



BELMAR

SPA & BEACH RESORT

LAGOS • PORTUGAL

Information guide

Dear guest,

Here you can find all the *information* you need
for a perfect vacation.

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A

Adaptors

Available at reception on request. Adaptors are free of charge, but a deposit is required until the adaptor is returned.

Air Conditioning and Heating

All properties have air conditioning with temperature controls in each room. Please respect the environment and turn the system off completely when you leave the property for any length of time. Should you have any difficulties cooling or warming the property as you require, please contact reception.

Airport

Useful contact details for Faro Airport are:

Tel: +351 289 800 800 (General)

Tel: +351 289 800 801 (Flight information until midnight)

Tel: +351 289 800 617 (Flight information after midnight)

www.ana-aeroportos.pt

Amenities

You are provided with the following in your apartment: shower gel, soap, shower cap, toilet roll and detergent for the washing machine and dishwasher. Please contact reception if you require additional items or specific products. The charge will depend on the request.

Amusement Parks

See under Family Activities.

B

Babysitting

The resort does not provide an in house service but can recommend an external company for babysitting. Please contact reception.

Banks

Banks are open from 8.30pm to 3pm from Monday to Friday except on bank holidays. Please contact Reception for directions to the nearest bank. For further information see under Cash Machines.

Beaches

A variety of stunning sandy beaches can be found within proximity of the resort including Porto de Mós, Dona Ana, Camilo, Meia Praia, Praia da Luz and the Vincentine Coast Natural Park. Please ask reception for directions.

Beds (extra)

Extra beds for children up to 12 years old are available to hire, subject to availability. Please ask reception.

Bedroom Slippers

Free and available on request. Please contact reception.

Bicycles

The hire of bikes for sport or for leisure can be a great way to explore the beautiful local surroundings. Please ask at reception for details.

Bird Watching

The Algarve is renowned for the unusual and rare birds that migrate here at different times of the year. Please contact reception for information on guided tours and the best locations for bird watching.

Boat Trips

There are a variety of boat trips to local grottos and caves and to watch dolphins which can all be organised by reception.

Breakages & Breakdowns

Every effort is made to ensure that all equipment, crockery, utensils and furniture is in good order and working properly prior to a guest's arrival. If for any reason an incident should occur, please report this as early as possible to the reception staff so they can deal with the problem.

C

Car Rental

Please contact reception for more information regarding hire car options.

Cash Machines

These are also known in Portugal as Multibanco machines. Reception can direct you to the nearest cash machine. Please note that some cards do not work the first time abroad unless you have informed your bank that you are travelling. In Portugal, some shops, bars and restaurants are not able to accept foreign credit or debit cards and will take only cash.

Casino

There are three casinos in the Algarve at Praia da Rocha in Portimão, Vilamoura and in Monte Gordo near the Spanish border, all of which offer a variety of entertainment and international shows as well as gaming tables. Please contact reception for further information.

Check Out

Please check out before 10am to ensure your property can be prepared for the arrival of the next guests. If you would like to stay on site, you are welcome to use the swimming pool and other facilities until your departure time. Should you wish to check out after 10am please contact reception at least 24 hours in advance to see if this is possible.

(Late check-out until 2pm, 50% of the daily rate. After 2pm, 100% of the daily rate)

Chemists

Most chemists are open from 9 am to 1 pm and 3 pm to 8 pm. The local chemists (pharmacies) are identified by a green cross sign and named Farmácia. A 24-hour service is available and the reception can advise you of the rota. See more information under Medical Treatment.

Checks

Belmar Spa & Beach Resort does not accept any foreign checks.

Cinemas

The cinema closest to Belmar Spa & Beach Resort is found in the city. For the current programme please speak with reception.

Cleaning

See under "Maid & Laundry".

Cots

Cots are available for hire, subject to availability. Please ask reception.

Credit Cards

Most cards are accepted in the main shopping centres, and some restaurants will accept Visa, Mastercard or American Express. Do check in advance, as you may need to pay in cash if credit cards are not accepted.

D

Dentists

Reception will be able to recommend local English speaking dentists who can treat you in emergencies.

Disturbances

For your comfort and that of other guests, please keep noise to a minimum. Any guests who are overly disruptive, making excessive noise (particularly after 10 pm), or causing inconvenience to other guests, will be asked to leave the resort.

Diving

To learn to dive or snorkel, or for those more experienced, please contact reception for details of local schools.

Doctors

Please see information under Medical Treatment.

