

ESTD  XVI
CASA
CALÇADA
★★★★★

SERVICE DIRECTORY


RELAIS &
CHATEAUX

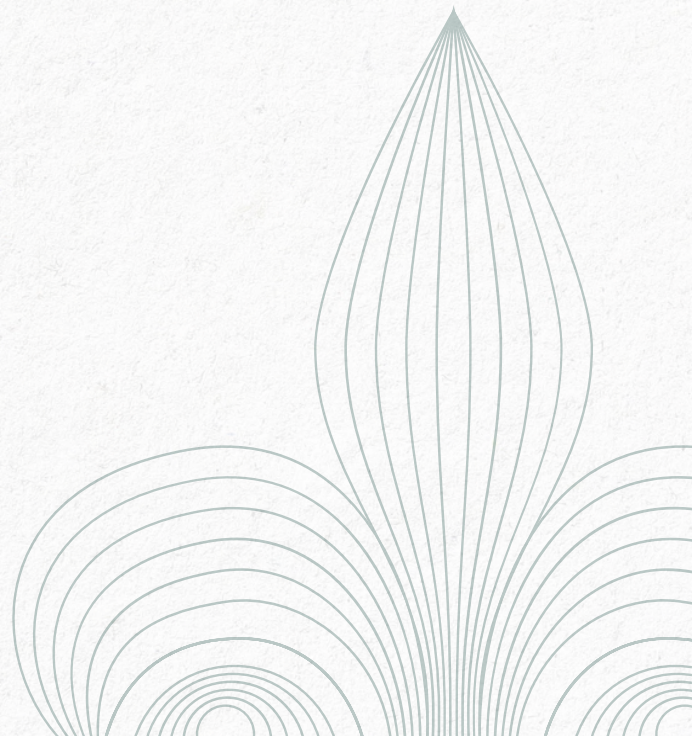
DEAR GUEST

We would like to thank you for choosing Casa da Calçada Relais & Châteaux for your stay in Amarante.

It is our pleasure to present our Service Directory, designed to provide an overview of the facilities and services available throughout your stay. We hope you will find all the information you may need. Should you require any further assistance, please do not hesitate to contact our Front Office team by pressing the Reception button on your room telephone.

Our team remains entirely at your disposal and is committed to making your experience truly memorable. It will be an honour to welcome you, and we will do our utmost to exceed your expectations.

