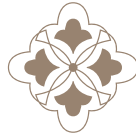




HOTEL DIRECTORY

DOMES LAKE
ALGARVE PORTUGAL



Welcome!

Domes Lake Algarve, a member of Domes Resorts, an exquisite reflection of luxury ambiance and high aesthetic, offers its visitors a multitude of rich experiences.

Luxurious and inspiring, for those in a relentless pursuit of their passions, opportunity beckons for a lifestyle one is not afraid to touch, with extraordinary character, and immersive experiences that allow you to remain in sync with the landscape while enjoying opulent, world-class accommodation as well as cosmopolitan Vilamoura nearby.

The property has access to Praia de Falesia beach, Domes Lake Resort Algarve is a scenic landscape of greenery, natural beauty, and wonder that enjoys unique views of the marina and skyline on the horizon.

Our dedicated team and staff are ready to answer any question, organize any personal requests and guide you through endless memorable moments.

This hotel directory includes information about the hotel facilities and services.

If you have any further inquiries, please contact reception (2424).

Once again welcome!

Vilamoura, the coastal community in the central Algarve, is acclaimed for its numerous gold courses, long stretches of pristine beaches and award-winning marina. It is the epitome of enjoyable and relaxed lifestyle. Here the sun shines almost daily, just as has for thousands of years.

According to many, Vilamoura is the best tourist destination in Portugal and even Europe. It is a luxury destination, associated with a sophisticated lifestyle, but at the same time relaxing. About 30 minutes from Faro International Airport, Vilamoura meets all conditions as a great holiday destination.

CLIMATE

Vilamoura enjoys a mild and stable climate, the summer months are generally hot and dry. Autumn and Spring offer great daytime temperatures. The rainy season is normally between October and March.

POPULATION

The population is 3,723 in the area of Vilamoura.

MAIN RELIGION

The majority of the population is Roman Catholic.

LANGUAGE

Portuguese is the official language, but English is widely spoken.

DISTANCES FROM THE RESORT

Vilamoura city center — 1.9 km
Airport de Faro — 28.2 km
Vilamoura Port — 4.8 km
Ria Formosa (Natural Park) — 30.2 km

USEFUL TELEPHONE NUMBERS & WI-FI INFORMATION

Reception (24/7) — 2424
Concierge — 2424
Room Service & Ice — 56166
Spa — 43140
Wi-Fi Free Access Network — DOMES LAKE ALGARVE

TELEPHONE CHARGES

Local Calls — 1.00 per minute (hotel unit)
Mobiles — 1.00 per minute (hotel unit)
International Calls — 1.50 per minute (hotel unit)

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FACILITIES

RECEPTION

Reception is at the main building of the resort and is available 24 hours daily for your assistance.



RESTAURANTS & BARS

Whether you are in the mood for some traditional Portuguese comfort dishes, Domes specialty neo - Greek seafood, or multi-Mediterranean degustation, prepare for the tantalizing prospect of a unique, fusion cuisine that perfectly blends the flavors and traditions of the regions.

GUSTATIO RESTAURANT

Serving breakfast, lunch and dinner from morning until late this is the spot of the summer sustenance. Gustatio is the gastronomic ritual of tasting. Enjoy delicious breakfast buffets and Portuguese comfortcuisine with a Mediterranean twist.

BREAKFAST 07:00 - 10:30

Variety of cold and hot buffet including action cooking.

DINNER 18:30 - 22:00

For bookings you are kindly advised to contact the concierge desk.

TOPOS RESTAURANT

Authentic Greek Cuisine. A menu of Greek island fare that will take you on a culinary journey to some of the most beautiful islands in the Aegean.

LUNCH: 12:00 - 15:00

DINNER: 18:30 - 22:00

MAKRIS ON THE LAKE

Multi- Med Degustation floating on the lake. With stunningly fresh, local and organic ingredients, from all over the world, with an emphasis on Greek Mediterranean flavors. The menu changes frequently depending on what's fresh and seasonal.

DINNER: 18:30 - 22:00

APRICUS POOL BAR

The Apricus Pool Bar offers a luxurious escape. Set on a wooden pergola, it gets its name from the Latin word Apricus- full of sunlight. Enjoy a cold drink and original snacks all day long under the vibes and sounds of happenings DJ sets.

