



Calle Real, 58
36650 Caldas de Reis
Pontevedra

+34 986 18 99 10
repcion@hotelpousadareal.com

hotelpousadareal.com

Dear Guest,

Welcome to Hotel Real Pousada,

Our main objective is to ensure that you enjoy your stay with us to the fullest, and that is why, in the attached documentation, you have a list of the facilities and services that are available to you, as well as their hours and location.

At the reception of the hotel we also have extensive information on interesting visits and leisure activities you can enjoy during your stay.

Of course we will be happy to personally answer any questions, information or service you need, at the Reception desk 24 hours a day.

We hope you enjoy your stay!

Management

The Direction

Directory of room and services

Rooms



❖ **Airconditoned/Heated**

Your room has an air conditioning system and radiant heating. Both systems are independent.

Do not hesitate to contact us and we will gladly help you to program the temperature of the room to your liking.

❖ **Wi-Fi**

You have free Wi-Fi service both in the room and common areas. Upon arrival at the hotel you will have been provided a username and password for access to the service. If you need help to connect, do not hesitate to contact us.

❖ **Security Box**

Inside the closet you have a safe to store your valuables when you leave the room. Follow the detailed instructions on the box carefully to open and close it.

❖ **Phone**

There is a phone at your disposal in the room for both internal and external calls.

- ✓ To call **RECEPTION** dial 100
- ✓ To call **HOUSEKEEPING** dial 104 (from 9 am to 1 pm)
- ✓ To call **ANOTHER ROOM** dial the number of the room
- ✓ To make an **EXTERNAL PHONE CALL** dial + the phone number
- ✓ To make an **INTERNATIONAL PHONE CALL** you must dial + area code +phone number+ a special code given by reception upon request



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❖ **Coffee-maker**

There is a coffee maker in your room for your use. As a courtesy the hotel has provided you with a capsule for your consumption, if you would like to exchange it you may do so by asking reception. If you would like an additional capsules, they are available at the reception desk for a cost of 1€, the cost of water 1€

❖ **Host Products**

The Biorganical Eco Organic 100% Recyclable line, is designed for the care and well-being of our guests, manufactured with 100% recyclable raw materials. If you need it, do not hesitate to ask us for any toiletry products.

Additional amenities (toothbrush, shower cap ..) and hair dryers are available at reception and on floors.

We also have irons and ironing boards on request.

❖ **Room service**

The hotel offers a room service of 24h. If you wish to request a product from the cafeteria menu to take to the room, please contact reception.

We have at your disposal a pillow menu:

- Aloe Vera pillow
- Compact feather pillow
- Viscoelastic soy pillow

There is the possibility of extending your stay (depending on availability), ask at reception for your Late Check Out:

- Until 14:00 hours: 20€
- Until 18:00 hours: 40€

Breakfast and pica pica services are available at the indicated times.

Breakfast: 7,00 to 11,00 h

Picapica: 13,30to 15,30 and 19,30 to 22,30 pm

We remind you that smoking is NOT allowed in the rooms, failure to comply with this rule, may result in a 100€ sanction for cleaning and disinfection.

Common Areas

❖ Reading Corner- First Floor

The hotel has at your disposal a comfortable reading corner on the first floor, next to the old "lareira" fire place of the house.

❖ Cafetería Vía XIX – 0 Floor

Opening hours 07.00 h to 23.00 h

Our welcoming cafeteria with terrace and pool views has a perfect menu for those who prefer to snack.



❖ Pool – terrace 0 floor

Hours: 10.00h a 21.00h

Enjoy the sun and a moment of relaxation without leaving the hotel . Our pool comes with loungers and sun umbrellas for your comfort.

❖ Parking.

We have an unguarded parking area 200 meters from the hotel. It is available to all our guests.

If you would like to use the parking, ask at the reception.

❖ Tienda.

Take home the best memory of galicia: quality wines and gourmet preserves, a small sample of our gastronomic wealth.



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❖ **Lavandería**

We have an external laundry service for all our guests. The laundry service is delivered in the same day before 22:00 hours, making the request before 17:00 hours. The dry cleaning service is delivered the next day.

Dry cleaner rates:

Prices wash/iron

Simple dress	12,74
Party dress	15,33
Jacket	7,28
Sweatshirt	9,94
Blazer or Windbreaker	14
Pants or Skirts	7,42
Shirt	7,42
Suit with vest	24,78
Suit without vest	20,02
Woman's suit	20,02
Pleated or long skirt	11,06
Coat, Skii Jacket or Parka	17,92
Trench coat or Puffer	18,9
Poncho or cape	18,13
Shorts or t-shirt	8,33
Tie	4,48
Shawl	7,42
Wool or thick shawl	11,48
Blouse or silk shirt	8,68
Insulated Vest	12,74
Jersey, polo or simple vest	7,28
Reefer ¾	15,33
Tracksuit	14
Cap, scarf or neck scarf	5,18
Nightgown or pajamas	8,33

Washes per kilo (wash and dry) Minimum 3 kg 5

PRICES WITH VAT INCLUDED



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❖ **Commitment of Hotel Pousada Real with the Environment**

The Hotel Pousada Real manifests and assumes its commitment to the environment, with its customers, collaborators and with its society in general, to develop its activities progressively and continuously to improve the respect for the environment, by carrying out the following actions:

- ✓ Saving electric energy to the extent of our possibilities.
- ✓ The reduction of using non-returnable containers.
- ✓ The elimination of aerosols with CFCs
- ✓ We use biodegradable cleaning and laundry products
- ✓ We use renewable energies to heat the hot water for sanitary purposes, thus reducing the use of fossil fuels.
- ✓ We only select toner ink cartridges from printers and photocopiers that can be recycled.
- ✓ We only select cooking oils that can be recycled.
- ✓ We organize the selective recovery of sodium hypochlorite containers used in the maintenance of our pool

You can contribute in the following way:

- ✓ Save water by not letting it run while you brush your teeth or shave
- ✓ You can save 60% of water by Showeing instead of taking a bath
- ✓ Turn off the air conditioner
- ✓ Following the standards for changing towels: if you hang the towels on the towel rack, we will know that you are going to use them. If you deposit your towels in the shower or bathtub, we will change them

