



VILA BICUDA



Dear guest,

We want to thank you for having chosen Vila Bicuda for your stay in Cascais.

This is our Hotel Directory, organized for your convenience. We do hope you find in it everything you need. But in case you do not, please do not hesitate to call our Reception. We are at your disposal.

We wish you the most pleasant stay and remain,

Yours truly,

*The Management*



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## 1 | Reception / Concierge

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### BABY SITTING / CHILDREN'S DAY CARE CENTRE

Our Reception can assist you in selecting a babysitter or a nanny during your stay, with 24 hours notice, but our Resort will not take any responsibility for this service.

To learn about the payment policy as well as for further information, please contact our Reception dialling 36.

The Condominium has a private children's day care centre for children up to 5 years old. This service is paid. The centre is opened on week days from 07:00 am to 05:00 pm. As this is a private service, the Resort cannot be held responsible for it.

### BANKS AND EXCHANGE

Please note that by Portuguese Law our Resort cannot exchange any foreign currency and Travellers' checks, unless used for final payment of your Resort bill.

The nearest Bank Agency is only 15 minutes walking from our Resort and is:

Banco Espírito Santo  
Estrada da Torre  
Cascais  
Tel: 21 4822334

All Portuguese banks are open Monday to Friday, from 08:30 am to 03:00 pm. We advise that you ask for a bank receipt.

You may find an ATM machine when you enter the Resort, next to security.

If you require further information, please ask our Reception by dialling 36.

### BUSINESS CENTRE

The Vila Bicuda Sitting room (Lounge) has a computer with free internet access, where you may check your e-mail or perform other small tasks. The time of use is limited.

To access the internet and to print copies, please contact Reception on extension 36.

For every copy request for 5 or more pages, there is a cost of 0,30€ per page, due with delivery.

### CHECK-IN / LUGGAGE STORAGE

Our check-in time is 03:00 pm. Guests may find the reserved accommodation not ready in case of early arrival. Should this be the case, we will be happy to store your luggage and show you the Resort / Condominium facilities.

Our Sitting room is at your disposal during this waiting period.

In case of arrival at a time when Reception is closed, you may contact Vila Bicuda in advance to learn about the established check-in procedure. Your key will be left with security.

### CHECK-OUT / LUGGAGE STORAGE

Our check-out time is 11:00 am. If you wish to keep your villa beyond this time, please contact the Reception desk the day you depart. Should we not be able to satisfy your request, your luggage can be stored and you may continue to use the Resort facilities.

The Vila Bicuda Sitting Room is at your disposal during the waiting period, up to your departure from the complex.

In case you wish to leave at a time when Reception is closed (between midnight and 7:00 am), we would appreciate it if you could inform us the day before of your departure, and if you could leave your villa key in the box outside, next to the Reception entry door.

## 1 | Reception / Concierge

### CHILDREN'S PLAYGROUND

Next to the children's day care centre there is a park for children. Please note that an accompanying adult must always supervise the use of the playground.

The Resort cannot be held responsible for any accident that may occur within this area.

### DAMAGES

According to the Card Charge Authorization signed upon arrival, our guests are responsible for any damaged equipment that may occur in their villas during their stay. Upon your arrival, please inspect your villa and report (please dial 36) any damages that you may notice. For the ones that may occur during your stay, please report them immediately to Reception. You may find a list of the most important equipment inside this Directory.

On the day you depart, please inform the Reception if you wish your villa to be checked while you are still in the Resort.

### DVD

We have DVD players available on rent.

Please ask for the list of available films at the Reception. The films are free, and one film can be taken at a time, on making a security deposit.

### ELECTRICITY SAVER

Only available in some villas. Insert it in the electrical saver device located next to the entrance door. Please redraw it from the device each time you leave the villa.

### FAX / E-MAIL

Should you need to send a fax, our Reception staff will be happy to assist you. The cost should be paid with the confirmation receipt.

To send an e-mail, you may use the Business Centre (please check "Business Centre" on this Directory of Services) or buy an internet card in Reception.

For every fax or e-mail received with 5 or more pages, there is a cost of € 0,30 per page due with delivery.

### FIREPLACE

Available in all T1, T2 and T3 villas.

