



DOLINAS

CLIMBING HOTEL

SERVICE DIRECTORY

HOTEL OVERVIEW

Dolinas Climbing Hotel opened to the public in October 2024 and features a total of 93 rooms, including double, twin, junior suite, mezzanine suite, and themed rooms. Each space was thoughtfully designed to offer all the comforts needed for your rest.

We also offer restaurant service at SOLO 24.80, a lounge bar, room service, swimming pool, wellness area, and several versatile venues for all kinds of events, such as meetings, conferences, workshops, weddings, christenings, birthday parties, and more.

We strive to reduce energy and water waste, reinforcing our commitment to renewable energy through the installation of photovoltaic panels. We use recycled paper, practice selective recycling, provide electric vehicle charging, and strengthen our awareness efforts with guests to encourage the reduction of unnecessary resource consumption.

In addition, we focus on differentiating ourselves in the area of food allergies by offering alternatives (subject to consultation and availability), as well as providing specialized training to our team to ensure more personalized service.

Your experience is very important to us, and we are committed to making each visit even better than the last.

Thank you for being part of this journey with us!

Contacts

Dolinas Climbing Hotel

Avenida de São Pedro, nr.1 Porto de Mós, 2480-303 Portugal

Tel.: +351 244 202 222

www.dolinasclimbinghotel.com

RECEPTION ext. 501 / 502

RESTAURANT ext. 507

EMERGENCY NUMBER 112

A

Airport: The Lisbon International Airport is approximately 115 km from Dolinas Climbing Hotel. Average travel time: 1 hour and 30 minutes. We recommend starting your journey to the airport 3 hours before your flight departure. For transfers and further information, please contact the Reception.

Alarm: Please refer to the emergency plan posted on your room door. The hotel is equipped with an internal alarm system: if it is activated, remain calm and follow the instructions provided by the hotel team. Please follow the directions to exit safely and proceed to the assembly point – in front of the hotel's main entrance.

Allergies: If you are allergic to any food or substance, please inform the hotel team.

Amenities: In your room, we provide shampoo, conditioner & shower gel, body lotion, and a shower cap. Additionally, cotton swabs, comb, makeup kit, sewing kit, shaving kit, shoe kit, nail file, dental floss, and toothbrush & toothpaste are available upon request at the Reception, subject to availability.

Air Conditioning: Available in all rooms and in the hotel's public areas. You can use the wall console in your room to select the desired temperature. Please keep doors and windows closed while the air conditioning is on to ensure efficient operation.

B

Babysitting: Please contact the Reception at least 48 to 72 hours in advance to check availability.

Bath Linen: All rooms are equipped with hand towels, face towels, bath towels, and personalized bath mats. Help us reduce our ecological footprint by avoiding unnecessary towel changes.

Bathrobe: Available in all rooms. If you wish, you can purchase one for your personal collection. Please contact the Reception. Adult bathrobe: €40.00 | Child bathrobe (up to 6 years): €29.50 | Child bathrobe (up to 12 years): €29.50.

Beverages: Beverages are available at the lounge bar, restaurant, and through room service (see room service).

Bicycles: Please contact the Reception to check the availability of bicycle rentals. Partners: Serra Serena – +351 910 892 634 | serraserena.bikes@gmail.com

Breakfast: At the SOLO 24.80 restaurant, we specially prepare a buffet breakfast for you.

Weekdays: 7:30 AM – 10:00 AM | Weekends: 7:30 AM – 10:30 AM.

The hotel reserves the right to change these times and/or create shifts. If this occurs, you will be duly informed by the Reception.

C

Car Rental: For more information, please contact the Reception services.

Check-in: From 3:00 PM. If you wish to request an early check-in, please contact the Reception to check availability and pricing.

Check-out: Until 12:00 PM. If you wish to request a late check-out, please contact the Reception to check availability and pricing.

Checks: Checks are not accepted.

Climbing Center: Located on floor -2, it is open to the public every day. Special rates are available for hotel guests. Opening hours: Monday, Wednesday, Friday: 3:00 PM to 9:00 PM; Tuesday and Thursday: 3:00 PM to 10:00 PM; Saturday, Sunday, and holidays: 10:00 AM to 8:00 PM.
For more information, please contact the Hotel Reception.

Complaints Book: The Dolinas Climbing Hotel has a complaints book available at the Reception. You can also submit a complaint electronically via the website: <https://www.livroreclamacoes.pt/inicio>.

Credit and Debit Cards: We accept Multibanco, Visa, Visa Electron, and Mastercard.

Crib: If you need a crib for children up to 2 years old, please contact the Reception (service subject to availability).