10:00 - 18:00

GASTRO BAR

Raw Gastro bar is an elegant evening cocktail & champagne bar. Original cocktails paired with eclectic bar snacks, featuring a shared ingredient, complete the richness of the experience.

10:00 - 00:00

ROOM SERVICE

DIAL 56166

07:30 - 23:30

At your service! Feel free to contact us anytime, night or day, for snacks, drinks or even a fine dinner. Early breakfast available upon request.

BREAKFAST

LUNCH

DINNER

Tray charge 2€ for Beverages / 5€ for Food.

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SOMA SPA

09:00 - 19:00

In the heart of the wetland and centered around the energy of the Lake lies an outdoor space for mindfulness. Domes signature Soma Spa creates a one-of-a-kind, eco-spa journey that approaches your transformation holistically.

The rituals of the spa treatments and methods of the ancient Greeks are combined with the most recent healing techniques and results-oriented products from ELEMIS. Also, GODAGE PARIS, inspired by the periodic table of elements, uses, cocktails of active natural ingredients that work synergically to answer specific needs.

Selected spa services designed for the outdoors or exclusively in treatment rooms with windows, direct sunlight and always fresh-air purified wellness spaces. Relaxation area located at the Soma Spa with treatment pool, Dead Sea Jacuzzi, Roman Bath, Turkish Bath, Sauna and multisensorial showers.

Manicure, Pedicure Treatments & Hairdresser.

FOR SESSION, PLEASE DIAL 43140.

FUR FURTHER INFORMATION, PLEASE CONTACT THE SPA RECEPTION.

FITNESS CENTER

OPERATION HOURS 24 / 7

Free access. Instructor at your service available at specific times during the day.

FOR MORE INFORMATION PLEASE CONTACT THE SPA RECEPTION.

KiEPOS

10:00 - 13:00 & 15:00 - 18.00

Play areas and educational play activities complete the picture of this Neverland setting. Safety built using sustainable, natural materials, the children's retreat we call the Kids Club is the perfect spot to let loose. FOR MORE INFORMATION, PLEASE CONTACT THE KIDS CLUB OR THE CONCIERGE DESK.



ADDITIONAL INFORMATION

AIR CONDITIONING & HEATING

Is available in all accommodation types.

Opening the windows to terrace or the front door will automatically disconnect the air conditioning.

AIRLINES & PORT INFORMATION

Please contact the Concierge Desk for scheduled airline / ferry confirmation and any assistance to print boarding passes.

BANK SERVICE & CURRENCY

Banks are open from Monday to Friday 08:30 - 15:00.

Nearest Banks / ATMS are located in 4.4 km away from the hotel. Currency exchange at the bank.

BEACH & SWIMMING POOL

The golden beach of Falesia is a few steps away. The sunbeds and umbrellas are not serviced by Domes Lake Resort.

There are three beautiful outdoor swimming pools, one of which is heated seasonally. In the east wing also lies a beautiful beach pool with a sand covered bottom. Sunbeds and umbrellas are available free of charge by the pools. You are kindly requested not to reserve sunbeds. If you leave clothing or other items on the sunbeds and umbrellas they will be collected by the hotel personnel. Pool towels are available at the pool attendants desk.

BICYCLE

Enjoy bicycle riding on recommended routes to feel the nature in the surrounding areas of the Hotel.

BOAT TRIPS

Explore the extraordinary surrounding areas, the local tradition and the historical attractions and discover secret sides.

BREAKFAST BOX

Please contact the Concierge Desk one day in advance if you wish to order a breakfast box.

Business- Conference Center

CONFERENCE ROOMS

The hotel has available the following conference rooms:

PAIXÃO ROOM

- Paixão A Room 100m² Area. Maximum capacity 120 seats.
- Paixão B Room 88m² Area. Maximum capacity 100 seats.
- Paixão C Room 49m² Area. Maximum capacity 40 seats.
- Paixão A+B+C Room 240m² Area. Maximum capacity 260 seats.

ESPÍRITO : BREAKOUT ROOM 25m² Area. Maximum capacity 16 seats.

LIBERDADE : BREAKOUT ROOM 25m² Area. Maximum capacity 16 seats.

IF YOU NEED ANY FURTHER INFORMATION, PLEASE CONTACT RECEPTION.

CAR RENTAL

Please contact concierge desk to make any arrangements for you.

