



Welcome to Hotel Casino Chaves,

Make yourself comfortable and discover a range of unmatched services, provided by a skilled team to ensure you enjoy “The Best Moments”.

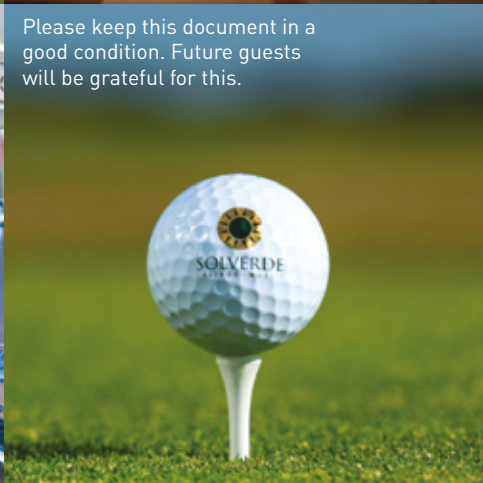
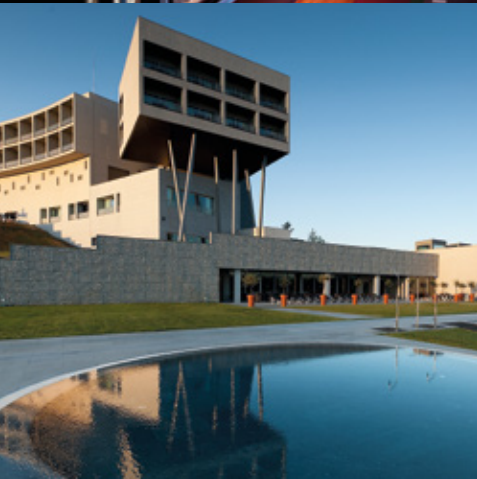
In this directory, you can find all the information necessary regarding the services available, in order to know our hotel better.

You have access to a world of professionals, who are happy to clarify any doubts or fulfil additional requests.

We hope you have an excellent stay.

Yours faithfully,

The Management



Please keep this document in a good condition. Future guests will be grateful for this.

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## GENERAL DESCRIPTION

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In the heart of Trás-os-Montes, Hotel Casino Chaves brings together a range of high-quality services, shaped by the unique landscape of the north-east Trás-os-Montes region.

Part of a 34-hectare complex, Hotel Casino Chaves is located just 3 km from the centre of Chaves city, 10 km from Spain, 60 km from Vila Real and 150 km from Porto.

### FEATURES

- 4-star
- 3 floors
- 4 elevators
- Air conditioning
- 220 V power supply
- Internet, Fax
- Safes
- Car park
- Helipad
- Landscaped area
- Charging point for electric cars: Tesla + Universal + Porsche

- 72 rooms with balcony
- 6 suites with balcony

- Dinastia Flávia Restaurant | Floor 0 | 110 seats
- Mountains Bar | Floor 0
- Biblioteca Bar | Floor 0
- Península Room | Situated in the Casino | Floor -1 | 750 seats\*
- Plaza Lounge Bar | Bar at the entrance to the Casino and outdoor terrace
- Gran Via Bar | Situated on floor 0 of the Casino
- Black Tie Bar | Situated on floor 1 of the Casino | Outdoor Terrace
- La Palette Restaurant | Floor -2 | 140 seats

- Spa & Health Club | Floor -2

Fully equipped, with two pools: indoor (heated) and outdoor infinity pool, Spa & Health Club with gym, sauna, Turkish bath, jacuzzi and massage rooms, two squash courts, billiards and children's room.

- 6 Conference rooms in the Hotel (from 19 m<sup>2</sup> to 251 m<sup>2</sup>) with air conditioning and natural lighting

\* Península Room, situated in the Casino with an area of 670 m<sup>2</sup>, capacity of up to 750 attendees and all the facilities for large events



## SERVICES FROM A TO Z

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If you need to contact Reception, call “2001”

### A | B

**AIR CONDITIONING** | The control is located on the wall at the entrance to the room.

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**BABY-SITTING** | To be requested 24 hours in advance, this service is charged directly by the *baby-sitter*.

**BAR** | Situated on Floor 0, it is open from 10:30 am to 00:00 am; and on Friday and Saturday from 10:30 am to 01:00 am. From June to September, every day from 7:00 pm to 01:00 am. At the Casino and during its operating hours, the Plaza Lounge, Gran Via and Black Tie Bars are another option.

**BATHROOM AMENITIES** | In addition to what is provided in the room, you can ask Reception for a dental kit and a shaving kit, at an extra charge.

