



AZOR

HOTEL ◊ AZORES

DIRECTORY
ENGLISH

DISCOVERY HOTEL
MANAGEMENT



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LOCATION

At Portas do Mar, facing Ponta Delgada's marina, rises the new Azor. A modern, cosmopolitan and vibrant hotel with a strong connection to the sea and nature.

The starting point to discover the Azores islands.

The Azor Hotel features 123 rooms with spectacular views over the sea, the À Terra restaurant, Shark Bar, Lobby Market with a Cheese Corner and a Cake & Ice Cream Corner, Party Lounge, Cinema, Panoramic outdoor swimming Pool with the Whale Watching Bar, Gym and Conference Center.

Making the most of São Miguel's natural environment, the Azor Hotel offers a wide selection of outdoor activities, adventures and local experiences.

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A

À TERRA RESTAURANT

More than a restaurant, À TERRA is a way of life. Inspired in Mother Nature's produce and in the return to one's origins and to what is pure and genuine, we invite you to visit this warm and engaging place where one is served with love and the food is prepared with both expertise and passion.

À TERRA is a restaurant with homemade, delicious, healthy food. Conceived as a place for sharing, benefiting from a continuous service, it uses many local ingredients.

Rustic life is back to nourish one's soul with the warm comfort of things that are close to one's memories. Aromas, textures, colors, flavors, melodies, sensations, stories... all life's main ingredients that make us truly happy. The wood oven and the Josper grill are the "main actors" here. Pizzas, roasts and grills prepared in the old traditional style, are some of the things you can have at this restaurant. Additionally, we like to recommend our fresh salads, rice with local vegetables and herbs, "gratins" and others. Sharing continues through dessert with sweet pies and homemade ice creams, ending with a flavorful espresso.

Bread is one of the restaurant's central elements. Baked in a woodstove, you may have fresh bread throughout the day: from early morning till late afternoon.

To book a table, please dial 9.

À TERRA STORE

This area is dedicated to products selected by DHM and to delicacies prepared by the Hotel's Chef.

These products are available to be consumed in the Hotel or to be bought as gifts.

ACTIVITIES AND EXPERIENCES

For all services and general information, please contact us on ext. 9.

ADAPTERS / TRANSFORMERS

Should you need one, please contact Reception on ext. 9.

AIRPORT

João Paulo II International Airport is located only 9 km away from the Hotel, approximately 15 minutes by car. Please call Reception on ext. 9, should you wish to book a taxi or transfer to the airport.

AIR CONDITIONING

All rooms are equipped with air conditioning.

AMENITIES

For a most pleasurable stay we have equipped your room with amenities for your hygiene care and wellness.

We also have robes, shower caps as well as dental, sewing and shaving kits at your disposal.

Should you require additional amenities, please contact Reception on ext. 9.

ARRIVAL / CHECK-IN

On the day of arrival, you are allowed to enter your room from 15h00.

Should you wish to arrive earlier, please let us know, otherwise your room may not be available then.

We will do our best to make your room available as early as possible.

ASSISTANCE TO GUESTS WITH DISABILITIES

If you have a hearing, visual or motor problem, please let Reception know so that we can give full priority to your case in case of an emergency.

B

BABYSITTER

Service on request. Please contact us on ext. 9.

BLUETOOTH SOUND SPEAKER

To take advantage of your sound speaker using a Bluetooth connection from your device, you should use as reference the number of your room that appears in the Bluetooth search. The password is the same of the Internet access, pressing the INFO button on your TV remote control. If you need any help please do not hesitate to contact Reception on ext. 9.

BREAKFAST

Breakfast is served at the À TERRA restaurant (level 1) between 7:30 and 11 am daily. However, this service may be requested throughout the day by simply ordering from the available menu. You may also have breakfast in the comfort of your room by using our Room Service, with an extra charge. Please place your order in advance by using the form in your room or by contacting Room Service on ext. 9.

BREAKFAST IN THE ROOM

Should you wish to have breakfast in your room, please contact us on ext. 9. An additional 15 euros will be charged per request.

BUSINESS CENTER

The Azor Hotel has a computer available to guests where you can access the Internet or print your documents. Please contact Reception on ext. 9 for more information.

C

CAR RENTAL

For rates information, please contact us on ext. 9.