CHECK IN TIME

Please note that on arrival day, rooms are available after 15:00 and apartments after 16:00.

CHECK OUT TIME

Please note, that on departure day, rooms must be vacated by 12:00 and apartments at 11:00. Before leaving the resort, please make sure that you have returned your key card to the reception and check that your bill has been settled.

CREDIT CARDS

All major credit – cards are accepted: American Express, Diners Club, Mastercard and Visa. Personal cheques are not accepted.

CHURCH SERVICES

Catholic churches are near the hotel: tell us what interests you and we can give all the necessary information.

DO NOT DISTURB

To ensure your privacy, you will find a hanging card on the back of the door in your room, which can be hung outside. If you do not wish to receive telephone calls, please inform our Reception.

PLEASE ADVISE RECEPTION WHEN YOU ARE AGAIN AVAILABLE TO TAKE CALLS.

LAKE

The lake can be used for kayaking, canoeing and pedaling. For more information on water sports, please contact the concierge desk. For safety reasons swimming, diving or fishing in the lake are not permitted.

PARKING

Whenever you wish to park or retrieve your vehicle from our underground car park, please call Reception. We recommend that you do not leave any valuable objects inside the vehicle. The hotel will not assume any responsibility for objects left inside vehicles, or for damage caused by any third party.

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DESTINATION ACTIVITIES & ENTERTAINMENT

ATTRACTIONS AND LOCAL EXPERIENCES

Enjoy the attractions and local unique experiences in beautiful, atmospheric, and narrative Vilamoura.

DRESS CODE

DAYTIME: Resort Casual. Please wear cover-ups in the restaurant. For safety reasons, shoes must be worn in restaurants & bars at all times.

EVENING: Smart Casual. Gentlemen are kindly requested to wear long trousers or smart long shorts in the restaurants. No flip-flops or slippers are allowed.

DRINKING WATER

Tap water is drinkable. However, bottled water is available in all hotel bars and Room Service.

DOCTOR ON CALL

Please note that the resort is cooperating with a Doctor on call on a 24-hour basis (extra charges apply).
IN CASE OF NEED DIAL 2424.

EXPRESS CHECK OUT

Please inform us one day prior to your departure, should you wish to have an express check out.

FLOWERS

Romantic moments may blossom in Domes Lake Resort, let us know your favorite flowers.

HAIRDRYER

A hairdryer is available in your wardrobe. We kindly ask you to use it only in the room area and not in the bathroom for greater safety.

HOUSEKEEPING

In room housekeeping services have been adjusted in accordance with the new hygiene guidelines. Housekeeping will be provided daily. You are always welcome to modify this service, simply let us know. For special requests please contact our concierge desk.

INTERNET CORNER

Personal computers, fax and a printer available 24 hours at the Reception.
PLEASE CONTACT OUR CONCIERGE DESK FOR MORE INFORMATION.

LAPTOP & TABLET DEVICES

Tablet & Laptop devices may be provided at the reception area. Please contact the Reception for further information.

LAUNDRY SERVICE

Laundry bags and price list can be found in your wardrobe. Please complete the laundry list, place clothes in the bag provided and contact reception desk to arrange for collection.

REGULAR SERVICE 48 HOURS

IRONING 24 HOURS

EXPRESS SERVICE +30% SURCHARGE

For express service, please contact Reception Desk as soon as possible. We regret there is no service on weekends or public holidays.

LINEN POLICY

Bath and bedroom linen are replaced in respect and according to our environmental policy.

LOST & FOUND

For lost property please contact the Reception Desk.

LUNCH BOX

Please contact the Concierge Desk to place your order the day before 18:00.

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MAIL SERVICES

Express Courier. Incoming mail will be delivered to your suite. Express courier and postal services are available for the Concierge.

MESSAGES

All messages will be delivered to your room.

MINI BAR & ROOM SERVICE

Please note any items you consume on the Mini Bar list so that they can be refreshed.

All mini bar charges will appear on your final bill.

PLEASE CONTACT ROOM SERVICE FOR ANY SPECIAL REQUESTS.

PARKING

24 - hours valet parking and parking area is available at the entrance of the resort.

PORTER SERVICE

Please contact the Reception Desk if you need help with your luggage. Please make sure it has been out of your taxi on arrival or that you have not forgotten anything on departure.