Use the fireplace with care and do not leave it lit when you are away from the house.

There is firewood available on sale at the Condominium Supermarket.

### FLOWER ARRANGEMENTS

If you would like to offer flowers to someone, please contact our Reception by dialling 36.

### GAMES

For the younger ones, we have a children's park and an area dedicated for playing games like volleyball, football and badminton. You may refer to Children's Playground and Games Field in section 3 (services available in the Condominium) of this Service Directory.

To play in the sitting room or in your villa, you may ask for board games at the Reception, which will be handed over on making a security deposit.

Please check with Reception on extension 36 for any other information.

## 1 | Reception / Concierge

### INTERNET

The Vila Bicuda is covered by an internet wireless system.

This service is provided by an external company, therefore, Vila Bicuda cannot be held responsible for any faults.

Wireless PT cards available for sale, at the Reception desk.

Our sitting room has a computer with free internet access, where you can check your e-mail or perform other small tasks. The time of use is limited.

To access the internet in the Sitting Room and for other information, please contact Reception (extension 36).

### LOST & FOUND

Our Housekeepers and Reception staff are at your disposal (please dial 36) to assist you in finding any lost objects.

On your departure, all items found in your villa will be registered and shall be claimed within a month.

### MAIL

To send mail, please contact the Reception by dialling 36.

There is a letter box inside the condominium, near the entry to the Restaurant. Mail is collected by "Correios de Portugal (the Portuguese Postal Service)" on all working days.

### MEDICAL ASSISTANCE

We have medical assistance on call 24 hours a day. As this is a private service, the amount due must be paid directly to the Doctor.

If you need first aid supplies or any further medical assistance, our Reception will make all the necessary arrangements on your behalf.

The nearest pharmacies are:

Farmácia do Rosário  
Av. da Nossa Sra. do Rosário, 2212  
Cascais  
Tel: 21 4839328

Farmácia de Birre  
Rua da Hera, Lote 7, Loja B  
Cascais  
Tel: 21 4872121  
(Open from 09:00 am to 09:00 pm on weekdays and from 09:00 am to 01:00 pm on Saturdays).

The nearest hospitals are:

Hospital Dr. José Joaquim de Almeida  
(Public Hospital)  
Av. Brigadeiro Victor Novais Gonçalves  
Alcabideche /Cascais  
Tel: 21 4653000

Hospital CUF Cascais (Private hospital)  
Rua Fernão Lopes, 60  
Cobre, Cascais  
Tel: 21 1141400  
GPS – CUF:  
N 38º 42' 31" W 9º 25' 58"

### MESSAGING

All messages received will be delivered to your villa. Kindly remember to advise Reception, if you are waiting for an urgent message.

There is a voice messaging service available on your telephone. To access these messages, please follow the instructions given on the instrument.

### NEWSPAPERS & MAGAZINES

You may find the most recent newspapers and magazines available in the Supermarket (it is privately managed). For those newspapers arriving via airmail, there can be a delay. To reserve your newspaper in advance, kindly contact the supermarket (please go to Supermarket – section 3 "The Vila Bicuda facilities" of this Directory) or call Reception by dialling 36.

## 1 | Reception / Concierge

### PAYMENTS

All type of travellers' cheques, cash or the following credit cards are accepted:

- > American Express
- > Diners Club
- > Master Card
- > Eurocard
- > Visa
- > Unibanco
- > ATM

Cheques will be accepted by prior arrangement only.

Please contact Reception for enquiries regarding your account by dialling 36.

### RECEPTION/ CONCIERGE

Our Reception is at your disposal everyday from 07:00 am to midnight.

For check-in/check-out formalities, for information during your stay, for reservations or for any assistance you may need, please go to the Reception or contact us through extension 36 on your internal telephone.

### RELIGIOUS SERVICES

You may attend the following catholic religious services at the Paroquia de Cascais church:

From Monday to Saturday  
at 10:00 am and 07:15 pm.  
Sundays  
at 10:00 am, 11:00 am and 12 noon.

For further information please contact our Reception by dialling 36.

### RENT-A-CAR

Should you wish to rent a car, please contact our Reception for further details (please dial 36).

