



# Directory of services

**Welcome to AlmaLusa Comporta!**

**In this directory, we provide all the information about our facilities and services that you may need during your stay. If you have any questions or additional requests, please do not hesitate to contact us.**

**We wish you a memorable stay!**





# A

**Activities** | We have selected the best activities to make your stay even more special. Our Concierge service, available 24 hours a day, 7 days a week, can assist with bookings. During your stay, you will also have access to an iPhone with the “AlmaLusa Hotels” app, featuring exclusive tips, a variety of activities, all available services during your stay, and a chat service with Reception. For bookings or further information, please contact Reception or visit our [dedicated page](#).

**Adapter** | We have adapters available.

**Airport** | Lisbon Airport is approximately 1 hour and 20 minutes by car from AlmaLusa Comporta. Transportation options to the hotel are limited, so we offer a transfer service, subject to additional charges. For bookings and more information, please contact Reception via [info.cp@almalusahotels.com](mailto:info.cp@almalusahotels.com) or (+351) 265 098 600, or consult our dedicated page.

**Air Conditioning** | Your room key includes a card that, when inserted into the energy saver at the entrance of your room, activates all electrical installations and the air conditioning. Please remove the card when you leave the room. You can control the temperature of your room using the remote located on the wall near the door. If you have any questions, please contact our Reception.

**Amenities on Request** | We offer the following upon request: dental kit, shaving kit, vanity kit, sewing kit, comb, shoe care kit, and bathrobe. Please contact our Reception.

# B

**Bathroom Amenities** | All our bathrooms are equipped with: shampoo, conditioner, shower gel, shower cap, body lotion, hairdryer, and slippers.

**Bathrobes** | Bathrobes are available upon request, subject to availability. Please contact our Reception.

**Bed** | Colmol and AlmaLusa have designed a bed with your comfort in mind. If you have any allergies or discomfort, please contact Reception. We offer a selection of pillows and can assist in making your bed even more comfortable.

**Bed linen and Towel Change** | For your comfort, bed linen is changed every two days. Towels are changed daily or upon request. For additional changes, please contact our Reception.

**Boutique & Art** | In the lobby, AlmaLusa Comporta showcases a permanent and rotating collection of art and design, featuring unique pieces by local and Portuguese artists and artisans, supplied by The Life Juice. Guests can purchase products from Elemental Herbology and items that reflect the essence of the space, with a focus on design, art, and sustainability.

**Breakfast** | A daily buffet breakfast is served in Sala Duna, from 8:00 am to 11:00 am. It includes artisan bread, viennoiseries, a variety of hot dishes, fresh fruits, natural juices, yogurts, and different types of cereals. For those with food intolerances, lactose-free and gluten-free options, as well as plant-based drinks, are also available. You can view the full menu [here](#).



# C

**Check-in** | Check-in time is at 3:00pm. If you arrive earlier, you can leave your luggage with us and take the opportunity to explore Comporta. If you wish to check in earlier, you will need to make a reservation for the previous night.

**Check-out** | Check-out time is at 12:00pm. Late check-out is free until 1:00pm, subject to availability. From 1:00pm to 4:00pm, late check-out incurs a charge of 50% of the daily rate. After 4:00pm, late check-out incurs a charge of 100% of the daily rate. Late check-out is always subject to availability and should be arranged with Reception.

**Coffee & Tea** | We have prepared a selection of coffee and tea for you, available free of charge during your stay. Capsules are replenished daily during room cleaning. If you require additional capsules, please contact Reception. To prepare your drink, insert the capsule into the machine by lifting the lid, and press one of the coffee buttons on the front. If the machine does not turn on, please check if the power cord is properly connected.

**Contact Information** | To contact Reception, please dial (+351) 265 098 600. You can also use the iPhone with the "AlmaLusa Hotels" app, if you have chosen this service at check-in. Simply open the app and click the relevant button to call Reception. To contact the restaurant, please call Reception.

**Cots** | If you require a cot to be placed in your room or suite, please contact Reception. This service is available in certain rooms and suites, and for children up to 3 years old.