Drainage

It is important not to flush away any paper other than normal toilet paper. Please use the containers provided for all sanitary items and packaging.

E

Electric Vehicle Charger

Next to the entrance of the Resort, you can find 2 charging stations with a maximum power of 22KW, which means that if there are 2 cars charging, the energy is shared.

We ask for your cooperation in order to remove the vehicle as soon as the charger is finished in order to give the opportunity to other users.

Electrical Equipment

Each property has a number of electrical appliances, the instructions for which are provided. Please inform reception if you have any problems in using the appliances.

Electricity

The electricity voltage in Portugal is 220w. The electricity supply is controlled by the resort maintenance team. If you should experience a power failure, please contact reception immediately.

Emergency Services

When inside your apartment please press the SOS button on your telephone or dial 20008.

Events & Excursions in the Algarve

For information about events and organised excursions, please contact reception.

F

Fado

Fado is a style of music which can be traced back to the 1820's in Portugal, and is characterised by nostalgic lyrics and tunes. For Fado concerts, please contact reception who will assist you with your booking.

Family Activities

There are a variety of amusement parks and activities across the Algarve including racetracks, water parks and zoos etc. Please speak to reception for bookings and more information.

Fax

We do not offer this service. If you have the need to do so, please visit the post office in town.

Fire Procedures

In case of fire in your property, if you hear the fire alarm or are advised of fire elsewhere:

- Remain calm, do not panic.
- Where appropriate, immediately call Reception and follow their instructions.
- Leave the property closing the door, USING THE STAIRS.
- Calmly go to the exit floor for the building.
- Once you are outside go to the ASSEMBLY POINT and do not go back to the building until the FIRE BRIGADE AND THE SECURITY SERVICE have confirmed that it is safe to do so.

If you are unable to leave your property, place wet towels around closed doors for protection from smoke. Go to the window and get yourself noticed.

Instructions and a map of fire escape route are attached to the entry door of your accommodation. Should you see a fire in the grounds of the resort please raise the alarm with reception staff. For any other location whilst in Portugal please dial 117.

Fishing

To fish off the Algarve coast you must possess a licence or book a trip on a fishing tour with a valid licence holder. For further information please contact reception.

Flying Schools

Flying schools in the Algarve are located at:

- Lagos Aerodrome
- Alvor Aerodrome
- Vilamoura Aerodrome

For further information please contact reception.

Food Hampers

You can order Belmar's food hampers from reception (please enquire for full details and prices).

G

Garbage & coffee capsules recycling

Whenever possible, we ask you to separate your coffee capsules as well garbage so that it can be deposited in the respective containers in the garages or at the entrance to the Resort.

Golf

Local Golf Courses:

Boavista Golf, Onyria Palmares Golf Resort, Espiche Golf Course and Golf Santo António, to name just a few.

Gymnasium

The gymnasium is located within Belmar Spa & Fitness in the aparthotel. Personal trainers can be arranged for an additional fee. Please note that the gymnasium cannot be used by children under 16 years of age.

H

Hairdresser

Available in the centre of Lagos town approximately 1.5km from the resort.

Heating and Air Conditioning

See information under Air Conditioning and Heating.

High Chairs

High chairs are available to rent subject to availability. Please ask at reception.

Horse Riding

There are local stables located approximately 10km from the resort. To arrange countryside riding or lessons, please contact reception.

Hospitals

Please see information under Medical Treatment.

I

Internet

Internet is free of charge but should be used with moderation for downloads and uploads.

J

Jewellery

When not in use, always keep your jewellery in the safe at your property or in a deposit box at reception.

K

Karting

The nearest karting facility is available at the Autódromo do Algarve (Algarve Racetrack) near Portimão. If you would like to book karting, please contact reception.

Keys

The key to each property is security locked for your use only and will cease to function on your departure.

Kits (Various)

Shaving kits, dental kit, sewing kits are free on request. Please contact reception.

L

Laundry

See under Maid and Laundry.

Luggage

Reception offers a free luggage holding service.

M

Maid & Laundry

Dry cleaning can be arranged on request at an additional fee. Please ask at reception.

Aparthotel: The housekeeping staff will clean the essential areas of an occupied property each day at a convenient time to the resort guest wherever possible. Towels and bed linen are changed twice a week.

Tourist Apartments: Maid service with towel change twice a week and bed linen changed weekly. Extra cleaning on request at an additional fee. Personal laundry can be arranged on request at an additional fee. Please ask at reception.

