

# guestify

AMPLIFYING GUEST EXPERIENCE



## HOUSE MANUAL

Santa Luzia  
Rua Francisco Agra n°28  
4800-157 Guimarães Portugal

## INFORMATION

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### USEFUL PHONE NUMBERS



NATIONAL EMERGENCY NUMBER / **SOS: 112**

POLICE DEPARTMENT OF GUIMARÃES: + 351 253 540 660

FIREFIGHTERS OF GUIMARÃES: + 351 253 515 444

### GUESTIFY CONTACTS :

WE WILL BE WITH YOU DURING YOUR STAY. CONTACT US FOR EVERYTHING YOU NEED:

- IF YOU HAVE QUESTIONS ABOUT THE USE OF APPLIANCES OR OTHER EQUIPMENT
- TO NOTIFY A MALFUNCTION AND/OR REQUIRE A REPAIR OF ANY HOUSEHOLD APPLIANCE OR EQUIPMENT
- ASK FOR A CLEANING SERVICE OR THE CHANGE OF TOWELS/EXTRA BED LINEN
- NEED HELP ARRANGING TRANSPORTATION TO AND FROM THE AIRPORT AND OTHER LOCATIONS
- NEED HELP IF YOU HAVE ANY EMERGENCY OR PROBLEM DURING YOUR STAY

RECEPTION 1: +351 915 982 127

RECEPTION 2: +351 910 290 212

EMAIL: HELLO@GUESTIFY.PT

### WI-FI INFORMATION:



FREE

Nome : STALUZIA

Senha :LUZIA2020



## HOUSE RULES

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- DURING YOUR STAY THE APARTMENT IS YOURS, PLEASE USE IT AND TAKE CARE OF IT ACCORDINGLY
- SMOKING IS NOT ALLOWED INSIDE THE APARTMENT, ONLY ON THE BALCONY WHEN AVAILABLE
- PARTIES ARE NOT ALLOWED IN THE APARTMENT
- NEIGHBORS APPRECIATE SOME PEACE AND QUIET, AS DO OTHER GUESTS, PLEASE KEEP THE NOISE LEVEL TO A MINIMUM BETWEEN 9:00 P.M. AND 8:00 A.M
- ONLY PEOPLE WHO HAVE BOOKED WITH US CAN SPEND THE NIGHT. OTHER VISITORS ONLY AFTER APPROVAL.
- DOMESTIC ANIMALS, AS WELL AS ANY OTHER TYPE OF ANIMAL, ARE NOT ALLOWED IN THE APARTMENT
- WE ASK OUR GUESTS TO TAKE CARE OF AND LEAVE IN PERFECTS THE DECORATION ITEMS, FURNITURE, TOWELS / BED LINEN AND EQUIPMENT OF THE APARTMENT. AND WE WARN THAT THE MISSING TOWELS/BED LINEN WILL BE CHARGED
- IN THE CORRIDORS AND COMMON AREAS, WE ASK OUR GUESTS:
  - BE AWARE OF NOISE LEVELS, SO AS NOT TO DISTURB NEIGHBORS
  - DO NOT SMOKE
  - DO NOT LEAVE GARBAGE BAGS OUTSIDE THE APARTMENT
  - DO NOT LEAVE ANY PERSONAL BELONGINGS IN THE COMMON AREAS. WE CANNOT BE HELD RESPONSIBLE FOR DAMAGE OR THEFT THAT MAY OCCUR
- WE ASK OUR GUESTS TO TAKE CARE OF THE KEYS THAT HAVE BEEN HANDED TO THEM. AND WE WARN THAT IF THE SERVICES OF A CARPENTER/LOCKSMITH/FIREMAN HAVE TO BE EMPLOYED TO OPEN THE DOOR DUE TO A FORGOTTEN KEY INSIDE THE HOUSE, WE WILL BE OBLIGED TO IMPUTE THE COST OF THIS SERVICE TO THE GUEST
- WE ARE NOT RESPONSIBLE FOR DAMAGES AND THEFTS OTHER THAN ITEMS IN THE ACCOMMODATION
- ALL MANUALS OF APPLIANCES ARE AVAILABLE TO OUR GUESTS INSIDE A CABINET IN THE KITCHEN. BUT IF, AFTER OUR EXPLANATIONS AT CHECK-IN AND CONSULTATION OF THE MANUALS, THERE ARE STILL QUESTIONS ABOUT THE HANDLING OF THE APPLIANCES AND EQUIPMENT OF THE APARTMENT, FEEL FREE TO CONTACT US.