### RESTAURANT BOOKING

If you want to get to know some of the best restaurants in Cascais, Lisbon or surroundings, our Reception will be happy to assist you.  
Please dial 36.

### ROOM BOOKING

Our Reservations Department and Reception are at your disposal for any information or assistance you may need on your actual or future bookings. Please dial 36.

### ROOM KEYS

Keep your room key with you at all times, or leave it in Reception. Please do not forget to hand it to Reception on your departure. During the closing period, please drop you key inside the key box located next to Reception. There will be a charge of € 30,00 for non-returned keys.

### SAFE DEPOSITS

Every villa has a safe deposit box. There will be a charge due with the key pick-up at Reception. Please note that this key must be delivered to Reception on the check-out. There will be a charge of € 25,00 for non-returned keys.

The Vila Bicuda Resort cannot be held responsible for any valuables left either in your villa or in the room safe deposit box.

There is a General Safe Deposit available in Reception.

## 1 | Reception / Concierge

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### SIGHTSEEING AND EXCURSIONS

Selected Sightseeing and excursions are available with a private chauffeured limousine or by bus. We can also organize customized tours, upon request.

For further information, please contact our Reception by dialling 36.

### SITTING ROOM (LOUNGE)

The Vila Bicuda Sitting Room is in the commercial area and is for the exclusive use of our guests.

At the time of check-in/check-out, while you wait for your villa or your transport, you may make use of the sitting room, equipped with all the amenities.

If you need a baby cot or a baby chair, please contact Reception.

Our Sitting Room has television, DVD, books and a computer with free internet access, where you can check your e-mail or perform other small tasks. The time of use is limited.

To play in the Lounge, you may ask for board games at the Reception, which will be handed over on making a security deposit. You may also ask for a movie from the available list.

### SMOKING

According to the law nº37/2007, it is not allowed to smoke inside the villas or public areas.

### SUGGESTIONS / CLAIMS

If you have any suggestion or claim, please report to our management, contacting the Reception desk or dialling 36. Our Manager will contact you.

Complaints book available.

## TELEPHONE

Vila Bicuda telephone number: 00351 21 4860200.

### Internal calls:

Reception: 36

Security: 40

### Calls to other villas:

Direct villa-to-villa calls can be made. In case your villa no. has only two digits (e.g., 70), you should dial 80, followed by the villa no. (e.g., 8070). In case it has three digits, dial 8, followed by the villa no. (e.g., 8125).

### External calls:

**National:** dial "0" and wait for the tone. Dial the required number. All telephone numbers within Portugal have 9 digits.

**International:** dial "0" and wait for the tone. Dial "00" for international access, the country code and the desired number.

Please make note of the **national medical emergency number: 112** (dial "0" to make outside calls).

Reception will be closed between midnight and 7:00 am. In case of emergency, please contact our Security through extension 40 on your telephone.

While Reception is closed, an automatic message will be played on the Vila Bicuda telephone. Nevertheless, in case you wish to receive urgent calls when Reception is closed, please make note of the direct number of the Condominium watchman, who will transfer the call to your villa: 21 4860228.

In the following list you will find some of the most requested international country codes:

|           |     |             |     |                |     |
|-----------|-----|-------------|-----|----------------|-----|
| Andorra   | 376 | France      | 33  | Portugal       | 351 |
| Australia | 61  | Germany     | 49  | Russia         | 7   |
| Austria   | 43  | Ireland     | 353 | Spain          | 34  |
| Belgium   | 32  | Italy       | 39  | Sweden         | 46  |
| Brasil    | 55  | Luxembourg  | 352 | Switzerland    | 41  |
| Canada    | 1   | Netherlands | 31  | United Kingdom | 44  |
| Denmark   | 45  | Norway      | 47  | USA            | 1   |
| Finland   | 358 |             |     |                |     |

The cost of outside calls is € 0.20 per pulse. Bear in mind that the time period for each pulse varies based on several criteria, and it may range from a few seconds to minutes.

There is a **"voice messaging"** service available on your telephone. To access these messages, follow the instructions given on the device.

For further information or assistance, please call the Reception by dialling 36.

# 1 | Reception / Concierge

## TELEPHONE CARDS

Available in Reception.