Mail

If you wish to post a letter, please leave it at reception who will post it for you (normal postal charges apply). If a letter is received on your behalf, reception will arrange for it to be taken to your property.

Maintenance

Occasionally, it will be necessary to carry out emergency maintenance in or near your property whilst you are in occupation. You will be advised in advance and arrangements will be made to suit your movements. If you should require maintenance assistance please contact reception.

Markets

There is a wide range of markets in the Algarve. A flea market in Lagos takes place on the first Saturday of every month. Please contact reception for further information and directions.

Meals

Restaurante Levante is a family-friendly restaurant serving buffet breakfast and meals throughout the day. The Lobby Bar is ideal for a morning coffee, pre-dinner drinks and cocktails. A room service (aparthotel only) and takeaway service are also available.

Medical Treatment

In the unfortunate event that a doctor is required, reception will either organise a visit to a health clinic or call a doctor to the resort on your behalf.

Money Exchange

The nearest exchange service is in Lagos. Please check with reception for opening hours and directions.

N

Night Clubs

There are a number of small clubs nearby in Lagos, or for larger clubs a short trip to Praia da Rocha in Portimão or Albufeira is worthwhile.

P

Personal Belongings

It is recommended that you check your accommodation thoroughly for any personal belongings prior to your departure. Belmar Spa & Beach Resort cannot be held responsible for any items lost or left behind after leaving the property.

Pets	We regret that it is company policy not to allow pets to stay at our resorts, exceptions for guide / assistance dogs.
Photocopies	Free up to 5 photocopies. Any extra photocopies please contact reception to check the prices.
Police Stops	Throughout the year the Police (GNR) often make routine checks on drivers.
Prints	Free up to 5 sheets. Any extra sheets please contact reception to check the prices.
Public Transport by Bus or Coach	Please contact reception for further details.

R

Reception	<p>Reception is open 24 hours a day and can assist you with the following:</p> <ul style="list-style-type: none"> • Booking of on-site or local restaurants. • Organising trips to local attractions. • Providing information about the area, local activities, directions, services and on-site facilities. • Booking transfers, taxis, car rental, bicycles, motorcycles etc.
Recommended Restaurants	The local area has a wide selection of restaurants. Please ask at reception for our recommended restaurants and to make your reservation.
Religious Services	For more details on religious services please contact reception.
Rubbish Collection	Rubbish can be deposited each day in the receptacles provided in the garages or at the entrance of the resort.

S

Safes	A safe can be found in one of the wardrobes in the master bedroom of your property. There is no cost involved. In reception you can also find safe deposit boxes for rent at a nominal fee. The resort takes no responsibility for valuables left in your property or property safe, unless left in a safety deposit box at the resort reception and where a receipt has been obtained.
Sales Office	There are some apartments in the process of resale. If you would like to arrange a meeting with our sales team, you can contact reception who will be happy to help you make an appointment.
Security	<p>The main gate at Belmar Spa & Beach Resort is manned 24 hours a day with security patrols at regular intervals through the night.</p> <p>To ensure your safety, and that of your belongings, please remember to shut doors and windows and shutters when you leave the property, and check that all lighting and equipment is turned off.</p>
Scans	Free on request. Please contact reception.

Shop Mar d'Estórias

It is open from Monday to Friday from 9:00 am to 11:00 am. It is a project of Portuguese products and culture, which aims to make known the best that is done in Portugal, with a special focus on the Algarve region. In the city of Lagos, open from Monday to Saturday from 10 am to 11 pm, next to the cultural centre of Lagos.

Shopping

The main shopping centres in the Algarve are:

- Aqua Shopping, Portimão
- Algarve Shopping, Guia
- The Forum, Faro
- Mar Shopping / Ikea

Other shopping locations include (in order of distance from Belmar Spa & Beach Resort): Lagos, Portimão and Albufeira which offer mainly smaller independent shops.

Smoking

Smoking inside the properties is not permitted. Please smoke outside - ashtrays are provided on the balconies.

Sports

There are a variety of sporting activities available within easy reach of the resort including surfing, fishing and horse riding amongst others. Reception can advise on what is available and to make bookings on your behalf.

Sunbed Reservation

The reservation of sunbeds is prohibited in the pool area.

The lifeguards will remove your towel if the sunbed is empty for more than 15 minutes.