Kind regards,
Management



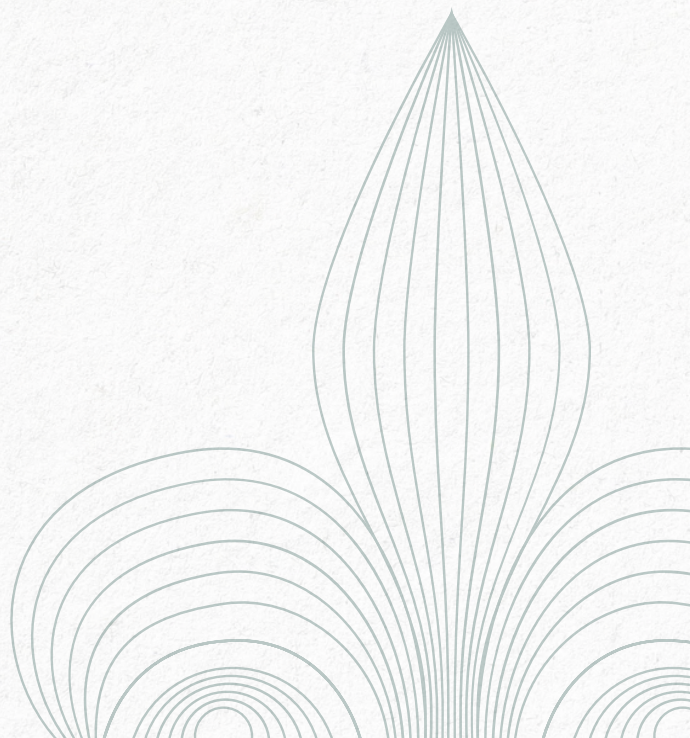
GENERAL INFORMATION

LOCATION

Largo do Paço 6
4600-017 Amarante, Portugal

HOTEL FEATURES

5-Star Hotel
4 Floors
2 Elevators
220V Electrical Current
Air Conditioning
Parking Facilities
35 Rooms
Minibar
Telephone
Hairdryer
Bathrobe & Slippers
Cable TV
Outdoor Swimming Pool (seasonal)
Indoor Swimming Pool
Wi-Fi
Gym
Spa & Wellness Centre
Fine Dining Restaurant "Largo do Paço"
Bistro Restaurant "Canto Redondo"
Bar
Event Spaces



A

ADAPTORS & VOLTAGE CONVERTERS

The local voltage is 220V. All rooms are equipped with USB ports. Should you require UK or USA adaptors, voltage converters, or mobile phone chargers, please contact Reception.

AIR CONDITIONING & HEATING

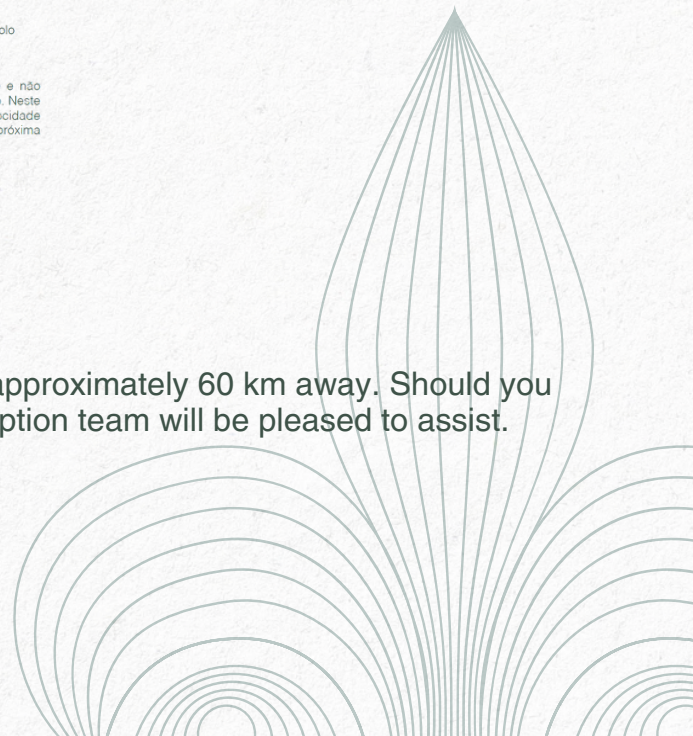
All rooms and public areas are equipped with air conditioning and heating systems. Should you require assistance, please contact Reception.



- Traço em baixo**
A temperatura vai aquecer. Ainda não começou a funcionar porque falta o símbolo de ventilação. Verifique se está ligado - luz verde acesa - e aguarde.
 - Traço em cima**
A temperatura vai arrefecer. Ainda não começou a funcionar porque falta o símbolo de ventilação. Verifique se está ligado - luz verde acesa - e aguarde.
 - Em arrefecimento**
Traço em cima e símbolo de ventilação visível.
 - Em aquecimento**
Em funcionamento, traço em cima e símbolo de ventilação visível.
- A ventilação regula-se automaticamente e não pode ser ajustada no comando do quarto. Neste caso, está a funcionar em baixa velocidade porque a temperatura pedida está próxima da temperatura ambiente.

AIRPORT

Francisco Sá Carneiro Airport, located in Porto, is approximately 60 km away. Should you require transfers or additional assistance, our Reception team will be pleased to assist.