## TELEVISION

Please refer to our TV Channel list that you may find together with the remote control next to your television. This list is set by TV Cabo (external provider), and changes may occur without previous notice.

Please do not change the channel order set on your television. For any assistance, kindly contact Reception by dialling 36.

## TIMINGS

The Vila Bicuda Reception is open daily from 7:00 am to midnight.

In case you need any assistance during non-working hours, please contact security, on extension 40.

You can find information on work timings in section 3 (services available in the Condominium) of this Service Directory.

## TRANSPORT

There is a stop for public buses going up to Cascais (bus nos. 405 and 415) near the entry to Vila Bicuda. Please ask for information at Reception.

We are also at your service for hiring a taxi, whether to the village centre, the airport or to any other location.

## TRAVEL ARRANGEMENTS

Our Reception can assist you in your travel arrangements, from airplane tickets' confirmation and reservation to airport transfers.

Bellow you can find the telephone numbers of the major **airlines** operating in Portugal:

|                 |             |
|-----------------|-------------|
| Alitalia        | 800 307 300 |
| Air France      | 707 307 305 |
| British Airways | 808 200 125 |
| Continental     | 214 159 102 |
| Easy Jet        | 808 204 204 |
| Iberia          | 707 200 000 |
| KLM             | 707 222 747 |
| Lufthansa       | 707 782 782 |
| Monarch         | 800 860 270 |
| Swiss Airlines  | 808 200 487 |
| TAP             | 707 205 700 |

If you need to re-confirm your ticket, our Reception will gladly assist you. For more information, please contact our Reception by dialling 36.

### Airport Transfers:

If you require airport transfers, please contact our Reception (dial 36) to assist you in making all necessary arrangements.

## VEHICLE PARKING

All guests of Vila Bicuda Resort may park their cars next to their villa, at no additional cost. The identification of the vehicle is required.

The Vila Bicuda Resort cannot be held responsible for any values left in the car, or damages caused in your vehicle while in the Resort.

Tourist coaches must be parked in the correct place, as indicated by Reception.

## WAKE-UP CALLS

To book your wake-up call, please call Reception by dialling 36.

This service is only available from 07:00 am, Reception opening time.

## 2 | Housekeeper

### AIR CONDITIONING / HEATING

Individual thermostatic control in all bedrooms and living rooms enables you to regulate your room temperature as you wish.

The instruction manual may be found inside a drawer in the kitchen.

For further assistance, please contact Reception on extension 36.

### AMENITIES

All the villas have bathroom gel / shampoo dispensers, hand washing gel, soaps, shower caps, cotton and Q-tips. In case you need more of these products or a sewing kit, please make a request to Housekeeping, on extension 36, Reception.

There are also products like tooth-brushes and paste, soothing cream, shoe polish, and others, on sale at the Condominium Supermarket.

### BABY CHAIRS

Baby chairs are available from our Housekeeper upon request. Please dial 36 to Reception.

### BABY COTS / EXTRA BEDS

Baby cots and extra beds are available from our Housekeeper upon request. They should be taken care during your reservation request. However, and should they become necessary during your stay, please contact the Housekeeper (dial 36 for Reception). There may be an extra cost, depending on the maximum capacity of guests in the booked villa.

### BLANKETS

An extra blanket is available in the wardrobe in your room. Kindly contact the Housekeeper (dial 36 for Reception), should you require additional ones.

### CLEANING SERVICE

Cleaning service is offered once a day. Bed linen is changed twice a week.

The cleaning timings are from 9:30 am to 5:30 pm, with the priorities established based on the number of check-ins and check-outs on that day. If you would like your villa to be cleaned in your absence or if you prefer a specific timing, call Housekeeping or Reception on extension 36 or alternatively, use the "Clean Room" card, leaving it outside the door. We will try as far as possible to respect the pre-established timing.

### CLOTHES DRYING

Due to Condominium rules, it is not allowed to hang clothing outside your villa. For that purpose, you will find a drying rack inside every villa.

Laundry and dry cleaning services are available in the Condominium Laundry.

### DISHWASHER

They are available in all villas.

Daily, our cleaning staff will place dirty dishes in the dishwasher. Vila Bicuda provides the detergent, but you must run the machine. In order to increase energy efficiency and to reduce high water consumption, only run the machine when it is full, and preferably after 10:00 pm.