**Credit Cards** | We accept the following credit cards: Visa, MasterCard, American Express, Diners Club, and JCB.

# D

**"Do Not Disturb" Sign** | If you wish not to be disturbed, please place the "Do Not Disturb" sign on the outside of your door, with the side displaying the message "Everyone still dreaming!" visible. The same sign can also be used to request room cleaning — simply place the sign on the outside of your door, with the side displaying the message "Everyone's up and about!" visible.

# F

**Fire Alarms** | All rooms are equipped with high-sensitivity smoke detectors. The alarm system will be activated in the event of excessive smoke in the room or suite. All emergency exits are clearly marked with their own lighting. In case of fire, please do not use the lift.

**First Aid** | First aid kits are available at Reception and in the Library Bar.

# H

**Hairdryer** | All our rooms and suites are equipped with a semi-professional 1800W hairdryer in the bathroom.

**Housekeeping Service** | Housekeeping is provided daily until 4:00 pm. If you require priority cleaning of your room or prefer it to be done at a specific time, please contact Reception, and we will do our best to accommodate your request. If you need towel replacements or replenishment of toiletries, please let us know. If you do not wish to have your room cleaned, please place the "Do not disturb" sign on the outside of your door or inform our Reception.

# I

**Ice** | If you require ice, please contact Reception.

**Internet** | Dedicated and high-speed symmetrical line for internet access with state-of-the-art access points, ensuring an excellent Wi-Fi experience.

**Iphone** | In order to keep up with technological advancements, instead of telephones in the rooms, we provide an iPhone with unlimited national calls and internet access. You can also use the “AlmaLusa Hotels” app, which includes suggestions and allows you to make restaurant and taxi bookings. Reception and Concierge services are available 24/7 via the chat feature. To start using the iPhone, please request it at Reception.

**Iron and Ironing Board** | The iron and ironing board will be delivered to your room or suite upon request. Please contact Reception.

# K

**Key** | Upon check-in, you will be given a key for your room or suite, along with the room number and hotel details. For security reasons, we kindly ask that you leave your key at Reception when you go out and collect it upon your return. Reception is open 24 hours. If the key is left in the lock, an external technician will be required, and the hotel may charge a fee of 150€ for the service.



# L

**Laundry** | Place your laundry in the laundry bag provided in your room and drop it off by 1:00 pm (Monday, Tuesday, Friday, and Saturday). Delivery within 48 hours. Dry cleaning is subject to availability. In the event of loss or damage, compensation may be up to five times the cost of the cleaning. For more information, please contact Reception.

**Lost and Found** | Perishable items, such as food or drinks (except wines), will be stored for up to 8 hours after being found. Items will be kept for a period of 6 months after being found, and will be donated if no claim is made. If you are missing any personal items during or after your stay, please contact Reception. The return of items left behind is subject to an additional charge.

**Luggage** | We offer a convenient luggage storage service for our guests. If you arrive earlier than check-in time or wish to continue enjoying the area after check-out, we can store your luggage at no additional charge.

# M

**Massages** | Enjoy the Spa Suite by Elemental Herbology, offering 100% natural massages and treatments. On the second floor above Reception, you will find the outdoor Wellness area, ideal for holistic training, with individual or group classes.

**Medical Service** | If you require medical assistance, please contact Reception immediately. We can also provide information about the nearest pharmacies, as well as their contact details and opening hours. The emergency medical service number in Portugal is 112.



**Menus** | You can rely on AlmaLusa Café throughout the day for light meals. At the Library Bar, the chef has created a menu that celebrates the richness of Portuguese cuisine, embracing international influences.

- **Breakfast Menu** (8:00 am to 11:00 am)
- **AlmaLusa Café** (11:00 am to 5:00 pm)
- **Duna by the Pool** (11:00 am to 7:00 pm)
- **Library Bar** (5:00 pm to 11:00 pm)
- **The Rooftop Bar** (5:00 pm to 11:00 pm)

We recommend reserving a table with Reception.

\*Opening hours may vary depending on the season.