AMENITIES

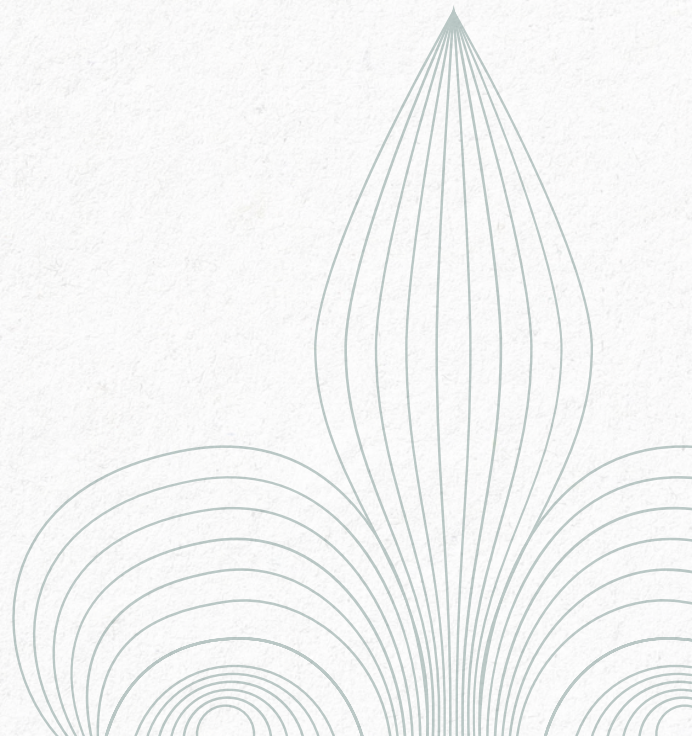
A selection of Guerlain amenities is available in your room. Additional items such as toothbrushes, shaving kits, and other amenities are available upon request.

ASSISTANCE – MEDICAL

Should you require medical assistance, please contact Reception. Our team will arrange a private medical service. Charges must be settled directly with the medical professional.

ACTIVITIES & LEISURE

Reception will be delighted to provide information regarding activities, tours, cruises, wine experiences, and points of interest in and around Amarante.



B

BABYSITTING

Trusted babysitting services can be arranged upon request. We kindly ask that requests be made at least 24 hours in advance.

BAGGAGE ASSISTANCE

For luggage assistance, please contact Reception.

BAR

The Bar and terrace, located on Floor 0, offer a refined atmosphere overlooking the Tâmega River and São Gonçalo Church. A carefully curated drinks menu, including signature cocktails, light meals, and snacks, is available daily from 11:00 to 00:00.

BATHROBE & SLIPPERS

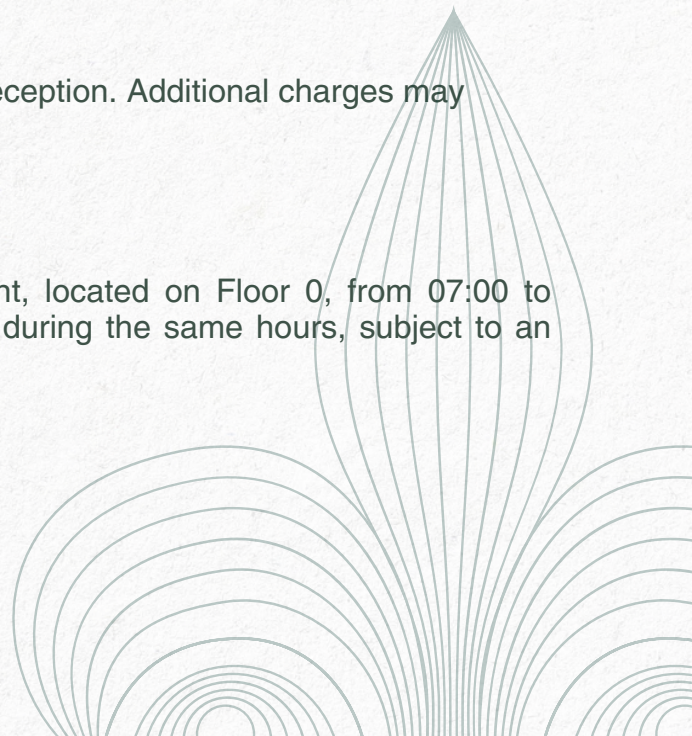
Bathrobes and slippers are provided in all guest rooms for your comfort.