CASINO BAR - SHARK BAR

The Hotel includes a bar, by the Hotel's lobby, with direct access to the Casino.

This bar will have the same working hours as the Casino (both opening soon).

CAKE & ICE CREAM CORNER

In our Lobby Market you will be able to choose from a selection of ice creams, pastries and cafeteria items.

CHECK-OUT

Check-out is until 12h00. Should you wish to remain in the bedroom after that hour, please contact Reception on ext. 9 to check availability. Late check-out implies the payment of 50% of the daily rate.

CHEESE CORNER

Enjoy a light meal with selected cheeses and tapas in the Lobby Market.

CINEMA (to open soon)

On level -1 find a cinema where you can enjoy a selection of movies specially designed for you.

CLEANING

Rooms are cleaned daily.

D

CRADLES

Please contact us on ext. 9 should you need a cradle in your room. Subject to availability and cost.

CREDIT CARD

We accept Visa, Mastercard, American Express and Diners Club.

DAILY NEWSPAPERS

Please contact Reception on ext. 9.

DISCO / PARTY LOUNGE (to open soon)

Level -1 includes a PARTY LOUNGE where guests can organize parties, dance and listen to music all night long.

DO NOT DISTURB

Should you wish to not be disturbed, please place the signboard on your room door.

DOCTOR

Please contact us on ext. 9.

DRESS CODE

It is not permitted to walk bare-chest or barefooted in all common areas, namely corridors, lifts, Lobby Market, Reception, bar and restaurants.

DUTY MANAGER

Should you require additional information or clarification on any subject, you can always contact one of the Hotel's managing members. They are there to help you in all possible ways. If you prefer to speak to the Duty Manager, please do not hesitate to contact Reception on ext. 9.

E

ELECTRICITY

Local voltage is 220V/50HZ. Please contact Reception on ext. 9 if you need an adapter.

EMERGENCY

In case of emergency, please contact Reception immediately on ext. 9.

EXCURSIONS / TOURS / TRANSFERS

You will find information on excursions, tours and transfers at Reception. Please call ext. 9 to obtain suggestions on what to visit in the island.

EXTERNAL SERVICES

For services/programs outside the Hotel, please contact Reception: churches and museums, municipal services, health and beauty, transportation, sports, culture, transfers and others.

EXTRA BEDS

The Hotel has extra beds available. Please book your additional bed by contacting Reception on ext. 9.

F

FAX

Should you wish to receive or send documents by fax, please contact Reception on ext. 9.

FIRE ALARM

All rooms are equipped with highly sensitive fire detectors. The fire alarm will be activated in case there is an excess of smoke in rooms. All emergency exits are marked with own lighting. In case of fire, never ever use the lifts. Please check the fire emergency plan at the entrance to your room.

FIRST AID

Please contact Reception on ext. 9.

FLOWERS

If you are looking for flowers, please contact us on ext. 9.

G

GYM / FITNESS CENTER

The Hotel includes a 24-hours gym for its guests on level 1. For additional information, please contact ext. 9.

GOLF

In the neighboring golf courses, you can enjoy the practice of your favorite sport by combining tranquil days with the improvement of your golf technique (both for amateurs and professionals). The region's golf courses provide breathtaking settings. There are two close to the Hotel: Campo de Golfe das Furnas (41 km) and Campo de Golfe da Batalha (only 12 km). To make a reservation with our own special rates, please contact us on ext. 9.

H

HAIRDRESSER

Should you wish this service, we have at your disposal the contact of local hairdressers.

HALF BOARD

Half-board may be requested with a 24 hours' notice. Rates are available at Reception.

HAIR DRYER

At your disposal in the bathroom.

HANGERS

Should you require more hangers, please contact us on ext. 9.

K

KIDS CLUB

We do have a Kids Club at the hotel. Please contact Reception on ext. 9 for more information.

I

ICE

Should you need ice, please contact the Hotel's Room Service on ext. 9 from 07h00 to 23h00.

INTERNET ACCESS

The Hotel offers free Wi-Fi for guests.

To access click on the INFO button on your TV remote control to obtain your password.

You can turn off your television and keep using the internet service by pressing the red button with the letter «A» on your remote control.

For further clarification, please contact Reception on ext. 9.

L

LANDLINE ACCESS

To have access to the landline, please dial 0.