PLACES OF INTEREST, MUSEUMS & ARCHAEOLOGICAL SITES

Vilamoura and the surrounding area consist of amazing sites to unfold. Simply contact the Concierge and we will highlight the best spot for you.

GOLF

The renowned golf courts of Vilamoura are only 4.7 km away from the hotel. For reservations, equipment, as well as scheduling private golf lessons with a professional trainer contact our Concierge Desk.

RESERVATIONS

Please contact the Reception Desk if you need help with future reservations at any of our sister hotels, Domes Miramare Corfu A Luxury Collection Resort, Domes of Corfu Autograph Collection Resort, Domes Aulus Zante, Domes of Elounda Autograph Collection, Domes Aulus Elounda, Domes Noruz Chania Autograph Collection, Domes Zeen Chania A Luxury Collection Resort, Pleiades Luxurious Villas.

SHOPPING

Open for extended hours of shopping therapy!

REGULAR SHOPS

Monday - Saturday — 09:00 - 14:00

Tuesday - Thursday & Friday — 18:00 - 21:00

Sundays — closed

INTERNATIONAL CHAINS

Monday - Friday — 09:00 - 21:00

Saturday — 09:00 - 20:00

Closed on Sundays

SUPERMARKETS

Monday - Friday — 09:00 - 21:00

Saturday and Sunday — 09:00 - 20:00

TOURIST SHOPS

Monday - Sunday*

* Tourist shops are not required by law to keep normal shop hours, so the opening times vary widely. They will often stay open later in the evening (11.00 pm) and will also open on Sundays. This applies to the summer season only. Apart from kiosks, pastry shops, florists and many tourist shops everything else is closed on Sundays.

SPECIAL OCCASIONS

Please contact the Concierge Desk for any special occasion that need to be organized.

SWIMMING POOLS

OPENING HOURS 10:00 - 18:00

We kindly ask you to follow the swimming pool rules and regulations. Diving, running, jumping, pushing and rough play by the pool it is not permitted. All guests are requested to use the showers before using the Swimming Pools. Any injury occurred in or by the pool area it is needed to be reported to a supervisor or at the Reception by dialing 2424.

SMOKING

We kindly inform you that Domes Lake Resort is a non-smoking hotel.

TAXI

Please contact the Concierge or Reception.

TELEPHONE & FAX

COUNTRY DIAL CODE +351

The fully automated system allows you to call any telephone number around the world by dialing 0 for external line and then the international code and the phone number. For additional information please contact the reception by dialing 2424.

ROOM TO ROOM COMMUNICATION

- Rooms with three digits: Dial 44 + room number
- Rooms with two digits: Dial 440 + room number

COMMUNICATIONS BETWEEN APARTMENTS:

- A Block – Dial 451 + no of the apartment
- B Block – Dial 452 + no of the apartment
- C Block – Dial 453 + no of the apartment
- D Block – Dial 454 + no of the apartment
- E Block – Dial 455 + no of the apartment
- F Block – Dial 456 + no of the apartment
- G Block – Dial 457 + no of the apartment

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TELEVISION

Every room is equipped with Satellite TV. For details, please read the instructions available in the TV Channel list. TV Channel List:

TENNIS

Don't miss out on your favorite activities. The tennis courts of Vilamoura are only 4.7 km away from the hotel. For reservations, equipment, as well as scheduling private tennis lessons with a professional trainer contact our Concierge Desk.

VALUABLES & SAFETY DEPOSIT BOXES

A safety deposit box is available free of charge in every room. As the hotel does not take any responsibility for unsecured personal valuables, it is recommended that you use the safety deposit box.

WAKE UP CALLS

Please contact the reception desk to arrange for the time you would like to be woken up.

FOR RECEPTION — DIAL 2424

You can also set your own alarm directly from telephone device.

WELLNESS PROGRAM

Fitness programs and private classes with additional Personal Trainer charges.



FOR YOUR COMFORT & SAFETY

EMERGENCY EXIT SIGN

We ask for our guests to carefully read the Emergency Procedures displayed near their guestroom door. In case of fire, please DO NOT USE THE LIFTS.

FIRE EMERGENCY

Fire extinguishers are available in all corridors of the main buildings. If you see signs of fire, please contact the reception (dial 2424) and immediately leave the building. We ask our guests to carefully read the Emergency Procedures displayed near their guestroom door.