BICYCLE RENTAL

Should you wish to rent bicycles, please contact Reception. Additional charges may apply.

BREAKFAST

Breakfast is served daily at À Margem Restaurant, located on Floor 0, from 07:00 to 11:00. In-room breakfast service is also available during the same hours, subject to an additional charge.





CCTV

For your safety and security, the hotel is equipped with CCTV surveillance systems in both indoor and outdoor areas.

CHECK-IN & CHECK-OUT

Check-in begins at 15:00. Early check-in is subject to availability and may incur additional charges.

Check-out is until 12:00. Late check-out requests should be made the day before departure and are subject to availability.

CHILDREN'S MENU

A children's menu is available upon request.

CITY MAP

Maps of Amarante and local sightseeing information are available at Reception.

CREDIT CARDS

We accept Visa, Mastercard, American Express, and Multibanco.



D

DO NOT DISTURB

Should the “Do Not Disturb” sign be displayed, room cleaning service will not be carried out. For safety and wellbeing reasons, rooms without guest contact for more than 24 hours must be checked by hotel staff.

DRINKING WATER

Tap water is potable; however, bottled water is recommended.

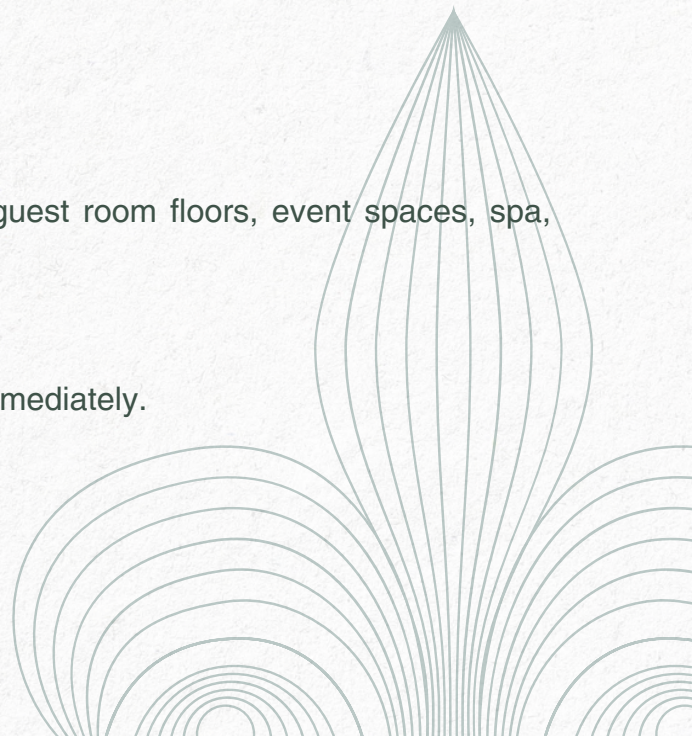
E

ELEVATORS

The hotel has two elevators providing access to guest room floors, event spaces, spa, gym, wine pathways, and outdoor pool areas.

EMERGENCY

In case of emergency, please contact Reception immediately.



EVENTS

Casa da Calçada Relais & Châteaux offers tailored solutions for weddings, baptisms, gala dinners, birthdays, and private events. Please contact Reception for further information.

EXTRA BEDS & BABY COTS

Extra beds and baby cots are available upon request and may incur additional charges.