LAUNDRY

Please fill in the laundry form and use the laundry bag in your room. You may use our express laundry service (if clothes are delivered before 9 am, they will be given back until 8 pm on the same day).

Should you wish to take the laundry bag home with you, please ask Reception for a new bag with a cost of 5 euros.

LIFTS

The Hotel includes 3 main lifts which give access to the rooms and common areas.

We do not recommend the use of lifts by unattended children under 12.

LOBBY MARKET

Open 24h all year round.

LOST AND FOUND

Please contact us on ext. 9.

LUGGAGE

To pick up luggage from your room, please contact Reception on ext. 9.

M

MAIL

Should you wish to buy an envelope, a stamp or simply to post your letters, please contact us on ext. 9.

MASSAGES

We have a massages service and also available in your room by appointment. Please contact us on ext. 9.

MESSAGES

They will be delivered to your room.

MINIBAR

Available in your room, the minibar will be checked daily and replaced with water. There are special packs available which you can check in the minibar menu. To order, please contact Reception on ext. 9.

P

PARKING

Our 30-car parking lot is located on level -1. Though under surveillance 24/7, we recommend you do not leave valuable items inside your car. The Hotel will not be responsible for any thefts or damages involving cars.

R

PETS

Small / medium sized pets are allowed in as long as they are trained to be kept indoors.
Please check the Hotel's regulations for pets at Reception.

PHARMACY

Please contact us on ext. 9 for information about on-duty pharmacies.

PHOTOCOPIES

If you need photocopies taken, please contact Reception.

PICNIC BASKETS

We have prepared a À TERRA picnic kit, so you can take it with you on your walks and tours of the island. For further information, please contact us on ext. 9.

PILLOWS MENU

Please contact Reception on ext.

POLICE STATION

The nearest police station is only a 10-minute walk from the Hotel, at Portas da Cidade. If you need any help, please do not hesitate to contact us on ext. 9.

RECEPTION

Reception is on the ground floor, in the Hotel's Lobby.
The Reception's team is available 24/7 to provide you with all the necessary information and support throughout your stay.
To contact them, you just have to dial ext. 9 from your room telephone.

RELIGIOUS SERVICES

In Ponta Delgada you will find churches from different religious confessions.
For further information, please contact Reception on ext. 9.

ROBES

Should you wish to buy a robe, please contact Reception.

ROOM KEYS

The Hotel is equipped with an energy saving system. To turn the light on, you will need to insert the card-key in the slot of the saving device placed at the entrance to your room.
For safety reasons, we request the delivery of the card-key on the check-out.

ROOM SERVICE

Please dial 9 from your room telephone and make your request.
For each request there is a €15 service charge.

S

SAFES

All rooms include a safe. Yet, the Azor is not responsible for the loss of valuables left in the rooms safes during or after guests stay.

SAFE DEPOSIT

The Hotel's Reception includes a safe deposit service.

SECURITY

The Hotel is under surveillance 24/7 by a security team. However, should you like to report an anomalous situation, please do not hesitate to contact Reception on ext. 9.

SEWING SERVICE

The Hotel has sewing services available, please contact Reception to check availability by dialing the ext. 9.

SHOE SHINE SERVICE

Please contact Reception on ext. 9.

SHOPPING

Please ask Reception for local reference stores. We would also like to invite you to visit the area near the LOBBY MARKET, next to the CHEESE CORNER.

SMOKERS

Smoking is not permitted inside Azor Hotel.

SPORTS

The Hotel includes a GYM, where you can enjoy the practice of exercise at your leisure. Not far from the Hotel, you will also find facilities for the practice of additional types of sports. You may obtain information about them by calling Reception or if you wish to hire a Personal Trainer.

SUGGESTIONS

Our guests' suggestions are the best way to help us improve our service. Therefore, we kindly ask you to fill in the form that is in your room. All suggestions are welcome and will be taken into consideration by the Hotel's General Manager.

SUN LOUNGERS (BY THE POOL)

Sun loungers are free and subject to availability. The booking of sun loungers is not permitted.

SWIMMING POOL

The Azor Hotel includes an unsupervised outdoor swimming pool on the 7th floor open 24 hours a day.

SWIMMING POOL BAR - WHALE WATCHING BAR

By the pool, this bar located on the 7th floor, offers a wide selection of drinks and a snack menu. Open from 10h30 to 24h00, depending on the year's season.