**Minibar** | All rooms are equipped with a minibar for your comfort.

## O

**Opening hours** | AlmaLusa Comporta offers the following services: breakfast at Sala Duna, from 8:00 am to 11:00 am, AlmaLusa Café open from 11:00 am to 5:00 pm, The RoofTop Bar and Library Bar, both from 5:00 pm to 11:00 pm, and the Poolside Terrace, available from 8:00 am to 6:00 pm.

**Other Information** | For further information, please contact Reception at [info.ac@almalusahotels.com](mailto:info.ac@almalusahotels.com) or (+351) 265 098 600.

## P

**Parking** | If you need to park, you can do so free of charge in the village or in the open-air car park behind the hotel. The hotel also offers an underground private car park, subject to availability, at a cost of €15 per day. Please inform Reception at check-in if you wish to use this service.

**Pets** | Dogs over 1 year old and weighing up to 15kg are allowed, but only in our Garden Suites, subject to availability. A charge of 30€ per day per dog will apply at check-in. A deposit of 100€ will also be required at check-in, which will be refunded at the end of your stay, provided no additional cleaning is necessary. Specific rules apply to the stay of dogs. Please contact Reception for full details.

**Pillows, Sheets, and Blankets** | Please refer to our pillow menu. Additional pillows, sheets, and blankets are available upon request. Kindly contact Reception.

# R

**Restaurant** | The Library Bar and The Rooftop offer a menu that celebrates the richness of Portuguese cuisine. The menu includes a selection of traditional dishes with our Chef's unique touch, as well as a variety of drinks. For more information, please visit our [dedicated page](#).

# S

**Safe** | A safe with a code for storing small valuable items is provided in your room or suite. The hotel is not responsible for any valuables or belongings left in the room or safe.

**Smoking** | Smoking is prohibited in the rooms and suites, as well as in the indoor areas of the hotel.

# T

**Taxi** | Reception can assist you with booking taxi services or provide you with the necessary contact details.



**Television** | The Full HD Wi-Fi LED TV in your room includes 95 channels in various languages. You can view the full list [here](#).

**Transfers** | The payment for transportation services can be made at the hotel. The prices provided are valid for up to 4 people. For more information or to make a reservation, please contact Reception.

- From Lisbon Airport to the hotel

For up to 4 people, with 3 cabin-sized luggage\* – 280€ per unit

- From the hotel to Lisbon Airport

For up to 4 people, with 3 cabin-sized luggage\* – 245€ per unit

\*Cabin-sized luggage. For larger groups or more luggage than mentioned, please request a quote at Reception.

## U

**Umbrella** | Umbrellas are available upon request at Reception.

## W

**Water** | We have prepared a selection of waters for you, available free of charge during your stay. Bottles of water — one sparkling and one still — are replenished daily during the room cleaning. If you require additional bottles, please contact Reception.

**Wake-up Service** | We offer a personalised wake-up service. Please inform Reception of the time you wish to be woken up, and our friendly team will ensure you are alerted at the agreed date and time.

## **Safety Informations**

The AlmaLusa Baixa/Chiado is equipped with a central fire alarm system. All our teams are trained to handle emergency situations quickly and efficiently. Smoke detectors are installed throughout the hotel, including in the rooms and suites.

## **Instructions**

Start by familiarising yourself with the location of the emergency exits, fire alarm system, and fire extinguishers. Please take note of the Emergency Exit Plan, which is posted on the door of your room. In case of fire or smoke in your room or suite, exit immediately and try to find the nearest alarm button in the corridor. Alarm buttons are located near each elevator and near each emergency exit. If possible, close all doors near the fire to prevent it from spreading. Do not take personal risks, and only attempt to extinguish small fires with the aid of an extinguisher if it is safe to do so. In the event of a large fire, exit the building immediately. Try to remain calm.

## **In summary:**

- Call Reception as soon as possible
- Close all windows and doors
- Stay calm
- Exit your room immediately
- Do not use the elevator
- Fire doors close automatically but remain operational for rescue purposes

## **Emergency Contacts**

Emergency medical service: 112





## **AlmaLusa Comporta**

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