Cultural Activities: The Reception is available to provide you with information about the most relevant events and experiences taking place in the city or region.

D

Do Not Disturb: If you do not wish to be disturbed, please place the “Do Not Disturb” card on the outside door handle, facing outwards. If the “Do Not Disturb” sign is displayed in the morning, cleaning will be subject to staff availability.

E

Extra Bed: Available subject to availability and room type capacity. A prior request is required. Please contact the Reception for more information and pricing.

Electric Current: 220V.

Electric Vehicle Charging: We provide electric vehicle charging in the hotel garage. Service subject to availability.

Elevator: There are two elevators available next to the Reception. In case of fire, please use the stairs. If the elevator stops, remain calm and press the emergency call button.

Environmental Quality: The Dolinas Climbing Hotel is located next to a green area – Parque Verde. We also follow a policy of reducing environmental impact through efficient energy and water consumption, using renewable energy (solar and photovoltaic panels), recycled paper, and selective recycling.

Excursions and Tours: At the Reception, you can obtain information and book tours to the main tourist attractions in the region, such as Batalha, Nazaré, Alcobaça, Fátima, and Tomar, among others. It is also possible to organize personalized activities, including horse riding, mountain biking, paragliding, hiking, climbing, jeep tours, and much more.

Experiences: We offer a variety of experiences in the region. For more information, please contact the Reception.

Extra Duvet or Sheet: Available upon request at the Reception, subject to availability.

F

Fire: In case of fire, contact the Reception, providing the location and, if possible, the extent of the fire. Please refer to the emergency plan in your room and proceed to the meeting point located in front of the building or in the center of the indoor lounge.

Fitness Circuit: Located in front of the hotel, in the Green Park, you will find a fitness circuit designed for leisure and physical activity. Its use is free of charge.

Flowers: If you wish to purchase or send flowers, please check with the Reception for available services.

G

Garage: We offer underground indoor parking (on level -1). We advise you not to leave valuables or belongings inside your vehicle, as the hotel is not responsible for any damage or theft.

Guest valuables: The Hotel is not responsible for money, jewelry, or other valuables that are not deposited through the valuables safekeeping service provided at Reception (Decree-Law No. 222, Article 21, paragraph 2 of the Official Gazette – Series I-B dated 25-09-1997).

H

Hygiene Kit: The hotel provides a variety of amenities in each room (see amenities).

Housekeeping: For stays longer than one night, daily cleaning of your room will be provided until 2:00 PM, except for possible delays beyond the hotel's control. If you require any additional service, please contact the Reception. If you place the "Do Not Disturb" sign in the morning, cleaning will be subject to staff availability.

I

Internet: We provide free Wi-Fi throughout the hotel. Network name: Hotel Dolinas | Password: dolinashotel

Iron and Ironing Board: Please request this service at the Reception. Free of charge, subject to availability.

K

Key Card: Your key card is exclusively for unlocking the elevator to access the floors and for opening your room door. Please ensure you return it at check-out. If it stops working during your stay, please contact the Reception. We recommend not placing your key card near your mobile phone.

L

Laundry: If you require this service, please fill out the form provided in your room and request the service at the hotel Reception.

Lost and Found: In case of lost items, please check with the Reception.

Luggage: The hotel provides a secure place for guests to store luggage after check-out or before check-in. Please contact the Reception. This service is free for a maximum period of 24 hours.

M

Mail & Deliveries: Please contact the Reception for more information regarding the sending and receiving of letters, emails, or parcels.

Malfunctions: Please contact the Reception by dialing "501" or "502" from your room phone.

Mineral Water: Tap water is safe to drink. However, we recommend consuming bottled water. A complimentary glass bottle is provided in each room per stay.

N

National Emergency Number: 112.

Non-Smoking: Smoking is not permitted anywhere in the building. Please ensure compliance with this rule, as the smoke detectors are sensitive. The hotel reserves the right to charge a deposit in case of non-compliance. Designated smoking areas are available outdoors. Please contact the Reception for more details.

P

Parking: The hotel offers free outdoor parking within its premises, subject to availability. Indoor garage spaces are available at a cost of €8 per day, subject to availability. The garage gate can be opened using the bell located at the entrance/exit. Please contact the Reception for more information about this service.

Free public parking is also available nearby and on adjacent streets. In any case, the hotel is not responsible for any damage to vehicles or theft of belongings inside them.

Pets: The stay of dogs or other animals is not allowed, and they are not permitted in the hotel's indoor areas. Guide dogs are allowed to move freely throughout the hotel. Please contact the Reception for more information.

Pharmacy: The Reception has a first aid kit available. For specific information, please contact Farmácia São Cosme at +351 244 401 115.

