

Dear Guest,

We are thrilled to welcome you to our hotel! To ensure a delightful and comfortable stay for everyone, we kindly ask you to review and respect our house rules.

## **General Information**

### **Check-in and Check-out:**

- Check-in: From 2:00 PM. Your stay shall be charged at the check-in.
- Check-out: By 11:00 AM.
- Your restaurant and other consumptions will be charged at the check-out.
- Late check-outs, when possible may be possible upon request (subject to availability and extra fees).
- Would you like to remain at the hotel after check out? You may do so at the 1st floor (terrace, garden, restaurant/bar). The pool and other areas are only for checked-in guests.

### **Facilities and Services:**

- Reception: Our reception is open from 07:00 AM to 22:00 PM, in case of emergency please dial 211.
- Breakfast: Served from 7:30 AM to 09:30 AM. Please do not take anything from the buffet after you had breakfast .
- If you are leaving before 7:30 AM, please request a picnic a day before.
- Restaurant: Open for lunch and dinner from 12:30 PM to 9:00 PM.
- Our meals are prepared with fresh products from our own organic plantation and from local suppliers and crafted with love from our chef.
- Cocktail Bar: Open from 12:00 PM to 11:00 PM.
- Try our locally crafted cocktails, including Cape Verdean punch and rum (grogue) made from our sugarcane.
- Pool: Open during your stay from 8:00 AM to 7PM.
- Spa: Massages are available upon reservation. Book at the reception.
- Tours and Transport: We can arrange tours, hikes, car rentals and transfers. Please inquire at the reception.

### **Sustainability:**

- We are proud to use solar panels for electricity and hot water.
- Our pool water is reused for garden irrigation.
- We maintain an organic plantation to supply fresh fruits and vegetables to our kitchen.
- Water is a scarce resource on the island, sometimes there may be a shortage but the hotel tries to immediately solve these issues.
- Electricity is also a big expense in the country; therefore, we kindly ask you to use it with care.

## **House Rules**

### **Respect for the Property and Guests**

- Personal Belongings: The hotel is not responsible for personal losses. Please use the in-room safe or inquire about secure storage at reception.
- Damages: Guests are responsible for any damages caused to hotel property, which will be charged immediately.
- Noise: Please avoid loud noise or music in the rooms or hallways, especially during quiet hours (10:00 PM to 8:00 AM).
- Please do not move any furniture.

### **Cleanliness and Hygiene**

- Room Towels: Please do not use room towels at the pool. Pool towels are available at reception.
- Drying Clothes: Avoid drying clothes on the balcony. We offer a laundry and service upon request.
- Food in Rooms: To prevent pests, limit food in the rooms, especially sweets.
- Kitchen Access: guests are not allowed to enter the kitchen. Our bars staff is always available to assist you.
- Housekeeping: If you would like your room cleaned, please place the housekeeping card on your door.

### **Courtesy and Conduct**

- Smoking: Smoking is not allowed inside the rooms or common indoor areas. You may smoke in the garden near the music stage. If you need an ashtray, please ask a staff member.
- Furniture: Please do not move furniture. If necessary, ask a staff member for assistance.
- Shared Items: Feel free to use games or booklets, but kindly return them after use.

We hope you enjoy your stay at Hotel Château Georgette. However, failure to comply with these house rules may result in a request to leave the hotel without a refund.

Thank you for your understanding and cooperation. If you have any questions or need assistance, our team is here to help!

Warm regards,

The Team at Hotel Château Georgette