



INFORMATION BOOK 97864/AL

**Carnet d' informations
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Livro de Informações**



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1. WELCOME TO GERONIMO'S GUEST HOUSE

Dear Guests,

Thank you for choosing GERÓNIMO'S GUEST HOUSE BELÉM. We hope you will feel as comfortable as at your own home.

Our Guest House is the product of a renovation of a traditional Portuguese family's home into a small, cozy, intimate and inviting lodge.

Almost all the original furniture and décor of this family house have been kept and rehabilitated to create a singular experience in each of the five suites. All of the suites tell a different Portuguese story about the country's presence in the World.

The common areas of the property are shared with the owner, Mr. Jorge Lopes, as well as with his family and his pets.

The exterior garden of about 160 m², has an outdoor Jacuzzi and several areas where you can relax, drink your coffee and tea or enjoy the sun while listening to the sound of nature.

Breakfast is not served as there is a broad and rich variety of great places where you can eat such as the likes of the well renowned "Pastéis de Belém" to several traditional bakeries and coffee shops such as "Padaria Portuguesa" at a fair price, from 2,5 up to 5 euros.

In the guesthouse's surroundings you will also find a vast offer of restaurants, whether you are looking for traditional Portuguese restaurants, fancy establishments or cheap bites.

We want to maintain the comfort of our home, which is also yours, so we kindly ask you for being responsible, environmentally friendly and taking care of the objects, decoration pieces and equipment that are available on the property.

We hope that this little Manual can help you to become more familiar with our home and provide some information that may be useful to make your stay more pleasant.

We hope you have a wonderful experience in our beautiful city of Lisbon and for any doubt, clarification or urgency do not hesitate to contact Ricardo Arede through 961630981 or by email through geronimo@cruzadestaque.pt.

Ricardo, Liliانا, Jorge & Luis



2. RULES & GENERAL PROCEDURES

- At Geronimo's Guest House, common areas (garden and social areas) are shared with the property owner, his family and their pets. Exclusive areas that are inhabited by the family, have conditioned access.
- We want to keep the comfort of the house, so we are grateful that our guests are responsible, friendly to the environment and animals, take care of the equipment, objects and decoration pieces that are in the suites and common areas.
- In the ground floor social area, you can find a coffee and tea machine.
- The house is equipped with a video and fire detection system, and smoking is only allowed in the garden.
- Each suite is equipped with a first aid box, mini-bar and a safety.
- Rooms are daily cleaned between 11am and 1pm.
- As much as possible we ask you to reuse the towels, as this will contribute to protect the environment. Only the towels you leave in the floor will be collected.
- You have at your disposal the fast Wi-Fi network JERÔNIMO GUESTHOUSE with the password: belem2019
- You can find information about the Belem area and useful contacts in the map that is at the entrance of the Guest House.
- You can park the car in the streets surrounding the Guest House without having to pay a ticket. Please be aware and take all your belongings from the car to the house.
- Before entering in the garden Jacuzzi, you should take a shower. Do not use electrical appliances and mobile phones while in the Jacuzzi.
- Some paintings that decorate the suites and common areas can be acquired. If you wish, please contact the artist through the email oliveira.liliana7@gmail.com.
- Parties and events are not allowed unless approved by the Guest House management.

For any questions you call Ricardo Arede through 961 630 981 or by email: geronimo@cruzadestaque.pt.



3. CHECK-IN AND CHECK-OUT

The Check-In Time is from 15:00 to 20:00.

Upon prior request by the guests, a late check-in can be carried out, with an additional fee of 20 euros applied for each Check-In.

Check Out - Our Guests must leave the suites until 11:00.

Thank you for your comprehension.



4. WIFI – INTERNET

At Gerónimo Guest House Belém you have at your disposal a free WIFI network with free access.

To access to this network, you must choose on your device **GERONIMO GUESTHOUSE** and enter the password: **belem2019**.

We advise a responsible, safe and appropriate use, in compliance with all applicable laws. If there are any faults in the service, you can contact us.

5. WASTE/GARBAGE SELECTION/TREATMENT

At Gerónimo's Guest House Belém we provide selection of garbage. Next to the entrance of the house or in the garden there are 3 containers for glass (green), plastic / metal (yellow) and paper and cardboard (blue).



We kindly ask our guests to separate the garbage and place it in the identified containers.

We also appreciate that our guests can put all undifferentiated garbage in the trash bins/buckets at your disposal in each of the suites and their bathrooms, as well as in the social areas.