Photocopies/Scans/Printing: We can take care of these services for you. We can also print your boarding passes or vouchers. Please check with the Reception for assistance.

Power Adapters: All rooms are equipped with 220V power outlets.

R

Reception: Service available 24 hours, multilingual (English, French, and Spanish), providing information and reservation services. To contact the Reception, dial "501" or "502" from your room phone, or you may visit in person.

Reservations: You can make your reservation directly at the Reception, by phone (+351 244 202 222), by email (info@dolinasclimbinghotel.com), or on the official website at

www.dolinasclimbinghotel.com.

We also offer a personalized service for corporate events and celebrations (birthdays, christenings, weddings, etc.). For more information, please contact the Reception or the Events Department at info@dolinasclimbinghotel.com.

Restaurant: On the ground floor, you will find the SOLO 24.80 Restaurant, where you can enjoy the best of traditional cuisine with a modern touch.

Opening Hours:

Breakfast: 7:30 AM – 10:00 AM (Monday to Friday) | 7:30 AM – 10:30 AM (Saturdays, Sundays, and Holidays)

Lunch: 12:30 PM – 2:00 PM (every day)

Dinner: 7:00 PM – 10:00 PM (every day)

The hotel reserves the right to change these hours. To make a reservation, please call the restaurant directly from your room phone by dialing extension “507” or contact the Reception. Please see our Restaurant menu attached.

Room Cleaning: If you would like this service, please place the “Please Clean the Room” card on the outside door handle. If, by mistake, the “Do Not Disturb” card is displayed, the room will not be cleaned, although it may be serviced later if availability allows.

Room Service: Available from 6:30 AM to 10:30 PM.

In your room, you will find the menu offering a variety of light meals, snacks, and beverages. To place your order, please dial extension “507” from your room phone. Prices are in euros, including VAT at the applicable rate, plus a 12.50% Room Service charge.

Rooms: All rooms feature air conditioning, satellite TV, telephone, Wi-Fi, a work desk, electronic lock, towels, bed linen, slippers, bathrobe, bottled water, private bathroom with a roll-in shower with two showerheads (ceiling and hand-held), hairdryer, mirrors, and amenities. For more information, please contact the Reception.



Safe: All rooms are equipped with a semi-electronic safe where you may store your valuables during your stay. The hotel is not responsible for the loss or misplacement of valuables left in the room, whether inside or outside the safe.

Safety: Upon arrival, we suggest that you familiarize yourself with the procedures to follow for your safety in case of fire. Please check the information posted in the rooms and common areas. We count on your cooperation in complying with all safety rules.

Slippers: Complimentary slippers are provided in all rooms.

Smoking: Smoking is not permitted in any indoor area of the hotel. You may smoke outdoors, where ashtrays are provided. Please ensure compliance with this rule, as the smoke detectors are sensitive. The hotel reserves the right to charge a deposit in case of non-compliance.

SOLO 24.80 Bar: For a light meal or to enjoy your favorite drink. Open daily. Sunday to Thursday from 11:00 AM to 12:00 AM. Friday, Saturday, and Holidays from 11:00 AM to 1:00 AM. The hotel reserves the right to change these hours. Guests will be informed by the Reception if any changes occur.

Swimming Pool: The hotel has an indoor heated saltwater pool, exclusively for guests. Access is limited to 60 minutes per day. The pool is part of the 360° Relax Circuit, which also includes a Sauna and Turkish Bath. On weekends, the 360° Relax area is available by reservation only. For more information, please contact the Hotel Reception.

T

Taxi and Transfers: We have partnerships to serve you under the best conditions. For more information, please contact Reception.

Telephone: All rooms are equipped with a telephone. To make internal calls, dial 50 + the room number you wish to call or select the button on the programmed telephone corresponding to the desired department. Internal calls are free.

To contact Reception: dial "501" OR "502" on your room telephone. For international calls: dial the desired number, preceded by the international code if applicable.

Emergency: dial 112 (see medical assistance).

Television: Available free of charge in all rooms.

V

Video surveillance system: For your safety, all public areas of the hotel have a video surveillance system, complying with data and image protection regulations.

Vouchers: We have vouchers available for you to give to your loved ones. Please contact Reception for more information.

W

Wake-Up Service: We offer a personalized wake-up service. Please contact the Reception the night before to request this service. Free of charge.

Wellness: We have several treatments available for you. Prior booking is required. Please contact Reception for more information.

Windows: Our windows let in plenty of natural light and can be opened to enjoy the view and fresh air. However, for the air conditioning to work effectively, we kindly ask that you keep the windows closed. The air conditioning does not operate with the windows open.



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