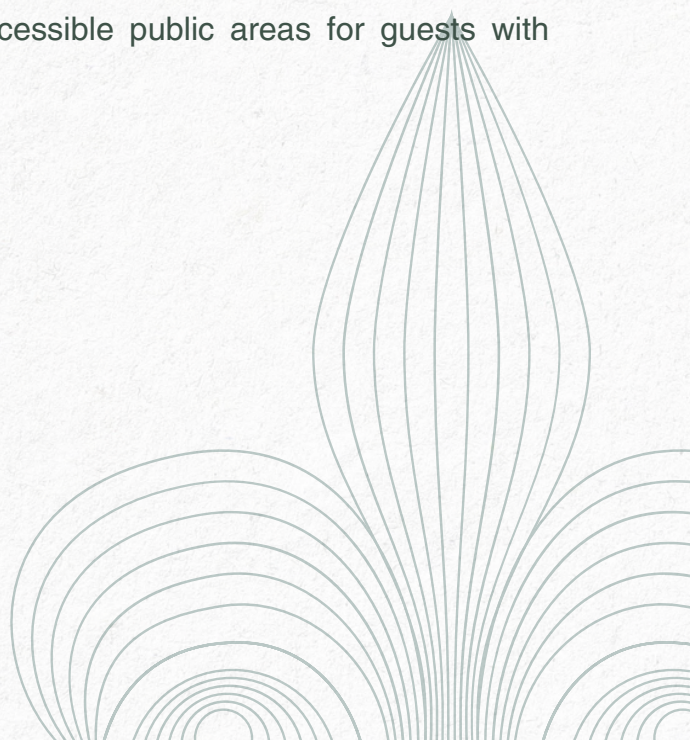
F

FACILITIES FOR GUESTS WITH REDUCED MOBILITY

The hotel offers adapted accommodation and accessible public areas for guests with reduced mobility.

FIRST AID KIT

A first aid kit is available at Reception.





GAMES ROOM

Located on Floor -1 with access to Sport TV channels.

GUEST PRIVACY & DATA PROTECTION

Personal information collected during your stay is handled in accordance with our Guest Privacy Policy and applicable data protection regulations.



HAIRDRYER

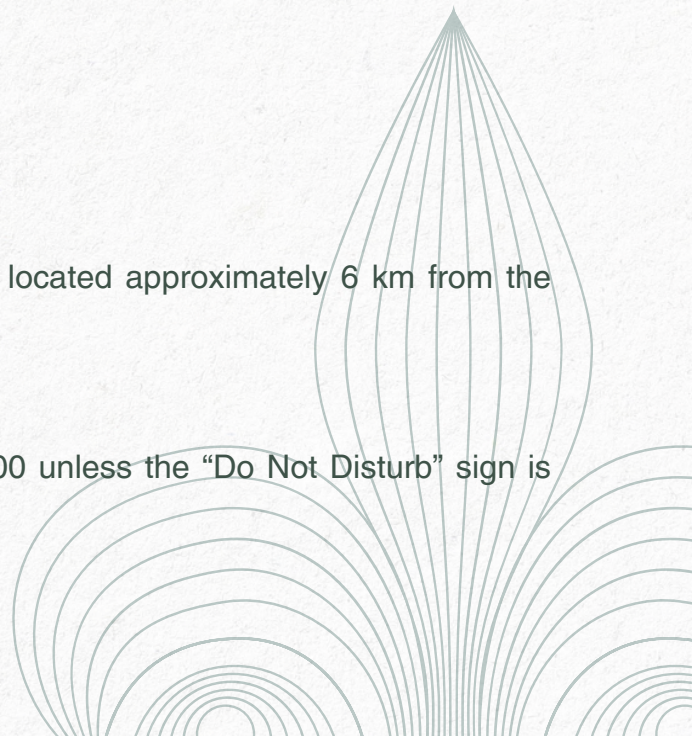
A hairdryer is available in all guest rooms.

HOSPITAL

The nearest hospital is Hospital de São Gonçalo, located approximately 6 km from the hotel.

HOUSEKEEPING SERVICE

Rooms are serviced daily between 09:00 and 15:00 unless the “Do Not Disturb” sign is displayed.