### DO NOT DISTURB

If you do not wish to be disturbed by our maids, please hang the "Do Not Disturb" card on the door knob outside the door.

If you do not wish to receive telephone calls, please inform our Reception (dial 36). Kindly remember to advise the Reception once you are available to receive phone calls again.

## 2 | Housekeeper

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### ELECTRICAL VOLTAGE

The local voltage is 220V. Shaver sockets existing in some bathrooms are not suitable for any appliance other than a shaver. Misuse can result in fire.

### EQUIPMENT

Our villas are equipped for your comfort, for the length of your stay in the Resort. According to the terms of responsibility signed at check-in, the guests are responsible for the villa equipment during their stay, and any fault after their arrival must be reported. For breakage taking place during their stay, please report these immediately to the Reception, on extension 36 of your telephone.

You can refer to a list of the most important items present in the villas inside this Directory.

On the day of your check-out, if you wish for the villa to be checked in your presence, please inform the Reception.

### HAIRDRYER

A hairdryer is provided in all villas and are located inside the bathrooms.

### INSTRUCTION MANUALS

The instruction manuals for electronic goods present in the villas can be found inside a drawer in the kitchen.

For further assistance, please contact Reception on extension number 36.

### IRON AND IRONING BOARD

Available in every villa, inside the storage room or in the wardrobe. Please use the iron carefully and do not forget to turn it off and to remove appliance plug from electrical socket when not being used.

### LAUNDRY

Laundry and dry cleaning services are available in the Condominium Laundry. As these services are private, the Resort will not assume any responsibility.

The Laundry offers preferential rates to guests of Vila Bicuda. This information can be accessed at the Reception of the Resort or directly at the Condominium Laundry. For more information, please call the external number 93 5592376.

Timings:

Open from 09:00 am to 07:30 pm on week days.

Open from 09:00 am to 06:00 pm on Saturdays.

Closed on Sundays.

(The timings may change without prior notice).

### PILLOWS

May you wish to ask for additional pillows, please contact our Housekeeper or the Reception (dial 36).

### TOWELS

The villa towels are changed twice a week. However, if you want them to be changed more often, you may ask Housekeeping for this on extension 36, Reception.

For a cleaner environment, we would appreciate it if you could place towels to be replaced into the bath.

The villa towels cannot be used in the pool. We have pool towels for rent or sale at the Reception. For more information, please contact Reception on extension 36.

## 3 | The Vila Bicuda Facilities

### ATM MACHINE

You may find an ATM machine when you enter the Resort, next to security.

### BATHROOM FOR THE MOTOR IMPAIRED

Next to the ATM (“Multibanco”) machine, there is a bathroom equipped for motor impaired persons. Please ask for the key at the Resort Reception.

### CHILD CARE CENTRE

The Condominium has a private Children’s Day Care Centre for children up to 5 years old.

This centre is opened on week days from 07:00 am to 05:00 pm. As this is a private service, the Resort will not assume any responsibility for it.

For further information, please dial the following external number:  
21 4869229.

### CHILDREN’S PLAYGROUND

Next to the children’s day care centre, there is a park for children. Please note that an accompanying adult must always supervise the use of the playground.

The Resort cannot be held responsible for any accident that may occur within this area.

### COFFEE SHOP & BAKERY

Open daily from 08:00 am to 09:00 pm (timings may be changed without prior notice).

You will find a large selection of bread, cakes, snacks and light meals.

For further information please dial the following external number:  
21 4869117.

It is privately managed.

### GAMES FIELD

For the younger ones, we have an area dedicated for playing games like volleyball, football and badminton, among others. Its location is given on the Resort map.

For access to equipment (by making a security deposit) and for other information, please check with Reception on extension 36.

Children must always be supervised by an adult. The Resort cannot be held responsible for any accident that takes place inside it.

### HAIR DRESSER

Open from 9:00 am to 7:00 pm from Monday to Saturday, and closed on Sundays (the timings may be changed without prior notice), the hairdressing salon is in the Condominium’s Commercial area.

For directions or information on the different services and treatments available, please call the external number 21 4869830.

It is privately managed.

