



Dear guest,

Welcome to Vila Bicuda.

We would like to thank you for your visit to Cascais and for having chosen Vila Bicuda for your stay.

This is our Service Directory, organized for your convenience. We do hope you find in it everything you need. But if 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,

Location

Rua dos Faisões, Vila Bicuda

2750-689 Cascais

Contacts

General Telephone Number: 21 486 02 00

General Telefax number: 21 486 02 29

General E-mail: info@vilabicuda.com

Site: www.vilabicuda.com

Category

4 Stars

79 Villas: T0 Prime – 15; T0 – 9; T1 – 15; T1 Duplex – 19; T2 – 12; T3 – 7 T3 Premium - 2

All villas T1, T1 Duplex, T2, T3 Premium have fireplaces.

All villas are Non-Smoking

Electric Power 220 voltage

Individual Air Conditioning

Direct dial phone

Cable TV (several channels)

Equipped Kitchens in all villas

Hair Dryer and magnifying mirror with light in all villas

Free Internet in all villas (Wi-Fi)

GENERAL INFORMATION

Schedules

The Vila Bicuda Reception is open from 8:00am to 8 pm from the 1st of September to 30th June and 8:00 am to 10:30 pm in July and August.

In case you need any assistance during non-working hours, please contact security, on extension 7040.

Check-in time: 3:00 p.m.

Check-out time: 11:00 a.m.

Swimming pools

Vila Bicuda has two open-air swimming pools with bathrooms and changing rooms, located on the upper and lower part of the Resort.

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

Rules for accessing the pools:

The swimming pools are for the exclusive use of the Vila Bicuda Guests 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.

Guests are not allowed. Any exception to this rule must be authorized and there will be cost.

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

Please respect the rules posted in the pool area.

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, Vila Bicuda cannot be held responsible for any accident that takes place there.

Both swimming pools have a "Pet Friendly" designated area. The use of the leash is mandatory.

It is prohibited to:

- ✓ Use the pool at night.

- ✓ Children in the pool area without being accompanied by an adult.
- ✓ Dive.
- ✓ Enter the pool without first using the showers.
- ✓ Reserve spaces or chairs/mattresses for longer than your stay (our staff reserves the right to remove towels from chairs).
- ✓ Move chairs or parasols to the villa terraces.
- ✓ Eat meals on the premises, drink from glass or ceramic cups, and leave or dispose of trash outside of designated containers.
- ✓ Use inflatables, boards, skates, bicycles, and other items in the pool and/or grounds.
- ✓ Use sound equipment without headphones.

Pool Towels:

The use of towels from the villas outside the villa is not permitted.

If you wish to rent or purchase a pool towel, please go to Reception.

Barbecues

It is not permitted to use grillers or barbecues in the villa terraces.

Furniture

The terrace furniture cannot be put on the lawn.

The villa furniture cannot be removed or put outside.

Pets

Our resort is pet-friendly, upon request and at an additional cost.

The use of a leash is mandatory, as are all the rules described in the liability waiver that must be signed by the pet owner.

To ensure that both your stay and that of other guests goes smoothly and without incident, we would be very grateful if you would consider the following rules:

- ✓ The resort is prepared to receive your pet provided it is properly trained, controlled by you, and in accordance with current legislation.
- ✓ Your pet must always be on a leash when inside the resort, except when inside the village.
- ✓ Pets are not allowed inside the shops in the commercial area.

- ✓ Pet food is not included in the daily rate.
- ✓ Please do not leave your pet alone. Any disturbances, such as barking, should be avoided to ensure the rest of other guests.
- ✓ It is your responsibility to clean up any mess (inside or outside the house) caused by your pet.
- ✓ Both pools have a clearly marked 'Pet-Friendly' area. Leash use is mandatory.

- ✓ Please contact our Housekeeper (extension: 7010 / 7011) to arrange a cleaning time for your house, as no attempt will be made to enter if there is a pet without the owner present. The owner must be present during the villa cleaning.

TELEPHONE

Internal calls

Reception: 7036

Housekeeper: 7010 / 7011

Security: 7040

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 villa no. (e.g., 8125).

External calls:

National: Dial the required number. All telephone numbers within Portugal have 9 digits.