**BICYCLES** | Available on rent. Check prices and conditions of use at Reception.

**BREAKFAST** | A breakfast buffet is served at the Restaurant from 7:30 am to 10:30 am. If you wish to have it in the room, there is a “menu to be left at the door”. Please fill it out and hang it outside the door before 5:00 am, or contact Reception. It is possible to have breakfast in the room until 11:00 am, at an additional charge.







## SERVICES FROM A TO Z

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### C

**CAR RENTALS** | Service available when booked 24 hours in advance at Reception.

**CASH MACHINE** | A cash machine is available in the Casino area.

**CASINO** | Situated in the building next to the Hotel. It can be accessed through an interior corridor situated on floor 0.

**CHANGE OF LINEN** | Done daily. If any additional service is required, please contact Reception.

**CHECK-IN / CHECK-OUT** | Check-in is only possible from 3:00 pm and check-out must take place before 12:00 pm. If you wish to leave your room after 12:00 pm on the day of departure, please contact Reception.

**COMFORT AMENITIES** | A shoe shine kit and sewing kit are provided in the room.

**COMPLAINT BOOK** | There is a Complaint Book available at the Hotel's Reception.

**CONFERENCES / MEETINGS** | 6 meeting rooms with natural lighting, situated on Floor 0 with areas that range from 19 m<sup>2</sup> to 251 m<sup>2</sup>\*. Hall and audiovisual rental service available; check with Reception for an estimate.

\*Península Room situated in the Casino: more details on pages 5 and 27

**CORRESPONDENCE / PARCELS / POST** | Check with Reception.

**CREDIT CARDS** | The following credit cards are accepted: Visa, Mastercard, American Express, Eurocard, etc.

**CRIBS** | Ask at Reception or when making the reservation. Confirmation subject to availability.



## SERVICES FROM A TO Z

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### D|E|F

**DOCTOR / NURSE** | For medical assistance or medication, please contact reception. This service is directly charged for by the Doctor/Nurse.

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**ENTERTAINMENT ROOM** | The Península Room, located in the Casino, has a variety of programmes.

**EXTRA BEDS** | Service subject to booking and availability. Ask for it at Reception. An additional charge may be levied.

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**FIRE** | In case of fire, please follow the instructions displayed on the door of your room, informing Reception immediately.

**FLORIST** | Service available all days of the week (except Sundays and holidays). This service must be requested 24 hours in advance, during reservation or at Reception.





## SERVICES FROM A TO Z

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### G|H|I|K

**GOLF** | For information on Golf Courses in the region, please ask at Reception.

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**SPA & HEALTH CLUB** | Located on Floor -2, with operating hours from 9:00 am to 10:00 pm. You may use the gym with cardio-fitness and body-building equipment, sauna, hydromassage, Turkish bath, indoor pool (heated) and outdoor infinity pool, squash, trekking and bike trekking.

**HELIPAD** | Ask for information on using and locating it at Reception.

**HOUSEKEEPING** | It is normally performed between 9:00 am and 5:00 pm. If you prefer at a particular time, please ask for this at Reception. If you do not wish to be disturbed, please place the “Do Not Disturb” sign outside the door to your room.

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**INTERNET** | Wireless network available throughout the hotel. Its use is free.

**IRONING** | For more information, refer to the informational booklet in the room. Also available as an express service on payment of an additional fee.

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**KIDS CLUB** | Designed for children from 3 to 10 years old on Floor -2, from 9:30 am to 10:00 pm. The room is unsupervised and only children older than 3 are allowed entry.







## SERVICES FROM A TO Z

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### L|M|N|O

**LAUNDRY** | For laundry services, please contact Reception. If required the clothes can be collected by the employee. We would appreciate it if you checked and filled out the laundry list provided inside the wardrobe.

**LOST AND FOUND** | Please inform Reception.

**LUGGAGE** | Luggage can be stored at Reception in a place reserved for that purpose.

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**MASSAGE** | Different kinds of massages available on Floor -2 of the Spa & Health Club. For more information and bookings, call “2500” from 9:00 am to 10:00 pm, or contact Reception.

**MINIBAR** | Available in all rooms. Check the price list provided in the room. The stock is checked and replaced daily. On the day you check-out, we would appreciate it if you inform Reception of your consumption the previous night.

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**NEWSPAPERS / MAGAZINES** | If you wish to buy newspapers/magazines, we recommend you to arrange for their purchase at Reception before 10 pm the previous day. We also subscribe to some magazines, which are available in the Reading room located on Floor 0.

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**OFFICE AMENITIES** | A pen, a notepad, sheets of paper and envelopes are provided in the room. If you want these amenities in larger quantities, please ask for them at Reception.



