



LISBON
CHIADO
HOTEL
& SPA ★ ★ ★ ★ ★

SERVICES
DIRECTORY



WELCOME TO LISBON CHIADO HOTEL

Our priority is to make your stay memorable, with comfort, elegance and attention to detail. This directory has been prepared to help you enjoy all our services and facilities with comfort and convenience.

For any additional request, our team is available 24 hours a day through the Reception or the room phone.

A

ADAPTERS AND SOCKETS

We offer universal power adapters: *USA, UK, AUS, CHINA*, and *USB type-C*. In Portugal, the electric current is *EU 220 V*. Please contact reception.

AIR CONDITIONING

All rooms and suites have a locally controlled air conditioning system.

ALARM

Please refer to the emergency plan posted on your bedroom door.

AMENITIES

We have at your disposal *Guerlain* amenities. Complementary amenities are also available such as a dental kit, shaving kit, shower cap, beauty kit, shoe cleaning kit, and sewing kit.

AIRPORT

Lisbon International Airport is 10 km away. Average travel time by taxi: *30 minutes*. We recommend departure from the hotel *1h30* before flight time.

B

BAGGAGE

Support service available at the Reception.

BAR ROOFTOP – BEYOND

Located on the 6th floor, open from *5h00 pm* to *11h00 pm*. Guests have priority booking.

BIRTHDAYS

Our team will be happy to help you celebrate. Contact the reception.

BOOKINGS

Contact the Reception or send an email to: reservations@lisbonchiadohotel.com

BREAKFAST

Included in all reservations, served in the *BROTO* Restaurant (from *7h00 am* to *10h30 am*) or in the room (extra charge).

C

CAPSULE OPENER

Available next to the minibar for your comfort.

CAR RENTAL

Available with or without driver. Special rates for guests. Contact the reception.

CAR RENTAL (PARTNERSHIP)

We have a partnership with a private car rental company, with or without a driver.

CHECKS

Cheques are not accepted for payments.

CHECK-IN

Check-in is usually from *3h00 pm*. For early check-in, please contact reception.

CHECK-OUT

Check-out must be done by *12h00 pm*. Late checkout available upon request, subject to availability.

CLEANING SERVICE

Available from *8h00 am* to *10h00 pm* every day.

COMPLAINTS

Complaints Book available.

CONCIERGE & INFORMATION

Service available 24h/day for reservations, excursions, and personalized information.

CREDIT CARDS

We accept *VISA*, *MASTERCARD*, and *AMEX* cards.

D

DO NOT DISTURB

If you don't want to be disturbed, press the "*Do Not Disturb*" key next to the headboard or at the entrance to the room.

DRINKS

Available in the minibar. For Room Service, see the Room Service Menu.

DRINKING WATER

Tap water is drinkable. Bottled water is available daily.

E

EMERGENCY

NATIONAL NUMBER: 112

Contact Reception immediately in case of emergency.

EXTRA BED OR CRIB

Available on request. Please contact reception.

F

FLOWERS

Contact the Reception if you want to buy or send flowers.

G

GYM

Located on Floor -2, open 24 hours a day for guests and members of the SPA.

H

HAIR DRYER

Dyson hairdryer available in all rooms.

I

INTERNET

High-speed *Wi-Fi* available. Request the password from the Reception.

IRON & IRONING BOARD

Available upon request.

K

KEY

Make sure you don't leave the key card inside your room and hand it over at check-out.

L

LAUNDRY SERVICE

Available from *9h00 am* to *9h00 pm* daily.

LOCAL CURRENCY

Euro (€)

Banknotes: 500, 200, 100, 50, 20, 10 e 5 euros

Coins: 1 e 2 euros, 1, 2, 5, 10, 20 e 50 cents

LOST & FOUND

Please contact reception.

M

MAIL & PARCELS

Courier service available.

MAPS

Reception can provide maps of *Lisbon* and *Portugal*.

MEDICAL SERVICE

Available 24 hours a day.

MINIBAR

All rooms have stocked minibars. Check prices in the menu available in the room.

N

NEWSPAPERS & MAGAZINES

Portuguese and foreign newspapers available upon request.

P

PARKING LOT

Own parking available upon reservation. Valet parking also available.

PETS

Not allowed, except assistance dogs.

PHONES

Domestic calls to landlines included. Mobile and international calls at additional cost.

PHARMACY

First aid kit available.

NEAREST PHARMACY: SACOOR CHIADO PHARMACY.

PILLOWS

Pillow menu with options of feather/down and memory foam pillows.

POLICE

In emergencies, contact local authorities at 112.

PUBLIC TRANSPORT

Metro: Airport (Red Line) – Baixa Chiado (Green Line)

Bus: Airport – Rossio – AeroBus lines 1 and 2

Nearby buses and trams: Carris 28E, 24E, 758

R

RECEPTION

24-hour reception service.

RESTAURANT – BROTO

Located on floor 0, open *12h00 pm* to *11h30 pm*. Reservation is recommended.

ROOM SERVICE

Available 24 hours. Check menus in the room.

S

SAFE BOX

Private safe in all rooms. Hotel not responsible for valuables left in the room.

SECRETARIAL SERVICE

Photocopies, scans, and printing of boarding passes, vouchers, and tickets. Free of charge.

SHOESHINE SERVICE

Available from *9h00 am* to *9h00 pm* every day.

SHOPPING

Available with additional service charge.

SMOKE

Smoking prohibited in all rooms and hotel areas.

SPA

Located on Floor -2

Open from *9h00 am* to *7h00 pm*.

BIOLOGIQUE RECHERCHE face treatments and *ANNE SEMONIN* body treatments.

SEWING SERVICE

Available from 9h00 am to 9h00 pm daily.

SWIMMING POOL

Floor -2. Exclusive access to guests and SPA members during opening hours.

T

TAXI, TRANSFERS, & CHAUFFEUR-DRIVEN VEHICLES

Available 24 hours. Contact Reception.

TELEVISION CHANNELS

National and international, including news, sports, entertainment, and music.

TICKETS

Reception can organize private tours and provide directions.

TOURS & TOURIST INFORMATION

Reception can organize private tours and provide directions.

TRANSFERS

Please contact reception.

TURN DOWN

Nightly service preparing your room, turning beds, changing towels, and cleaning.

U

USB / USB-C

Available in all rooms.

W

WAKE-UP CALLS

Available upon request.



LISBON
CHIADO
HOTEL
& SPA ★ ★ ★ ★ ★

WWW.LISBONCHIADOHOTEL.COM

Largo Rafael Bordalo Pinheiro nº20, 1200-369 Lisbon | +351 218 386 370 | reservations@lisbonchiadohotel.com