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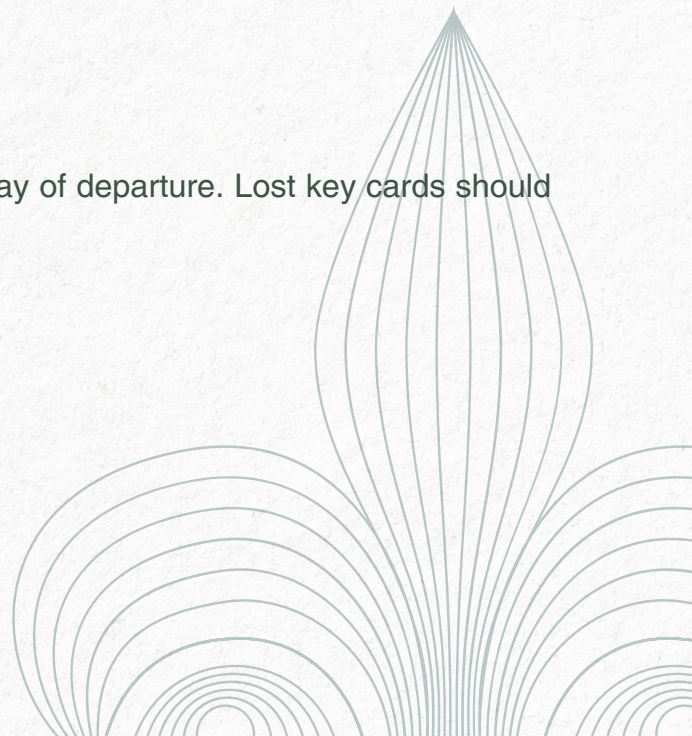
IRON & IRONING BOARD

Irons and ironing boards are available upon request through Reception.

K

KEY CARDS

Room key cards remain active until 12:00 on the day of departure. Lost key cards should be reported immediately to Reception.



L

LAUNDRY & IRONING SERVICE

Laundry and ironing services are available daily. Garments delivered before 09:00 will generally be returned the same day, except on weekends. Dry-cleaning delivery times are available upon request.

LOST & FOUND

Should you lose or find any personal belongings, please contact Reception.

M

MESSAGES

Any messages received during your stay will be delivered to your room or communicated at Reception.

MINIBAR

All rooms are equipped with a minibar. Product lists and prices are available on the television menu. Kindly inform Reception of your final consumption upon check-out.



N

NON-SMOKING HOTEL

Casa da Calçada Relais & Châteaux is a non-smoking hotel. Smoking is not permitted inside the building, guest rooms, or indoor public areas. Designated outdoor smoking areas are available.

P

PARKING

Complimentary parking is available for hotel guests.

PET POLICY

Pets are not permitted, with the exception of certified service dogs.

PILLOW MENU

A pillow menu is available for your comfort and may be consulted through the television system.



POOLS – INDOOR & OUTDOOR

The hotel features two swimming pools located on Floor 4. The indoor pool is open from 09:00 to 20:00. The outdoor pool is seasonal and available from June to September.

PRIVATE SAFE

Each room is equipped with an electronic safe. Guests are advised to store valuables securely. The hotel cannot be held responsible for valuables not deposited in the designated reception safes.

R

RECEPTION

Reception is available 24 hours a day.

RESERVATIONS

For assistance regarding reservations or future bookings, please contact Reception.

RESTAURANTS

Casa da Calçada Relais & Châteaux features two restaurants located on Floor 0.

Largo do Paço - Fine dining restaurant open Tuesday to Saturday for dinner from 19:30 to 21:00.

Canto Redondo - Bistro restaurant open daily: Lunch: 12:30 to 15:30 | Dinner: 18:30 to 22:30

ROOM SERVICE

Room Service is available 24 hours a day through extension 9. A service charge of €10 applies.



S

SAFE

Please refer to “Private Safe”.

SECRETARY SERVICES

Photocopying, scanning, and translation services are available through Reception.

SHOE CLEANING

Shoe cleaning assistance is available upon request.