Our Guest House is animal friendly. To keep it always clean we ask our guests to collect the pet's feces and put it in the trash bucket that is in the garden.

6. EQUIPMENT & HOUSEHOLD APPLIANCES

All suites are provided with the necessary equipment to make our guests feel the more comfortable as possible, such as Air Conditioning, TV, Minibar (drinks are not available), Safe and Hair Dryer.

The remote controls for Air Conditioning and Television, are placed in the first drawer of the bedside tables of the suites, except for the Porto and Tavira suites, which are in the first drawer of the dressers.

Air conditioning

To use the air conditioner, press On and choose the mode you want using the identified keys (hot, cold, dehumidification), as well as the desired temperature.

TV

To watch TV, you must select the On mode on the remote and, using the arrows or numbers, the desired channel.

Hair dryer

You can find the hair dryer inside the cabinet under the toilet, except for the Suite Tavira that will be inside the closet. Whenever you want to use it, you must connect it to the electrical outlet, select the On mode and choose the desired speed (one or two).

Safes

The safes are located inside the cabinets, except in the Porto suite, which is in the furniture toilet and the instructions for use are identified on the front opening door of each safe. The safe door will always be open when you check in.

Minibars

The mini bars are always on and are visible in the suites or inside the cabinets (suites Lisboa and Tavira).

Jacuzzi

A jacuzzi is available in the outdoor garden, which can be used between 11:00 am and 7:00 pm. Before using it, you should take a shower, in the shower next to you and the use of a bathing suit is mandatory.

The Jacuzzi has a capacity of 2 people, and children can only use the Jacuzzi with adults.

The instructions for the Jacuzzi can be found on the equipment itself and in order to be connected, you should ask Ricardo Arede (Host) and or the owner of the house, Jorge Lopes, when he is present in the garden.

Coffee machine

In the hall that gives access to the garden, you have at your disposal a coffee and tea machine, which by default is turned off. To turn it on, press the button on the top behind the machine to the On position.

Check that the machine's water container is full (otherwise it should be filled) and wait until the front light turns green (it will be red first when you turn on the machine).

Lift the silver handle and insert the chosen capsule that is on the tray next to the machine. Close the handle and press the front button until you have the desired amount of coffee or tea. When the operation is finished, turn off the machine.

Attention: If the front container recipient of the machine is full, the machine does not work, so please empty the recipient before in the dumpster located in this hall, properly marked.



And please don't forget to turn off all appliances and lights before leave the suite. Our planet thanks you.



7. HOURS OF SILENCE

According to the law in force in Portugal, hours of silence are between **11:00 PM and 07:00 AM.**

For the comfort and enjoyment of both the owner of the house, our guests as well as the neighbors, we kindly ask that noise levels are kept to a minimum during these hours.



8. USEFUL INFORMATION

At the entrance of the Guest House you can find a set of flyers with useful and interesting information about what you can do in Lisbon and in the surrounding areas, as well as several entertainment programs.

You will also find a map of Belém with the main points of interest in the area, places and useful contacts.

Around 150 meters from the house, you have at your disposal a tourist information kiosk where you can get all possible information about our city.

You can also find all this information in our mobile app.

INTERESTING PLACES TO VISIT AROUND THE GUEST HOUSE ÁREA

Less than five minutes from Geronimo's you can find, the main monuments of the golden period of Portugal and its maritime expansion, with emphasis on Jeronimo's Monastery, the Belém Tower and the Monument to the Discoveries. This area is also full of magnificent gardens.

Below you find a list of the main places of interest near our Guest House:

Belém Pastels- 150 m
Botanical Garden of Belém - 100 m
Jeronimos Monastery - 0.3 km
Navy Museum - 0.4 km
Belém Train Station - 0.5 km
Monument to the Discoveries - 0.5 km
Belém Tower - 0.85 KM
CCB - Cultural Center of Belém - 0.5 km
MAAT - Museum of Art, Architecture and Technology - 0.8 km
Coach Museum - 0.7 km
Tourist information kiosk - 150 m

At 150 meters from the Guest House (in front of Belém Pastels) you will find the bus and the tram stop that takes you to the main sites of the city center.

With the tram numbers 15E, 18E and buses 738 and 736 you will be at the most in 15 minutes at LX Factory, 25 minutes at Ribeira's Market and 30 minutes at Commerce Square.

We advise to purchase your ticket at the kiosk in front of the stop, as it will be cheaper.

