will take the necessary steps to ensure your safety.

Steam room

Located in our Health Club, on floor -1.

For further information please contact no. 1917 or 9.

Stone Bar

With a cosy atmosphere, the cocktail bar is located on floor 0, opposite reception.

- T -

Tattoos

When getting a tattoo, consider the drying time. The ink is not washable, and damaged sheets and towels will be charged.

Taxi

If you need a taxi, please contact the reception.

Telephones

All calls made from your apartment will be automatically charged to your account. To call abroad, dial "0" first. The price varies according to destination and time (from 0.12 cents a minute to 0.51 cents a minute)

Tobacco

For your convenience, there is a tobacco machine in the reception.

Tours

To book tours, water parks or other leisure activities please contact the reception.

- W -

Wake-up call

For wake-up calls, please contact reception dialling number 9.