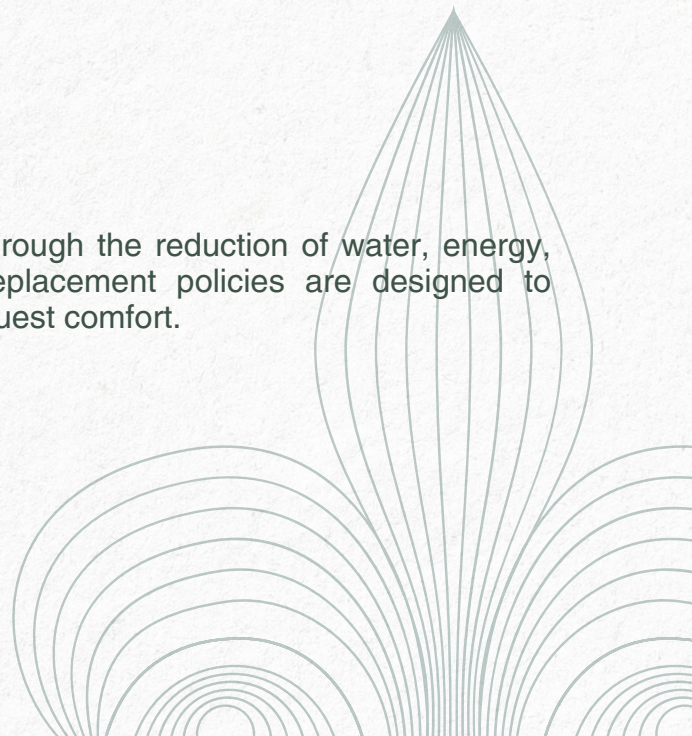
SPA & WELLNESS CENTRE

Tempo Spa & Wellness Centre, located on Floor 4, offers massages, sauna, Turkish bath, ice fountain, heated indoor pool, and gym facilities. Opening Hours:

- Indoor Pool: 09:00 – 20:00
- Spa Treatments: 09:00 – 19:00
- Gym: 24 hours

SUSTAINABILITY

The hotel is committed to sustainable practices through the reduction of water, energy, and detergent consumption. Towel and linen replacement policies are designed to minimise environmental impact while maintaining guest comfort.



T

TELEPHONE CALLS

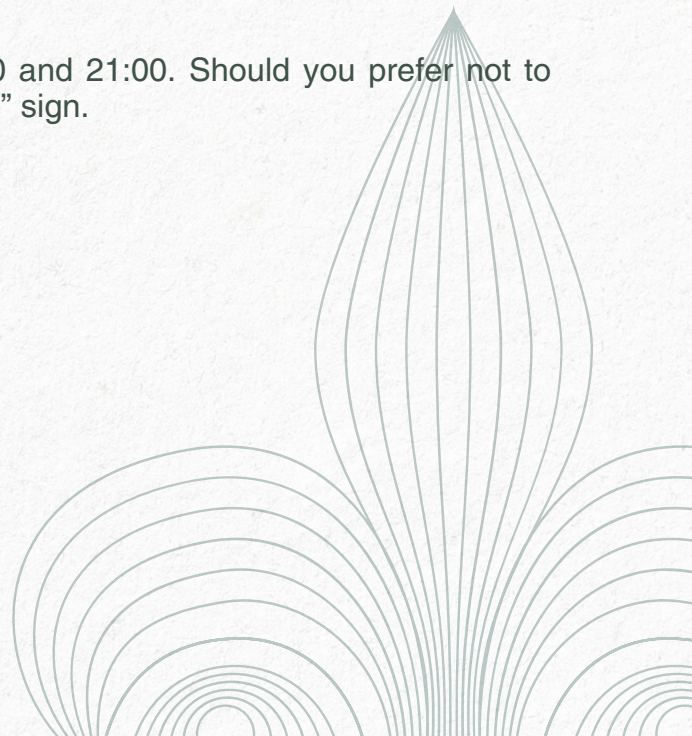
Internal and external calls can be made directly from your room telephone. For national external calls, dial 0 before the number. For international calls, dial 00 followed by the desired number.

TRANSFERS & TRANSPORTATION

Private transportation services can be arranged through Reception.