## SERVICES FROM A TO Z

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### P|R

**PARKING** | The Hotel has free outdoor parking and a garage at an additional charge. The garage is situated on Floor -1, with a limited number of spaces. It is accessed through the elevator or through the stairs near Reception. To access the garage, ask for information at Reception. We also provide outdoor parking for cars, duly marked out.

**PETS** | Entry not allowed.

**PHARMACY** | Information on in-house pharmacy can be accessed from Reception.

**PHONE** | Our telephone exchange is fully automated. It allows you to connect with hotel services and with the outside without the involvement of our operator. If you wish to communicate with another room, please dial “2”, followed by the desired room number. For outside calls, at an additional charge, call “0” followed by the desired phone number. For greater convenience, check the informational guide provided next to the phone.

**PHOTOCOPYING** | Service available 24 hours at Reception, with the corresponding charges.

**POOLS** | Available on Floor -2. Heated indoor pool and outdoor infinity pool for adults and children.

**POWER SUPPLY** | 220 V. The bathroom outlets are only for the use of electric shavers.

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**RECEPTION** | Open 24 hours, every day of the year.

**RELIGIOUS SERVICE** | For mass schedule in Chaves city, ask for information at Reception.

**RESERVATIONS** | Free reservations service for any of our establishments, available 24 hours.

**RESTAURANT** | Dinastia Flávia is located on Floor 0 and is open from 12:30 pm to 2:30 pm and from 8:00 pm to 10:00 pm. In the summer months, the Dinastia Flávia Restaurant is shut, and the La Palette Restaurant is open, following the same schedule. Located in the Casino, the Península Restaurant has a variety of shows. Check the programming at Reception.

**ROOM SERVICE** | Available from 8:00 am to 2:30 am. Check the Menu provided in your room to place your order on the number “2001”.





## SERVICES FROM A TO Z

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### S|T|W

**SAFES** | We have placed individual safes in each room for the use of our Guests. It is also possible to use central safety deposit box present at Reception, at an additional charge.

**SERVICE DIRECTOR** | A member of the Hotel's Management is at your service.

**SHOE SHINE** | Available 24 hours, near Reception.

**SHOWS AND ENTERTAINMENT** | Hotel Casino Chaves regularly stages the best musical shows. For information and bookings, contact Reception.

**SPORTS** | We have two squash courts, pools and a gym with cardio-fitness and weightlifting (on Floor -2), trekking and bike trekking in the outdoors.

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**TAILORING** | Service available from 8:00 am to 5:00 pm. Please contact Reception.

**TELEFAX** | Available 24 hours, charged additionally. To make use of this service, please contact Reception.

**TELEVISION** | Television service via satellite. Please check the list of available channels in the room.

**TOURIST ITINERARIES** | Reception is ready to provide all kinds of support when it comes to Tourist Itineraries in the Region.

**TRANSPORT** | Radio taxi service can be requested from Reception. Hotel's private transport service with driver available, to be booked 24 hours in advance. Ask for information at Reception.

**TRAVEL AGENCIES** | For trips and excursions, please contact Reception.

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**WAKE-UP CALL** | Make your request at Reception.



## RESTAURANTS / BARS / ROOM SERVICE

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### **DINASTIA FLÁVIA RESTAURANT**

Situated on FLOOR 0, with a panoramic view of the mountain

Breakfast buffet | 7:30 am to 10:30 am; Lunch | 12:30 pm to 2:30 pm; Dinner | 8:00 pm to 10:00 pm

For reservations and informations, call “2006” or “2001” | Closed in the summer

### **MOUNTAINS BAR**

Situated on FLOOR 0 | Open from Sunday to Thursday, from 10:30 am to 00:00 am; and on Friday and Saturday from 10:30 am to 01:00 am. From June to September, open from 7:00 pm to 01:00 am. Please call “2008”

### **BIBLIOTECA BAR**

Situated on FLOOR 0 | Open from Sunday to Thursday, from 10:30 am to 00:00 am; and on Friday and Saturday from 10:30 am to 01:00 am. From June to September, open from 7:00 pm to 01:00 am | Please call “2008”

### **PENÍNSULA ROOM**

Situated on FLOOR -1 of the Casino, with a capacity for up to 750 seats

### **PLAZA LOUNGE BAR**

Situated in the Casino hall with the following timings: Sunday to Thursday from 3:00 pm to 3:00 am | Friday, Saturday and the eve of Holidays from 4:00 pm to 4:00 am.