International: Dial "00" for international access, the country code and the desired number.

During the closing time of the reception. In case of emergency, please contact our Security through extension 7040.

Payments

We accept cash payments: With the publication of Law No. 92/2017, of August 22, in the Diário da Republica, it became prohibited to pay or receive cash in transactions of any nature involving amounts equal to or greater than €3,000 for national or foreign guests residing in Portugal, €10,000 for foreign guests, and €1,000 for companies (national and international).

We also accept payment with the following credit cards:

American Express / Diners Club / Master Card / Visa

We do not accept payment by check.

Please contact Reception for enquiries regarding your account.

OUR SERVICES

Amenities

In all villas you can find shower gel, shampoo and conditioner in the shower dispensers, hand soap, shower caps, sewing kit and hygienic bags.

We also have available upon request, a kit with toothbrush and toothpaste, shaving kit and hygiene kit (cotton, cotton swabs and nail file).

Medical Assistance

We have medical assistance available 24 hours a day. As this is a private service, payment will be made 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

Farmácia de Birre

Rua da Hera, Lote 7, Loja B

Cascais

Babysitting

Our Reception can assist you by selecting a babysitter during your stay, with 48 hours' notice, but Vila Bicuda will not take any responsibility for this service.

To learn about the payment policy and for further information, please contact our Reception.

Baby Cots/Baby Chairs/Extra Beds

Baby cots, baby chairs and extra beds are available upon request. Should they become necessary during your stay, please contact the Reception. There may be an extra cost, depending on the maximum capacity of guests in the booked villa.

Copies, prints and scanner

If you need to print, copy or scan a document, please contact Reception. The prints or copies have a cost of € 0,30 per page, from 5 copies.

Room Keys

Always keep your villa key with you or leave it at Reception. At check-out, you must always return the key to Reception. If the reception is closed, please deposit the key in the metal box next to the door. Failure to return the key will result in a €25.00 fee.

Check in/Luggage Storage

Our check-in time is from 3:00 PM.

If you arrive earlier, the villa may not yet be ready. In that case, we will be happy to store your luggage so that you can enjoy the services of the Resort.

If you arrive at the reception closing time, you must contact Vila Bicuda in advance to find out more about the established check-in procedure. Your key will be kept at security, and your reservation must be prepaid.

Check out/Luggage Storage

Our check-out time is 11:00 AM.

If you wish to reserve your villa for a later time, please contact our Reception on the day of your departure. Late check-out may incur additional costs and is subject to availability. If we are unable to accommodate your request, we can store your luggage, and you can continue using the resort facilities.

If you leave before reception opens, please inform us the day before your departure and deposit the key of your villa in the metal box next to the reception entrance door.

Safe deposits

Every villa has a digital safe deposit box; you can use it free of charge. You can program the safe deposit with code you wish.

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

Mail

To send mail, please contact reception.

There is a letter box inside Vila Bicuda, near the entry to the Restaurant. Mail is collected by “CTT Correios de Portugal (the Portuguese Postal Service)” on working days.

Wake Up Calls

To book your wake-up call, please contact reception. This service is only available during Reception opening time.

Car Parking

All guests can park for free inside Vila Bicuda, but there aren't reserved spaces.

Vila Bicuda cannot be held responsible for any value left in the car, or damage caused to your vehicle during your stay.

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

Internet

There is free Wi-fi in all villas and password is given at check in. For more information, please contact reception.

Please note that this service is not available outside of the villas, pool area, garden, playground or cafeteria.

Fireplaces

Available in all T1, T1 Duplex, T2, T3 and T3 Premium villas.

Firewood is available for sale at reception.

Umbrellas

Reception has umbrellas to lent, subject to availability. A deposit of € 15,00 will be requested, that will be refunded when the umbrella is returned.

Sports

For further information regarding Bike rental, water sports, gym access, horseback riding or Sailing trips please contact reception.

Flower arrangements

If you would like to offer flowers, please contact our Reception.

Messages or packages

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

Sightseeing Tours

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.

Transport

Our staff is available to request a taxi, whether to the town Centre, the airport, or any other desired location. We can also book a private transfer to and from the airport for a fee.

The resort does not have its own shuttle service to the airport or to the center of Cascais and beaches.

