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Guest House

Horta/Faial/Açores

## **Welcome to H18**

We hope you have a pleasant stay in our house and our aim is to ensure this.

**Breakfast** is served between 8 and 10 am (weekends and holidays too). If you prefer any other hour please let us know the night before and we will try to arrange breakfast at your convenience.

**The kitchen** is free for guests to use it for cooking light meals and to keep your food and groceries if you like. The Hostel won't be responsible for any disappearance.

**Check out time** is 11 am, however we will endeavor to assist in any request for a later time, circumstances permitting. We also can keep your luggage for you.

**Due to environmental** reasons, we do not wash towels automatically every day. If you like a fresh towel, simply leave the old one laying on the floor.

**Faial recycles** glass, plastic and paper, we appreciate your help on it. In the kitchen underneath the sink, there are recycle bins.

**We do not** have a safe in the house so we cannot take responsibility for your valuables.

**We have** a complaints book.

**It's forbidden** to smoke inside the building. Nevertheless you can do it on the patio or on the balconies of each room.

**If you** have any questions or concerns, please do not hesitate to contact one of us 964286936/964857539. In case of an emergency please call 112.

**Thank you and enjoy your stay in Faial!**

**H18 – Hostel 18 Lda**