



GUEST DIRECTORY

Shalimar Praia Hotel

Porto Seguro, Bahia



Dear guest,

Welcome to Best Western Shalimar Praia Hotel.

Our team is very pleased to welcome you and offer you the best service, so that your stay in Porto Seguro is full of great experiences.

For the sake of convenience, in the following pages, we provide information about our services, conveniences, regulations and everything you need in order to enjoy our infrastructure.

In case you have questions, do not hesitate to contact us. We are at your full disposal.

We hope you enjoy your next days as much as possible.

Best regards,

Best Western Shalimar Praia Hotel Family.



Best Western Rewards®

Best Western® Hotels & Resorts has its own loyalty program, Best Western Rewards®. With this program you can earn points for your stays that have been made directly with the hotel, either through the Best Western reservation center, by e-mail or through the website.

Joining the program is completely free. For every US dollar equivalent spent at the hotel, 10 points will be credited to your account.

There are more than 4,700 hotels in over 110 countries where you can earn and use points. If you have another hotel chain loyalty programme and enjoy the equivalent of our Platinum level or Diamond level benefits, Best Western will match your level to the Best Western Rewards® programme for free. To do this, speak to one of our receptionist.

How was your experience?

The comments you give us about your experience are very important to us. If there is anything we can do to improve our services, please contact the front desk immediately. At the end of your stay please take a few minutes of your time to fill out our satisfaction. Fill out our satisfaction Medallia survey sent to you by email

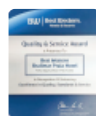
Your opinion will certainly contribute to improve our services.

Awards

The recognition of the quality of our services is the main indicator that we are on the right track.

We are the First Hotel in Porto Seguro elected by guest evaluations and Second Best Hotel in Latin America by Best Western® Hotels & Resorts.

Your satisfaction is our greatest achievement.





Restaurant - Dial 7015

Breakfast: Every day from 7am to 10am.

Lunch | Dinner: 10am to 10pm (à la Carte)

Room service: **Until 10 pm.**

Express Breakfast: Monday through Friday from 6am to 7am (price upon request | pre-solicitation until 10pm the night before).

Pool Bar - Dial 7015

Open every day: 10am to 10pm.

Room service: Until 10 pm.

To better serve you, meals can be taken in the restaurant, pool area or in the privacy of your room.

Reception - Dial 9

Our reception staff is **available 24 hours** a day.

Luggage storage, 24h.

We accept credit cards: Visa, Mastercard, American Express, Elo and Diners. We do not accept third party cards.

We use the **Express Check-Out** service for early check-outs. If necessary, please request it.

Please Note

Check-in **after 2pm.**

Check-out **by 12:00 noon.**

Early Check-in | Late Check-out

Upon availability, dial 9.

High-speed Internet access

We offer free high-speed internet. If you need assistance in using the internet, please contact the front desk.

Business Center

We have computers for internet access. The service is offered 24 hours a day.

Photocopying and faxing available at our 24-hours reception.

100% non-smoking hotel.

Chambermaid

For your best comfort, our housekeepers are available from 8am to 3pm.

Be aware: The hotel reserves the right to enter each room on a daily basis to check for cleanliness, maintenance and any other purpose.

Have you forgotten something?

Shaving kit, toothpaste, sewing kit, absorbent pad, shower cap and comb.

Pillows, towels, blankets, and repellents.

Upon request, dial 9.

Electronic Safe

Available inside the closet.

The hotel is not responsible for personal belongings left inside the safe. In case you forget the password, a reopening fee will be charged.

Electricity

All outlets in the apartments are **220 volts.**

If you need adapters and cell phone chargers, please borrow them from the reception.

When you remove the key card from the energy saver, only the socket marked **Active Socket** will work.

Other Facilities

Pools: **9am to 10pm.**

Steam sauna and heated whirlpool bath from **4pm to 8pm.**

Gym | Games Room: Air-conditioned environments Open from **07h to 22h.**

Three **event** rooms with capacity for up to 10, 80 and 100 people (Call 7018 for availability and prices.)

Baby Copa a space equipped with utensils, cribs and the like near the pool area.



24-hours **iron and ironing board**. Upon request, dial 9.

All apartments have a minibar with mineral water mineral water and other beverages. In case you need other items please go to the hotel bar or dial 9.