Renting a Car

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

Do not disturb

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

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

Lost & Found

Our Housekeepers and Reception staff are at your disposal 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 six months.

Damages

According to the Credit 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 to the reception any damage that you may notice. For the ones that may occur during your stay, please report them immediately to the reception.

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

Vila Bicuda is not responsible for damages or breaks of client's personal objects.

Drying Clothes

According to the condominium regulations, hanging clothes outside the villa is not permitted. You will find a drying rack inside your villa. The drying racks are to be placed on the terraces and balconies of the villa. It is forbidden to place them on the grass.

Cleaning Service

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

The cleaning schedule is between 9:30 am to 5:00 pm, with 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, contact our Reception 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.

For long term rentals, the cleaning service is twice a week and the change of linen once a week.

If you require further cleaning, we will be happy to accommodate your request at an additional cost.

COMERCIAL AREA

Hairdresser

The Hairdresser is open from 9:00 AM to 7:00 PM, Monday to Saturday, and closed on Sundays. Hours may change without prior notice.

It is privately managed.

Mini-Market

Where you can find essential products in terms of food, personal hygiene, cleaning, and more.

Open daily from 9:00 AM to 6:00 PM. Closed on Sundays.

Hours may change without prior notice.

It is privately managed.

Coffee shop & Bakery

Open Monday to Saturday from 8:00 AM to 8:00 PM, closed on Sundays.

Hours may change without prior notice.

There you will find various types of fresh bread, a large assortment of cakes and savory pastries, as well as light meals.

It is privately managed.

Restaurant

Open every day. They close from 4:30 PM to 6:30 PM.

It is privately managed and its hours may change without prior notice.

Laundry

The laundry offers laundry and dry-cleaning services. These services are the responsibility of the respective laundry, which is privately managed.

ATM machine

You can find an ATM on the access ramp to Reception.

Restroom for People with Motor Disabilities

Next to the ATM you will find a restroom adapted for people with motor disabilities.

Security

Vila Bicuda is under 24-hour surveillance.

In case of emergency or if you need assistance when Reception is closed, please call extension 7040.

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

Children's Playground

Next to the kinder garden there is a children's playground. 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.

EMERGENCY

In case of emergency, please follow the 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 Security immediately.
- ✓ If you discover a fire, you must contact Security. 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 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 opposite direction of the noise. Other explosions may occur.
- ✓ Do not go back.

Floods

- ✓ Stay calm;
- ✓ Try to find the source.
- ✓ Check, if possible, where the water is accumulating.
- ✓ Contact the security immediately.

Earthquake

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

During the tremors:

- ✓ Stay calm and help other people calm down.
- ✓ 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 losing 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.

Intrusion, Theft & 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 Security.

If you witness a theft or robbery, you must:

- ✓ Do not try to resist.
- ✓ Remember the physical characteristics, behavior and words used by the assailants.
- ✓ Immediately contact the reception after the assailants leave.
- ✓ If they leave in a vehicle, take note of the vehicle type, the registration, and the direction in which they escape.

Evacuation

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 are to the contrary.

For your own safety and the safety of others:

It is forbidden to smoke inside the villas.

- ✓ Remove appliance plugs from electrical sockets when not being used and report any electrical problems to the reception.
- ✓ Use the fireplace with care and do not leave it lit when you are away from the house.
- ✓ Upon its opening, Vila Bicuda 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

National Emergency Number

Telephone: 112

Saude24 (Health line): 808 24 24 24

Cascais Fire Department

Telephone: 21 482 84 00

Hospital

Hospital Dr. José Joaquim de Almeida

(Public Hospital)

Av. Brigadeiro Victor Novais Gonçalves

Alcabideche /Cascais

Tel: 214 653 000

GPS – Hospital de Cascais

N 38º 43' 54.91 W 9º 25' 05.95

Hospital CUF Cascais (Private Hospital)

Rua Fernão Lopes, 60

Cobre, Cascais

Tel: 211 141 400

GPS – CUF:

N 38º 42' 31'' W 9º 25' 58''

Cascais Police (PSP)

Telephone: 21 481 40 60

Poison and Intoxication Department

Telephone: 808 250 143