## 3 | The Vila Bicuda Facilities

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### LAUNDRY SERVICE

Laundry and dry cleaning services are available in the Condominium Laundry. As these services are private, the Resort will not assume any responsibility.

Preferential rates are offered to guests of Vila Bicuda. This information can be accessed at the Reception of the Resort or directly at the Condominium Laundry.

#### Timings:

Open from 09:00 am to 07:30 pm on week days.

Open from 09:00 am to 06:00 pm on Saturdays.

Closed on Sundays.

(Timings may change without prior notice).

For further information, please dial the following external number 93 5592376.

It is privately managed.

### MINI-MARKET / NEWS STAND

At the Condominium Mini-market, all essential products in terms of food, personal hygiene, cleanliness, souvenirs and others are available.

Similarly, stationery / tobacco products, together with the latest newspapers and magazines are also available. For newspapers that are brought in by air, there may be some delay at times. You may reserve your newspaper directly with the supermarket or through Reception.

It is open daily from 8:00 am to 8:00 pm, except for Sundays and holidays, when its timings are from 8:00 am to 7:00 pm. The timings may be changed without prior notice.

For reserving your newspaper or for other information, please call the external number 21 4860830.

It is privately managed.

### RESTAURANT

Gastronomic restaurant that offers the finest Italian cuisine. Children's menu available.

Open daily from 12 noon to 03:00 pm and from 07:30 pm to 11:00 pm. Closed on Mondays (timings may change without prior notice).

For any additional information or reservations, please dial the following external number: 214 860080.

It is privately managed.

### SECURITY / WATCHMAN

Vila Bicuda is under 24-hour surveillance.

In case of emergency or if you need assistance when Reception is closed (from midnight to 7:00 am), please call extension 40 from your telephone.

For your security, we have cameras placed throughout the Condominium.

## 3 | The Vila Bicuda Facilities

### SWIMMING POOLS

The Condominium has two open-air swimming pools with baths, located on the upper and lower part of the Condominium.

Both pools are open from April to September from 10:00 am to 7:00 pm. These timings may be changed, depending on the outside temperature or the weather.

#### **Please bear in mind the following rules for accessing the pools:**

The Condominium pools are for the exclusive use of the Tourist Resort and the residents of the Condominium. Access to the pools by guests is limited to guests with reservations and only for the length of their stay at Vila Bicuda. Outside guests are not allowed. Any exception to this rule has to be authorised in writing, by the Tourist Resort Management.

All guests are given an identity card, which they must show to the pool attendant whenever required.

#### **It is prohibited:**

To reserve spaces or occupy the chairs or mattresses present on the lawns and terrace of the pools, for a period longer than their presence there;  
To leave or throw waste or litter outside the containers provided for this purpose;  
To keep dogs, cats, or any other animals around the pool and on the surrounding terraces and lawns;  
To allow the presence of children around the pool and on the surrounding terraces and lawns, if they are not duly accompanied or supervised by an adult;  
To eat meals around the pool or enter it with inappropriate or dirty footwear;  
To enter the pool without first using the shower.

Guests should also pay attention to the warning signs (e.g., do not dive) and pay heed to the warnings of those in charge of the pool.

Our pools are not supervised, therefore, the Complex cannot be held responsible for any accident that takes place inside it.

#### **Pool towels:**

The use of villa towels outside the respective villa is not allowed. In case you wish to rent or buy a pool towel, please go to the Reception.

## 4 | Sports

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### BICYCLE RENTAL

Enjoy the views and the landscape while riding a bicycle. Just a few minutes away from the Resort you will find a bicycle track that goes from the Cascais Marina to Guincho beach.

For bicycle rental and for further information please contact the Reception by dialling 36.

### GOLF

Vila Bicuda offers guaranteed discounted rates for our clients on a selection of golf courses within the region. We strongly advise you to book your starting times well in advance.

For information or bookings, please contact our Reception by dialling 36.

### GYMNASIUM

Keep in shape at one of the gyms located not far from the Resort. For more information, contact Reception (extension 36).

### HORSE RIDING

If you like to ride you can do so at one of the area training fields, where you may hire a horse or have lessons from experienced instructors.

Please call our Reception (dial 36) for bookings.