Surfing

Individuals or groups can learn to surf with a registered surf school of which there are many scattered along the coast of the Algarve. Experienced surfers will enjoy some of the best surf in Europe and equipment can be hired from the surf schools. Please ask reception to help organise one or more days of water sports activity.

Supermarkets

Local supermarkets can be found 5 to 15 minutes from the resort. Please ask reception for directions.

Swimming Pools

Please follow the health & safety signage around the pools when you are there. No responsibility will be accepted for any loss, damage or injury sustained by use of the pool.



Tablets for laundry and dishwasher

There is one tablet for laundry and another for the dishwasher under the kitchen sink in your property. If you require more please contact reception.

Taxis

Reception can organise taxi transfers when required.

Telephone

Should you need assistance, please press the button marked 'reception' on the telephone at your accommodation or dial 20000. Should you need to make an outside call please press '0' on the telephone followed by the telephone number. For further information please consult the telephone directory in your accommodation.

Television

A wide variety of TV channels are supplied free of charge. Please contact reception for further information.

Tennis

See under Sports.

Toilets	To ensure there are no blockages, it is important to only flush normal toilet paper down the toilet. Please use the containers provided for all sanitary items and packaging.
Towels	<p>Please note that the yellow or blue towels provided are for use at the poolside only. Please reserve the white towels for use inside the property only.</p> <p>One card per person will be given to you at check-in so you can exchange it for 1 pool towel daily at the Spa reception. This card must be given at check-out. It has a cost of 20€ if it is not delivered.</p> <p>Neither towels nor laundry should be left hanging over the balustrades of the terraces which can detract from the ambience of the resort. Please use the clothes horse provided. Towels are changed twice a week. Extra towels on request and additional charge. Contact reception for price list.</p>
Tourist Attractions	Please ask reception for ideas on a great day out.
Train Services	For further details please contact reception.
<div>W</div>	
Walking	There are many options for coastal, countryside or mountain walks in the Algarve, with or without guides. The cliff tops and coastal walks are fascinating on the Algarve, but are not without danger. Please take care on coastal walks as many of the cliffs are eroded by the sea. Please speak to reception who can inform you about the various options.
Water	Although tap water is acceptable to drink, it is advisable to use it for boiling only and drink bottled water.
Water Parks	There are a variety of water parks across the Algarve. For further details please contact reception.
Water Sports	There are numerous water sports available in the Algarve, provided by registered operators, including surfing, water skiing, windsurfing, sailing, kite-surfing, diving and many others. Please ask reception for further information.

Amenities

Reception	Reception open 24 hours a day Check-in from 4pm • Check-out before midday
Accommodation	<div> Aparthotel 22 Studios 26 One Bed Apart.* 36 Two Bed Apart.* 25 Two Bed Duplex Apart. * Handicapped Facilities - One Bed Apart. (1) and Two Bed Apart (2) </div> <div> Touristic Apart. 58 Two Bed. Apart. 22 Three Bed Apart. </div>
Maid Service	Aparthotel: Daily maid service and towel change twice a week with bed linen changed weekly. Tourist Apartments: Maid service with towel change twice a week and bed linen changed weekly.
Facilities	Underground parking, TV & satellite, Hi-Fi, DVD, wireless internet, air conditioning and safe in the master bedroom. Fully equipped kitchen with toaster, kettle, blender, washer and dryer machine, dishwasher machine, microwave, oven, electric hob and fridge/freezer. (Studios do not have a washing machine)
Restaurant	Restaurante Levante with sea view with capacity for 100 people (inside and outside)
Breakfast	Buffet breakfast or à la carte breakfast available (additional cost)
Room Service	Room service is available to guests staying in the aparthotel 8am to midnight
Take Away	The restaurant offers a take-away service to all guests
Bar	The Lobby Bar, Juicy Corner and The Green Lounge
Swimming Pools	Adult pools (4) & children's pool (1)
Spa	Belmar Spa offering spa treatments, relaxation suite, sauna, Turkish bath, hydrotherapy pool*, Experience Showers and indoor pool. * seasonal opening Children up to 16 years of age can use the indoor pool under the responsibility of an adult.
Gym	Fully equipped with fitness studios (2) Personal trainer on request and fitness classes (additional cost)
Babysitting	Available year round (additional cost)

Kids Playground	Yes
Internet	Wireless in public areas, apartments and reception
Transport	Located 2km from Lagos town centre Car rental is recommended Regular local transport
Golf	3 km
Beach	250 metres
Pets	Pets are not allowed



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* National landline call

BELMARRESORT.COM