TURNDOWN SERVICE

Turndown service is provided daily between 18:30 and 21:00. Should you prefer not to receive this service, please use the "Do Not Disturb" sign.



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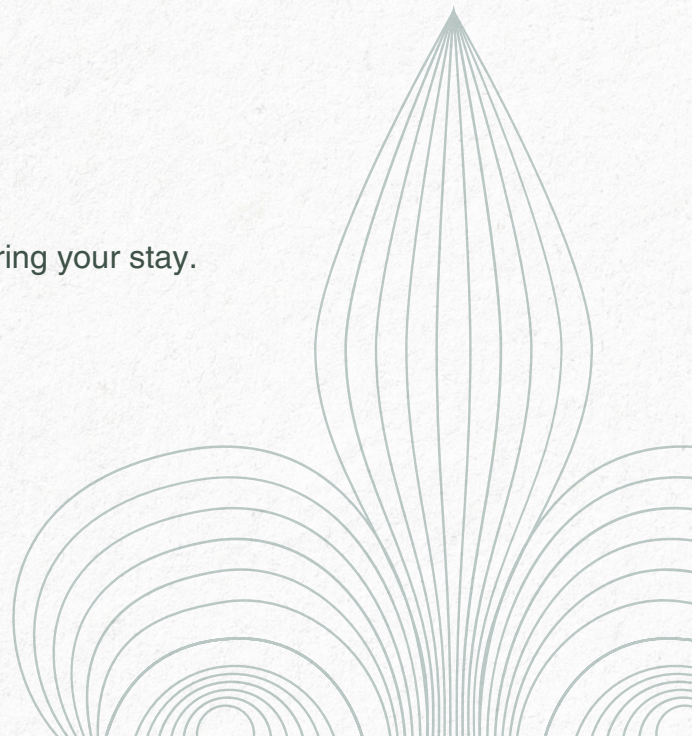
UMBRELLA

An umbrella is available in your wardrobe for use during your stay. Should you wish to purchase it, please contact Reception.

V

VALET PARKING

Complimentary valet parking service is included during your stay.



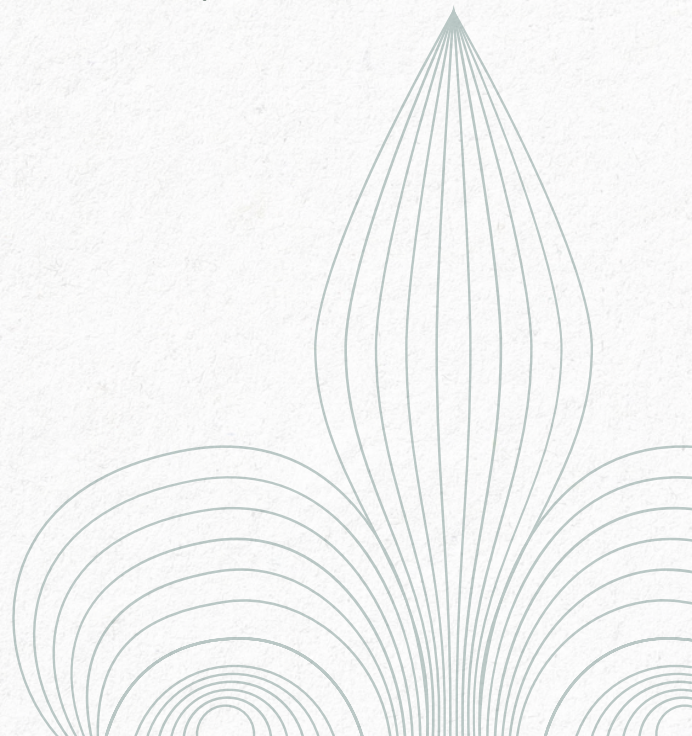


WAKE-UP CALL

Wake-up calls may be programmed directly through your room telephone or arranged personally with Reception.

WI-FI

Complimentary Wi-Fi is available throughout all guest rooms and public areas.



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