### TENNIS / SQUASH / PADEL

At a short distance from the Resort, there are clubs where one can take part in these sports.

For more information or bookings, please contact Reception (extension 36).

### WATER SPORTS

At some of the beaches in this region, it is possible to practice or to learn surfing, kite-surfing, sailing and other water sports.

For more information or bookings, please contact Reception through extension 36.

### YACHTING

Sailing the Portuguese Coast is the best way to get to know the breathtaking landscape of the most western coast of Europe. There are several options available.

Please call the Reception for further information (dial 36).

Vila Bicuda, in case of emergency, indicates the following behavioural guidelines:

### FIRE / EXPLOSION

- If you smell something burning or detect any sign indicating the presence of fire, but in the absence of visible smoke or flames, contact Reception immediately;
- If you discover a fire, you must contact Reception. Action must be taken on the source of the fire, using the portable extinguisher to be found in the surrounding area;
- If it is not possible to put out the fire, or a lot of accumulated smoke is seen, leave the area, lowering yourself while walking in order to avoid breathing the smoke;
- If you are trapped in an enclosed area with smoke, keep close to the floor, where the air is easier to breathe. If possible, open a window and make yourself visible;
- If you touch a door and it is hot, do not open it. Look for another exit;
- If possible, remain in the area to share information with the Resort's Security staff;
- If there is an explosion, try to leave without running, in the direction opposite to the noise. Other explosions may take place immediately after that;
- Do not go back.

### FLOODS

- Stay calm;
- Try to find the source;
- Check, if possible, where the water is accumulating;
- Immediately contact Reception.

### EARTHQUAKE

In the case of an earthquake, the following measures must be taken:

#### During the tremors:

- Stay calm and help calm other people;
- Do not run;
- Put out cigarettes or any other ignition source;
- Disconnect machines and other electrical equipment;
- Stay away from glass;
- Do not remain under suspended structures or next to towers, or near places where materials are stored at a height;
- Look for refuge under tables, next to load-bearing columns or walls, at the corner of the room or in the doorway;
- Only use the telephone in emergency situations, to avoid overloading the lines.

#### After an earthquake:

- Follow the instructions of the person in charge of security;
- Help those who are nervous;
- Be prepared for the presence of aftershocks;
- Do not go close to loose electrical wiring and do not touch metal objects that are in contact with them;
- Stay away from high buildings and move to the Meeting Point;
- If someone has been a victim of an accident, immediately contact the Security Manager.

## 5 | Fire and Emergency Procedures



### INTRUSION, THEFT AND ROBBERY

If, on opening your villa, you detect that there has been an intrusion and theft, you must:

- Not move the objects, or touch the places where articles were kept;
- Close the spaces;
- Immediately report this to Reception.

If you witness a theft or robbery, you must:

- Not try to resist;
- Remember the physical characteristics, behaviour and words used by the assailant(s)/burglar(s);
- Immediately contact the Reception after the assailant(s) have left;
- If they leave in a vehicle, take note of the vehicle type, the registration, and the direction in which they escape.

### EVACUATION

• Alarm signal:  
Ringing and light on the telephone in your villa.

Actions to be performed by the occupants when the evacuation signal is given:

- Without taking risks, switch off / disconnect power and other switches;
- Start evacuating the building, following the instructions of the evacuation team;
- Do not run;
- Do not go back to recover personal or other objects;
- Move to the Meeting Point indicated on the map;
- Do not leave the Meeting Point until instructions to the contrary.

### For your own safety and the safety of others:

Please do not smoke in bed or leave lit cigarettes in ashtrays. Remove appliance plugs from electrical sockets when not being used and report any electrical problems to the Housekeeper or to Reception (dial 36). Use the fireplace with care and do not leave it lit when you are away from the house.

Upon its opening, the Vila Bicuda Resort was inspected and approved by the National Service of Fireman. You can find fire extinguishers inside or beside the kitchen of every villa, as well as outside in each corridor.

Smoke detectors are located one in each villa and will ring in case of too much smoke in the apartment. This equipment works with batteries and is periodically tested. However, should you detect any malfunction, please inform the Reception immediately by dialling 36.

Please make note of the **national medical emergency number, 112** (dial "0" to outside calls).