August: Monday to Thursday from 7:00 pm to 4:00 am | Friday to Sunday from 5:00 pm to 4:00 am |

As an extension of the Plaza Lounge, Hotel Casino Chaves has an outdoor terrace open only in the summer months – June to September

### **GRAN VIA BAR**

Situated on FLOOR 0, with the operating hours of the Casino

### **BLACK TIE BAR**

Situated on FLOOR 1, with the operating hours of the Casino with terrace

### **LA PALETTE RESTAURANT**

Situated on FLOOR -2. Open only in the summer months | For reservations, call “2505” or “2001”

### **ROOM SERVICE**

Service offered between 8:00 am and 2:30 am | Please call “2008” or “2001”





## SPA & HEALTH CLUB

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Spa & Health Club is situated on FLOOR -2 and operates from 9:00 am to 10:00 pm.

### WE OFFER

- 2 pools, one indoor (heated) and the other an outdoor infinity pool
- 1 outdoor pool for children
- 2 squash courts
- Gym fitted with cardio-fitness and body-building equipment
- Sauna (mixed)
- Turkish bath (mixed)
- Jacuzzi (mixed)
- Scottish shower (booking necessary. Call 2500 (from 9:00 am to 10:00 pm)
- Massage (on appointment). Call 2500 (from 9:00 am to 10:00 pm)
- Unsupervised children's room (from 9:30 am to 10:00 pm)
- Swimming classes (to be booked). Call 2500 (from 9:00 am to 10:00 pm)

A bathrobe and a towel are provided at the Reception of the Spa & Health Club on presenting the entry card provided at check-in. We would appreciate it if you returned it at the end of the day. For more information, call 2500.

### RULES FOR USING THE GYM

- It is compulsory to use appropriate clothing and footwear suited at the gym
- Entry prohibited to children below 12
- The use of weightlifting, rowing, elliptical machines and free weights prohibited to children below 16
- Consumption of food not allowed inside the gym



## HEALTH CLUB & SPA

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### RULES FOR THE INDOOR POOL AREA

- Take a shower before entering
- No jumping/diving
- Use swimming cap and slippers
- Do not run in surrounding areas
- Balls, mattresses, fins or any other object that can disturb other users of the Spa & Health Club are prohibited, not including training material used for that purpose
- Team-based water games prohibited
- We do not accept reservations for loungers
- Access to the Sauna, Turkish Bath and Jacuzzi not allowed to children younger than 10
- Children below 12 years of age can only enter and stay in the pool with accompanied by an adult
- Consumption of food/beverages not allowed throughout the indoor pool area

### RULES FOR THE OUTDOOR POOL AREA

- Take a shower before entering
- No jumping/diving
- Do not run in surrounding areas
- Balls, mattresses, fins or any other object that can disturb other users are prohibited, not including training material used for that purpose
- Team-based water sports not allowed
- We do not accept reservations for loungers
- Children below 12 years of age can only enter and stay in the pool with accompanied by an adult

### RULES FOR THE KIDS CLUB

- If you wish to make use of the area, check with the Reception of the Spa & Health Club
- Its use is only allowed to guests and members of the Spa & Health Club
- The room is unsupervised. Children can only stay in the room when accompanied by an adult
- As the floor is cushioned, entry with high heels is not allowed
- Consumption of food/beverages not allowed inside the room
- The material is for exclusive use inside the room
- Any damage to the material/equipment other than normal wear is the responsibility of the users
- The room must be left tidy to allow for the space's use by other Customers





## CONFERENCE ROOMS

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Hotel Casino Chaves offers 6 conference rooms, situated on FLOOR 0, with natural lighting and air conditioning.

Audio-visual equipment on request.

For more information, call “2001”.

### Rooms

Casino Monte Gordo | 74m<sup>2</sup>

Casino Vilamoura | 57m<sup>2</sup>

Casino Praia da Rocha | 57m<sup>2</sup>

Casino Espinho | 57m<sup>2</sup>

Casino Espinho + Praia da Rocha | 114m<sup>2</sup>

Casino Espinho + Vilamoura + Praia da Rocha | 171m<sup>2</sup>

Casino Espinho + Vilamoura + Praia da Rocha + Monte Gordo | 245m<sup>2</sup>

Sala Galiza | 19m<sup>2</sup>

Sala Trás-os-Montes | 19m<sup>2</sup>

### NOTE:

Peninsula Room | 670 m<sup>2</sup> (situated in the Casino with a capacity of up to 750 people and all the facilities for large events)



HOTEL CASINO CHAVES



HOTEL SOLVERDE SPA & WELLNESS CENTER



HOTEL ALGARVE CASINO



CASINO ESPINHO



CASINO MONTE GORDO



SOLVERDE APARTMENT HOTEL



CASINO VILAMOURA

## GRUPO SOLVERDE

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