

Accommodation Directory Book



Dear guest,

Vila Marim Country Houses welcomes you.

During your stay, we are committed to ensuring that it is a pleasant experience that exceeds your expectations, without ever forgetting the genuineness, authenticity, traditionalism of the Douro region, and the family concept.

We believe that the information contained in this service directory will be very useful, allowing you to fully enjoy your stay in Vila Marim and the entire Douro Wine Region.

We thank you for choosing to stay in our region.

Sincerely,

General information

- 13 houses
 - Electrical current 220W
 - Air conditioning
 - Direct Phone
 - Cable TV
 - Hair dryer
 - Free Wi-Fi in all areas
 - Breakfast Room
-

Address:

Rua de São Mamede 5040-448 Vila Marim
Mesão Frio | Douro | Portugal

Company Fiscal data:

Recortes da Natureza, SA
NIF: PT506928799

RNET 5848

Vila Marim Country Houses is part of the Pacheca Group.
For suggestions and reservations for wine tourism and accommodation in different regions,
please visit the website. <https://quintadapacheca.com/>

A

Touristic Activities

Please contact reception for information on local touristic activities

We offer the possibility to purchase in advance tickets for boat trips, visits to museums, train trips or guided tours / wine tasting at partners in the Region.

Adapters

Please contact reception whenever you need.

Air Conditioning

Inside the house, there is a temperature regulator. Please do not leave the window open, forcing the air conditioning without having any effect.

Amenities - Bathroom

At your disposal: shampoo, bath gel, soap.

Upon request we provide: beauty kit, toothbrush and toothpaste, razor and shaving gel.

Amenities – Confort

Whenever you need, we provide: Dental kit, Sewing kit, Shaving kit, Shine kit.
Please contact the reception.

Awakening

If you want to wake up service previously contact reception and ask for the desired time.

B

Breakfast

The buffet breakfast is served in the assigned space. Every day are available fresh and varied products.

Time service: 08h00 to 10h00 (Monday to Sunday)

Whenever you wish to have breakfast in your room, you can request this service in advance at check-in, indicating your preferences and the time you would like it served.
Extra charge: 7.50eur

Babysitter Available

The reception can provide contacts / referral services with a minimum of 48 hours, and always subject to partner availability.

C

Correspondence

If you want to consign correspondence, please contact reception.

Children / Meals

The accommodation offers meal heating for children during reception opening hours. You can also request hot water service.

Credit Card

Are accepted in the unit: VISA / MASTERCARD / AMEX

Cribs

Contact reception if you require placing a crib in the room, subject to availability.

D

Digitalize

Service provided by our Reception with the scanned document sent to an email indicated by the client.

Do Not Disturb

There is a sign inside the house that should be placed on the door handle if you do not wish to be disturbed. If it remains there until 3:00 p.m., as verified by our team, the house will not be cleaned.

E

Energy

The accommodation has 220v in all sockets.

Environmental Policy

Help us rationalize natural resources. If you want to reuse the towels leave them on the respective rods. Put on the floor only the ones that are to be changed.

The Environment are grateful. "A small gesture makes a difference."

Extra Bed

It is not possible to add extra beds, but in some houses it is possible to use a sofa bed. Please contact Reception.

F

First Aid

There is a box of first aid in the Reception.

Flowers

At the reception you can request some contact from places of reference or order and delivery in the unit.

H

Housekeeping

There is a sign inside the house that should be placed on the door handle to indicate to our staff that the house is unoccupied and needs to be cleaned as soon as possible. This service is provided subject to staff availability.

Hangers

If you need more hangers, please contact reception.

I

Internet

Wi-Fi access is available in all houses, the breakfast room, and the reception area free of charge.

Please use the access password provided. Please note that access to this connection is recorded in our data system in case you visit inappropriate websites.

Wifi Network: CASAdeCAMPO-GUEST

Password: welcome2vilamarim

Ice

Please contact the reception.

K

Key of houses

Delivered during check-in hours at the reception desk on site, or upon prior notification, at another unit near the accommodation. One key per house will always be provided at check-in. If you lose your key or leave it inside the house, please request a replacement at the reception desk.

L

Luggage

If you need to, you can store your luggage before check-in or after check-out upon request at the front desk.

Lamps

The accommodation has been focusing on the economization of electricity and successive respect for the environment by having energy-saving lamps in all areas. Should you encounter any abnormalities, please contact reception for rectification.