## HOUSE RULES

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- THE APARTMENT IS CLEAN AND AIRY BEFORE EACH ARRIVAL. WE ASK THAT GUESTS LEAVE THE APARTMENT TIDY AND CLEAN AS REASONABLY AS POSSIBLE.  
IF YOU WOULD LIKE A CLEANING OR A CHANGE OF TOWELS/EXTRA BED LINEN DURING YOUR STAY, PLEASE CONTACT US - WE CAN ARRANGE IT AT AN ADDITIONAL COST
- FOR STAYS OF 5 DAYS OR MORE WE DO AN INTERMEDIATE CLEANING IN THE MIDDLE OF THE STAY:
  - WE GIVE YOU A MINIMUM OF 24 HOURS NOTICE AND AGREE ON THE MOST CONVENIENT DAY AND TIME, ACCORDING TO OUR AVAILABILITY
  - THE APARTMENT MUST BE UNOCCUPIED AT THE AGREED TIME FOR CLEANING TO ALLOW CONDITIONS TO BE DONE THE CLEANING WORK
  - WE ALSO ASK THAT YOU STORE YOUR BELONGINGS IN THE LOCKERS.
- WE ASK OUR GUESTS NOT TO ACCUMULATE GARBAGE INSIDE THE APARTMENT AND TO THROW AWAY THE GARBAGE IN A PROPER AND CONSCIOUS WAY:
  - THE GARBAGE BAGS SHOULD BE PLACED NEXT TO THE DOOR OF THE BUILDING, AT NIGHT, AFTER 22H, PREFERABLY, SEPARATED INTO BAGS BY TYPE OF GARBAGE (UNDIFFERENTIATED, GLASS, PAPER, PLASTIC).
  - WE ASK YOU TO MAKE SURE THAT THE GARBAGE BAGS HAVE BEEN TIGHTLY CLOSED AND DO NOT HAVE LEAKS OF LIQUIDS OR SHARP OBJECTS THAT COULD INJURE SOMEONE
  - ALTERNATIVELY, AVAILABLE AT ANY TIME OF THE DAY, YOU CAN DEPOSIT THE GARBAGE BAGS IN THE WAREHOUSES FOR THE RECYCLING OF GLASS / PLASTIC / PAPER / AND THE GENERAL GARBAGE DUMP THAT EXIST AT THE BOTTOM OF THE STREET RUA FRANCISCO AGRA, NEXT TO THE FIREFIGHTERS / PINGO DOCE
- **CHECK-OUT** IS UNTIL 11:00. AFTER CHECK-OUT, OUR GUESTS CAN ALWAYS LEAVE THEIR LUGGAGE WITH US UNTIL DEPARTURE TIME.
  - GUESTS ARE KINDLY REQUESTED TO LEAVE THE DISHES AND KITCHEN CLEAN AND EMPTY THE TRASH BEFORE CHECK-OUT:
  - IF YOU WANT TO RECYCLE THERE ARE GARBAGE DUMPS TO SEPARATE GLASS / PLASTIC / PAPER AT THE BOTTOM OF THE STREET
  - TO DEPOSIT THE GENERAL GARBAGE THERE IS A GARBAGE DUMP AT THE BOTTOM OF THE STREET
  - WE ASK GUESTS TO LEAVE ALL ELECTRICAL APPLIANCES OFF, MAKING SURE THAT THE WATER TAPS ARE NOT OPEN AND TO CLOSE ALL DOORS AND WINDOWS WHENEVER THEY LEAVE THE APARTMENT AND BEFORE CHECK-OUT.
  - IF PERSONAL CHECKOUT IS NOT POSSIBLE, GUESTS ARE ASKED TO LEAVE THEIR KEYS ON THE DINING TABLE AND SLAM THE DOOR AT THE EXIT



## PRICE LIST SERVICES

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FOR INFORMATION OR TO REQUEST ADDITIONAL SERVICES PLEASE CONTACT US USING THE NUMBERS PROVIDED.


- AIRPORT TRANSFERS
  - UP TO 4 PEOPLE - ONE WAY: 60 EUR
  - UP TO 4 PEOPLE - ROUND TRIP : 90 EUR
- CLEANING SERVICE - 15 EUR – REQUEST 24 HOURS IN ADVANCE
- CLEAN TOWELS- 3 eur/per person - REQUEST 24H IN ADVANCE
- CHANGE OF BED LINEN- 5 eur/per bed - REQUEST 24H IN ADVANCE

**\*PRICES WITH VAT INCLUDED**

## PARKING LOT

IT IS POSSIBLE TO STOP AT THE DOOR TO UNLOAD THE BAGS.

### I'LL PASS ON SUGGESTIONS FOR PARKING:

- NEAR THE BUILDING THERE IS A STREET CALLED DR. MARIO DIAS, HAS NO PARKING METERS.
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- ANOTHER POSSIBILITY, IS THE PARK OF CAMÕES, IS ABOUT 5MINUTES WALK FROM THE BUILDING, CITY PARKING WITH PRICES AROUND 40 CENTS PER HOUR, 5 EUROS PER DAY AND 2 EUROS DURING THE NIGHT PERIOD. THE FIRST TWO HOURS ARE FREE AND HAVE A SECURITY GUARD.
  - YOU CAN ALSO PARK IN THE STREETS NEAR THE BUILDING, RUA GIL VICENTE, RUA SANTO ANTÓNIO, RUA FRANCISCO AGRA, BUT HERE YOU MUST PAY ATTENTION TO THE PARKING METER TIMETABLE.
- | PAID TIME                   | TARIFA                         |
|-----------------------------|--------------------------------|
| WORKING DAYS: 08:30 - 19:30 | €0,80 - 1 HOUR                 |
| SATURDAYS: 08:30 - 12:30    | €1,60- 2 HOUR                  |
| SUNDAYS AND HOLIDAYS: FREE  | MINIMUM CHARGE: €0.05- 4MIN    |
|                             | MAXIMUM CHARGE: €1.60- 2 HOURS |
- LAST SUGGESTION IS IN THE STREET OF THE BUILDING, THE PARK OF SANTA LUZIA, HERE THE PRICE IS ALREADY MORE EXPENSIVE, IS THE PARK OF S.TA LUZIA.

THERE ARE RENTALS (LIMITED)

TARIFF EACH 15 MINUTES FRACTION: EUR 0,15

1 HOUR: EUR 0.60

24 HOURS: EUR 10

### OPEN EVERY DAY

(FOR MORE INFORMATION CONSULT THE BOARD AT THE GATE )

CONTACTS

+351 962 777 505