Some of the main places of interest in Lisbon:

Lx Factory - 3,2 km
Ribeira Market - 5 km
Commerce Square - 6 km
Bica Elevator - 6,3 km
Rossio Square - 8 km
São Jorge Castle - 8,2 km
Lisbon Oceanarium - 12 km



Pena Palace -19 km
Cascais Village – 27 km

In our app and in our web site website www.geronimoguesthouse.com you can find more information about interesting places to visit and experiences to try.

SUPERMARKETS

Within 100 meters there is a neighborhood grocery store. The nearest supermarkets are about 300 meters (Minipreço) and 500 meters (El Corte Inglés).

PLACES FOR BREAKFAST AND RESTAURANTS

Breakfast is not served in our Guest House, but there is a very rich and varied offer 2 minutes away, starting with the famous and secular Belém Pastels, until the most recent Portuguese Bakery, with a fair price of 2.5 to 5 euros per person, approximately.

Nearby there are also a very rich and varied offer of pastries and restaurants, some more traditional and intimate and others more general.

On our website you can find some of the places we like and where we regularly go to lunch or dinner with our friends or family.

And also you can always ask Ricardo Arede and Luís Mesquita or the owner of the house, Jorge Lopes to give you some more suggestions.



9. EMERGENCY SERVICES

In an emergency situation, such as request an ambulance, call the police or in case of fire, **call immediately the emergency number 112.**

Please indicate the location of our Guest House: **Rua 2, number 3, 1400-209 Belém - Lisbon.**

Our Guest House is equipped with a fire detection system, as well as four extinguishers, which are located respectively in the entrance hall of the house, in the social area where the coffee machine is located, and in the first floor hall that gives access to the suites.

In the event of an alarm or fire, please evacuate your suite as soon as possible. You can find the emergency plant, in the entrance hall and on the 1st floor, near the end of the stairs.

The emergency number 112 can be found in all suites and common areas, as well as a no Smoking sign. Smoking is only allowed in the property's gardens.

EXISTING SIGNALS

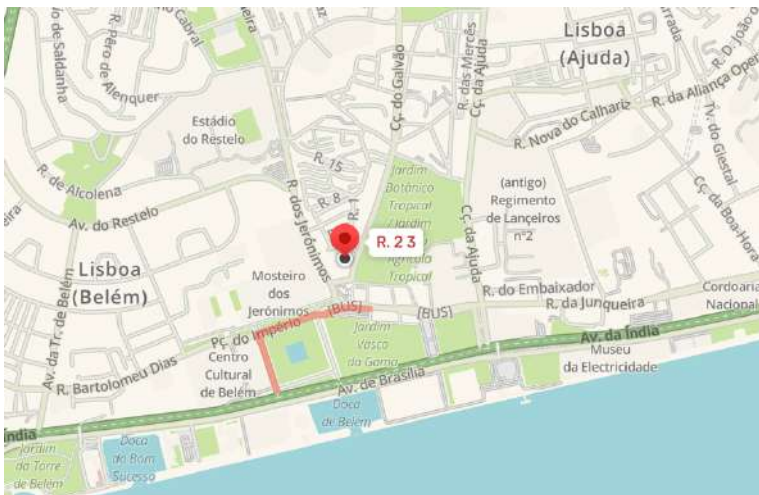
Our Guest House is equipped with:

- ABC Chemical Powder Fire Extinguisher 6KG
- First Aid Boxes (in each Suite)
- Fotolum Signs. Med. 150x150mm - Fire Extinguisher
- Fotolum Signs. Med. 150x200mm - First Aid Box
- Fotolum Signs. 200x100mm - Emergency number 112
- Signs - No Smoking (in each Suite)
- Electrical panel board

10. LOCATION/ACCESS/TRANSPORTS

GERÓNIMO'S LOCATION

Street 2, number 3, 1400-209 Belém – Lisboa



HOW TO GET TO GERÓNIMO'S

BY CAR

Waze coordinates: R. 2 3, 1400-206 Lisboa Google Maps: R. 2 3, 1400-209 Lisboa

Departing from Lisbon Airport, the trip will take about 20 minutes without traffic (13.6 km). At rush hour, add 20 to 30 minutes. If you come by Uber X / Green the price will be approximately 20 euros.





PUBLIC TRANSPORTS

If your option is public transport, the journey will take between 35 to 60 minutes (depending on the time of the day) and the approximate cost will be 4 euros.

Metro & Bus - Option 1 (includes 1 transfer): At the Airport choose the red line towards S. Sebastião and get off at Saldanha station towards Praça do Saldanha (departures every 5 minutes). Once in Praça do Saldanha choose bus 727 (direction Restelo) and get off at Mosteiro dos Jerónimos (departures every 5 minutes). Once you arrive at this stop you will be at 150 meters from our Guest House.