Coffee, Tea and Water

For your convenience, we leave coffee, tea and 2 bottles of mineral water 500ml bottles of mineral water as a courtesy in your in your apartment daily. Coffee and tea available in the lobby 24h.

Wake Up Service

Contact the front desk on dial 9 to request the wake-up service.

Note Pads and Pens

Available at our reception free of charge. Upon request.

Parking

We offer secure parking at no additional cost.

Laundry Service

Fill out the laundry list available in your apartment and deliver it to the chambermaid by 10:00 a.m. together with your clothes.

The return will be within 24h (except Sundays and holidays).

*Check the prices in the list or Reception.

Medical Emergencies

Please contact our team. We can indicate hospitals and clinics closest to the hotel or call the emergency number dialing 0 + 192.

In our reception area, we make available a pressure and first aid kit, if necessary, dial 9.

Fire

In case of fire, follow the instructions taped behind the apartment's entrance door, or contact the reception desk, dial 9.

To call the Fire Department, dial 0 + 193.

Phone

To talk to the reception: Dial 9

To talk to another room: dial the room number. number.

Local call: 0 + phone number.
(will be charged R\$ 1.00 for national collect calls)

Collect call: 0 + 9 + area code + phone number.

Long distance call: 0 + area code + phone number.

International call: 0 + 00 + country code + area code + phone number area code.

Reservations

Book your next stay directly at the hotel with special rates or contact us:

www.shalimar.com.br

reservas@shalimar.com.br | contato@shalimar.com.br
0800 073 7878 ou

www.bestwestern.com.br | 0800 761 0882.



Internal Regulations

- 1) The hotel does not accept animals of any kind.
- 2) It is strictly forbidden to cook in the apartments and hanging clothes on the balconies.
- 3) Maximum silence is requested after 10 pm.
- 4) The hotel is not responsible for any objects and valuables stolen or lost on its premises, as well as those forgotten in the common areas.
- 5) Please let the reception know your departure 24 hours in advance (subject to availability). A new daily rate will be charged for apartments that remain occupied after 12pm.
- 6) Glass objects are prohibited in the pool area. (glasses, bottles and etc).
- 7) Any damage caused by the guest, will be indenified.
- 8) The guests' belongings, left without any notice, will be kept for a maximum period of 04 months.
- 9) The bed linens will be changed every two days and the towels daily, upon request.
- 10) In case of loss and/or loss of the key card charged a fine of R\$ 10,00 (unit).
- 11) The management reserves the right to remove the second bed, when the double apartment is occupied by a single person.
- 12) Management asks that you forward any complaints or suggestions.
- 13) Linen that is stained by HENNA tattoos and/or other products will be charged the guests according to the price list available at the reception.
- 14) The bills will be paid weekly, or no later than two days after their presentation.
- 15) Drinks are not allowed in the hotel.
- 16) It is prohibited to sell, supply, serve, administer or deliver alcoholic beverage to children and adolescents; according to article in law 13.106/15.

17) For security and tranquility of the guest, it is forbidden to take unregistered guest to the apartment.

18) The hotel is 100% non-smoking, in accordance with Federal Law 12,546/2011. If it is detected that smoking in the apartment will be charged a fine of of R\$ 300.00.

19) It is strictly forbidden to take away towels from the rooms to the beach.

20) Guests, be attentive and take care of your children.

21) It is forbidden the hosting of children or Teenager unaccompanied by parents or guardians, or without written authorization from them or the judicial authority according to the law 8.069/1990 of the Statute of the Child and Teenager.

22) It's forbidden to use Sound Speakers in the pool area or any other public area of the hotel: Join us in the polite behavior among all guests.

Frigobar Menu

Qty		Price
04	Mineral Water Without Gas	R\$ 5,00
02	Heineken Canned beer	R\$ 11,00
01	Coca-Cola	R\$ 7,00
01	Guaraná	R\$ 7,00

We have other beverages available to stock the minibar. To order, please dial 7015 or 9.

We have snacks available at the reception. To order, please dial 9.

Any **additional questions**, not described in this directory, **dial 9** and one of our receptionists will be glad to help.

THE HOTEL RESERVES THE RIGHT TO ENTER EACH ROOM DAILY TO CHECK ON CLEANLINES, MAINTENANCE AND ANY OTHER PURPOSE.

Porto Seguro - BA

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Reservas: +55 (73) 3288-7018 | (73) 98828-0420 | 0800 073 7878