FIRST AID

First aid kits are available in reception, all bars & restaurants. In case of emergency, please contact the Reception Desk. DIAL 2424.

LIFTS & ELEVATORS

Please read the instructions about the lift use. In the event of failure, please do not panic. Follow the instructions inside the lift.

MEDICAL SERVICES

In case of emergency, our hotel provides a 24h medical service*. For further information, please contact the Front Office. DIAL 2424

For further information please contact the Front Office Department, extra charges apply.

SAFETY

Safeguard your room key card as you would your house key. Do not leave your card in the room. If your key card is lost or stolen, report it to the front desk immediately. Do not reveal the name of your hotel or room number to strangers. Try not to discuss plans for excursions in front of strangers. Be careful when leaving balcony doors and windows having access to the outside open at night when you are sleeping. Upon check-in ask for a business card with the hotel name and address. When checking out, remember to leave your key card with the front desk clerk.

VALUABLES / SAFE BOX

Do not keep loose valuables in your room.

Every suite has a free safety deposit box for your use.

Do not leave valuables inside parked vehicles. The hotel accepts no responsibility for any items of value left in the bedrooms.

VOLTAGE

The hotel voltage is 230 Volts / 50Hz.

The management reserves the right to change the information included in this service directory, at any time and without notice. Depending on weather conditions, the hotel departments' opening hours may change (with or without prior notice).

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ENVIRONMENTAL & FOOD SAFETY POLICY

Being aware of the importance of environmental protection for sustainable development providing high quality services and food safety management, the Management and staff of Domes Lake Resort developed and implemented an environmental management system in accordance with the requirements of International Standard. It covers all activities of the hotel and in particular the accommodation services, catering and entertainment.

THEREFORE, THE ADMINISTRATION OF DOMES LAKE RESORT ALGARVE IS COMMITTED:

- To seek continuous improvement by setting goals.
- Comply with all legislative and other requirements concerning its activities in relation to environmental aspects and other activities.
- Select the appropriate personnel and put effort in their continuous training and assessment.
- To assess the environmental impact of its activities in order to reduce or eliminate negative environmental impacts.
- Be active in every possible way to protect the environment and prevent pollution.

BASED ON THESE COMMITMENTS, THE ADMINISTRATION OF DOMES LAKE RESORT ALGARVE AIMS AT:

- Ensuring all necessary resources to maintain and update the system and infrastructure improvements.
- Achieving a high level of customer satisfaction.
- Implementing actions to save energy, reduce water consumption, reduce and properly manage waste.
- Updating all stakeholders involved in environmental activities in order to raise environmental awareness and participation.

These guiding objectives are achieved by applying the Environmental Management System and Food Safety Management, the development of specific and measurable objectives, regular monitoring of environmental parameters controlling the efficiency of operations, the inspection of the System's performance and evaluating targets with the aim of increasing them.

ENVIRONMENTAL MANAGEMENT

Proper environmental management and environmental protection are key objectives of Domes Lake Resort. The adoption and implementation of an environmental management system according to International Standard in conjunction with involvement of employees, partners and particularly customers.

WE KINDLY ASK YOU:

- To close the windows when the heating or air conditioning is switched on.
- To turn off the lights before leaving the room.
- To take notice that sheets and towels are changed either on your request or in accordance with the frequency determined by the environmental policy of the hotel.
- To avoid the disposal of substances (e.g. fats, oils, toxic liquid waste) that could hinder the proper and efficient operation of biological wastewater treatment of the hotel complex.
- To separate waste following the best techniques that have been decided upon according to the environmental policy of the hotel. In each room there are two bins: In the trash bin located in the room, please collect the recyclable waste (glass, paper, aluminum, plastic); in the trash bin located in each sanitary facility, collect non-recyclable waste (toilet paper, organic waste).
- To call the room service for proper collection and removal if there is hazardous waste (e.g. toners, inks, refrigerating and electronic equipment, batteries, energy-saving light bulbs, pharmaceuticals, grease and electrical appliances).
- Not to let the water run unnecessarily while brushing your teeth or taking a shower. Please fill a glass with water, turn on the faucet and rinse your teeth.
- Not to use more sheets, blankets and towels than you really need.
- To completely switch off electronic devices instead of keeping them in standby mode. Unplug electronic appliances.
- To use public transportation for your mobility.
- To immediately ask for repair of leaking.