Lost and Found

Any object that is found inside the house after check-out, the Hotel commits itself to its storage for a period of one year.

Upon request by email it will be sent to the customer's after credit card charge.

After this period of storage has passed, the unclaimed objects will be delivered to a Charity Institution

M

Medical

Our Reception can provide referrals to healthcare services or request the presence of a doctor at the facility.

If the situation is more serious, request the Ambulance service through Reception or directly from INEM via 112.

Contacts e location:

Centro de Saúde de Mesão Frio | 5040-410 Vila Jusã | +351 254890200

Hospital Lamego | Lugar de Calvilhe 5100-038 Lamego | +351 254609980

Hospital de Vila Real | Avenida da Noruega – Lordelo 5000-508 Vila Real | +351 259300500

Messages

Check for messages at our reception.

N

Night House Rate

Check our Website page

<https://quintadapacheca.com/pt/pages/vilamarimcountryhouses>

or our reservations department to the phone number +351 254331229

O

Outdoor Services

For any type of service from the outside see our reception:

- Churches Hours
- Museums
- Municipal Services
- Health Services
- Services aesthetic
- Transportation Services
- Services of sporting activities
- Cultural services

P

Phone

To call the Vila Marim reception desk between 8 a.m. and 6 p.m., dial 9 on the house phone.

To call the 24-hour customer service line, dial 800 or +254331229 on the house phone.

Parking

The accommodation has private parking with no surveillance.

Pets

Not allowed (Except Guide dogs)

Pharmacy

Please contact the reception who will inform you about the nearest service pharmacy.

Contacts e location:

Farmácia Correia | Mesao Frio | +351 254892196

Farmácia Nova de Mesão Frio | Mesao Frio | +351 254891391

Farmácia Ferreira | Mesao Frio | +351 254892256

You can also order what you want at the reception, as long as it is available in the first aid box.

Photocopying

Service provided by our reception in sheets of format A4, in black, for payment of 0.10 € per sheet.

Printing service

Contact the front desk.

Free printing of boarding passes / vouchers / tickets is available.

R

Reception

Presential service available from 8 a.m. to 6 p.m. in Portuguese and English.

Online check-in and express check-out available upon request for reservations that provide the necessary information for this purpose.

Rent-a-Car

Please contact reception.

S

Shopping

Our reception can provide some reference sites contacts.

Safe

Our accommodation is not responsible for valuables left inside the houses.

If necessary, there is a safe at Reception for storing valuables, which you can use by signing a form indicating all the contents to be stored.

Standards of Conduct Behavior

The accommodation reserves the right to prevent clients from staying in the unit in cases where they show signs of violent or less correct behavior.

Standards of Conduct Clothing

It is not allowed to circulate in naked trunk between houses, reception and breakfast room.

Standards of Conduct Children

The unit is for everyone, so we ask that clients with children ensure that they do not provoke disturbances that disturb other customers.

Standards of Smoking Conduct

Please do not put beasties on the floor.

Standards of Animals Conduct

Is not allowed in our accommodation any animal species.

Smokers

Inside the houses and in the internal areas it is non-smoking.

Schedules

Check the time in their letter of each section.

T

Television

The accommodation has an LCD TV HD, national and international digital network channels available, not on blaming the low / fail signal. In case of any abnormality, contact reception.

Taxi

See our reception for information and reservations.

Time to Check In

Check-in at the accommodation takes place from 3 pm to 6pm. With prior request, it can be made before the time, upon availability.

Upon prior request, check-in may be done before the scheduled time, subject to availability, and after the deadline, subject to prior notification and at another unit close to the accommodation.

Hotel safeguard as deadline for delivery of the house at 4:00 p.m.

Online check-in available for reservations that provide the necessary data for this purpose.

Time to Check Out

Check-out at the accommodation is due by 12 noon. With prior request, late check-out can be made until 2 pm, upon availability and payment of 20% of the value of the previous night.

The reception can only provide the same if there is no reservation for the house. We ask for the understanding of all our clients in the fulfillment of the departure time thus facilitating to those who intend to stay to have the house cleaned from the beginning of the check-in.

Express check-out available for reservations that provide the necessary data for this purpose.

Transfers

Consult Reception for availability and rates.

W

Wireless

Wi-Fi access is available in all houses, the breakfast room, and the reception area free of charge.

Please use the access password provided. Please note that access to this connection is recorded in our data system in case you visit inappropriate websites.

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