TAXIS

Please dial 9 and ask Reception for a taxi.

TELEPHONE

To obtain a direct line – dial 0 followed by the telephone number.
To call Reception – please dial 9.
To call another room – please dial 1 followed by the other room's number.

TELEVISION

There are smart TV's with national and international channels in all rooms. In case of signal failure, please contact us on ext. 9.





TOURISM OFFICE

The nearest tourism office is a mere 10-minute walk from the Hotel, near Portas da Cidade.

TRANSFERS

Contact ext. 9 for information on rates and conditions.

W

WAKE-UP CALL

For the automatic wake-up call, use the following instructions: dial 81 and simply follow the given steps. Should you prefer the manual wake-up call, please contact us on ext. 9 and indicate the desired time.

WATER

The Hotel's tap water is safe for drinking. However, we suggest you use the free EAU filtered water available in your bedroom.



TELEPHONE GUIDE

HOW TO OBTAIN A DIRECT LINE

LOCAL CALLS

1. Dial (0)
2. Telephone number

INTERNATIONAL CALLS

1. Dial (0)
2. International code
3. Country code
4. City code
5. Telephone number.

HOTEL TELEPHONE SERVICES

For all services, dial 9.

To call another room, please dial 1 followed by the desired room number.

INTERNATIONAL COUNTRY CODES

Germany	49
Austria	43
Belgium	32
Brazil	55
Canada	1
Denmark	45
Spain	34
United States of America	1
Finland	358
France	33
Greece	30
Netherlands	31
Ireland	353
Italy	39
Luxembourg	352
Norway	47
United Kingdom	44
Sweden	46
Switzerland	41

PRICES (Average price per minute - indicative)

National landline	0,50€
National mobile network	1,00€
Landline for EU countries	1,00€
Mobile network for EU countries	2,00€
Other countries	5,00€
Satellite networks	8,00€



EMERGENCY AND SAFETY

INSTRUCTIONS

The Hotel includes an Internal Emergency Plan which sets the procedures to adopt in case of emergency situations: how to identify them and how to deal with them.

In this plan you will find the passive and active guidelines on how to act in case of fire, as well as on how to establish an emergency plan for all the area surrounding the Azor Hotel, both in terms of evacuation procedures as well as in the optimization of human and material resources.

This plan is checked, updated and put into practice every year, as well as when the Hotel's premises are subject to substantial changes or when the official entities make specific requirements.

We suggest you read the safety instructions on the emergency panel placed at the entrance to your room. In case of doubt or should you need specific assistance on certain points, we kindly ask you to contact Reception so you may be fully clarified.

Please take some time to read the following instructions:

You have reached your room:

Please identify the nearest emergency exits;

Check where the alarm buttons and fire extinguishers in the corridor leading to your room are located;

To better memorize the evacuation way-out, please follow it, count your steps and the time you take to reach the end;

Always observe the non-smoking signs. If not, the alarm system will be activated – and will give origin to unnecessary panic situations;

In case of fire:

Keep calm;

Push the nearest alarm button or/and contact Reception from any telephone; close all doors to avoid the fire spreading;

Do not try to fight/extinguish the fire once you have given the fire alert; trust this to the professionals;

Leave the building quickly through the nearest emergency exit;

If there is not impediment to go down the stairs, do not ever go back;

In the presence of smoke, keep yourself as close to the floor as possible;

Do not carry any luggage with you - your life is much more important than your possessions;

Use the emergency stairway and always walk down leaning against the wall;

Do not use the lifts.

If you are locked in your room:

If you cannot leave your room safely, do not do so;

Keep calm;

Keep the door closed to avoid the spreading of fire inside your room;

Contact Reception by pressing the key on your room's telephone and calmly let Reception know which is your room and the number of people inside it;

Turn off all electric devices immediately;

Fill the bathtub and lavatory with water;

Place damp towels on the floor against the door and also on all ventilation grids;

Keep the towels as damp as possible;

Remove curtains from windows as they are a good source to spread the fire.

A decorative wood grain pattern in a light brown color, running vertically along the left side of the page.

EVACUATION ALARM

Should the evacuation alarm ring continuously, please follow these instructions:

Keep calm;

Keep the room keys with you;

With the back of your hand, try to feel the room's door temperature before opening it. If the corridor is smoke free, you may leave the room.