Metro & Bus - Option 2 (includes 1 transfer): At the Airport, choose the red line in the direction of S. Sebastião and get off at Alameda station (departures every 5 minutes). At Alameda station, change to the green line towards Cais do Sodré, and get off at this last station.

Once you reach Cais do Sodré you have 3 alternatives to reach GERÓNIMO:

1. Choose bus 728 towards Restelo - Avenida das Descobertas and get off at Mosteiro do Jerónimos and you will be at 150 meters from the Guest House;
2. Choose tram 15E towards Algés, get off at Mosteiro do Jerónimos and will be at 150 meters from the Guest House;
3. Choose the train in the direction of Cascais, get off at Belém station and you will be about 5 minutes walking from the Guest House.



11. BORDER SERVICES

According to current law, all short-term accommodation is required to communicate guest data to the Immigration and Borders Services (SEF), so upon arrival you will be asked for a copy of your passport or ID card identification.

12. CLEAN & SAFE

TRAINING TO ALL COLABORATORS/EMPLOYEES:

At Gerónimo's Guest House Belém all employees received specific information and / or training on:

- Internal protocol for the COVID-19 coronavirus outbreak.
- Compliance with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak, including the procedures:
 1. Hand hygiene by frequently washing them with soap and water for at least 20 seconds or using a disinfectant that has at least 70% alcohol, covering all surfaces of the hands and rubbing them until they are dry.
 2. Respiratory tag coughing or sneezing into the flexed forearm or using a tissue, which should then be immediately thrown away; hand hygiene always after coughing or sneezing and after blowing; avoid touching the eyes, nose and mouth with your hands.
 3. Social conduct avoiding (whenever possible) close contact between the Host and the guests through handshakes and kisses.
 4. Comply with daily self-monitoring to assess fever (measure body temperature and record the value and time of measurement), check for cough or difficulty breathing.
 5. Comply with the guidelines of the General Directorate of Health for cleaning surfaces and treating clothes in establishments.

INFORMATION TO ALL CUSTOMERS:

The following information is available to all customers:

- How to comply with basic precautions for prevention and infection control in relation to the COVID-19 coronavirus outbreak.
- What is the internal protocol for the COVID-19 coronavirus outbreak.

GERONIMO'S HAS:

- Personal protective equipment in sufficient number for all employees.
- Personal protective equipment available to customers (maximum capacity of the establishment).
- Dispenser of antiseptic alcohol-based solution or alcohol-based solution near the entry / exit point.
- Location (social toilet in the ground floor) to isolate people who can be detected as suspected cases or confirmed cases of COVID-19.
- In the sanitary facilities equipment for washing hands with liquid soap and paper towels.

GERONIMO'S ENSURE:



1. Washing and disinfection, in accordance with the internal protocol, of the surfaces where employees and customers circulate, ensuring the control and prevention of infections and resistance to antimicrobials.
2. Cleaning, surfaces and objects in common use (including light switches, door handles, cabinet handles).
3. The preference for wet cleaning, in preference to dry cleaning and use of vacuum cleaner.
4. Air renewal of rooms and enclosed spaces is done regularly.
5. The disinfection of the jacuzzi is done regularly with the emptying of all the water followed by washing and disinfection and then it is filled with clean water and disinfected with chlorine in the appropriate amount, according to the internal protocol.

OUR CLEANING PROTOCOL GUARANTEE:

- Specific care for changing bed linen and cleaning rooms, privileging two spaced intervals and with adequate protection according to the internal protocol.
- The removal of bed linen and towels made without shaking or shaking it, rolling it from the inside out, without touching the body and transporting it directly to the washing machine.
- Machine washing and high temperatures of bed linen / towels (around 60°C) in the laundry room, which ensures the service to the Guest House.

OUR OPERATIONS ENSURE:

- That there is always a collaborator at the service responsible for triggering the procedures in case of suspected infection (accompanying the person with symptoms to the isolation space, providing the necessary assistance and contacting the national health service - 808 24 24 24).
- The decontamination of the isolation area whenever there are positive cases of infection and reinforcement of cleaning and disinfection whenever there are patients suspected of infection, especially on surfaces frequently handled and most used by the same, as indicated by DGS.
- The storage of waste produced by patients suspected of infection in a plastic bag that, after being closed, must be segregated and sent to a licensed operator for the management of hospital waste with biological risk.