



Welcome to Manta Ray Lodge B&B. In order to make your stay with us as pleasant as possible, we request your co-operation in the following:

#### Check in

Room(s) may only be ready for occupation starting at 4pm. For best service, arrival time should be communicated when making the reservation. Early check in is facilitated when possible.

In order to preserve our wood flooring, luggage is only allowed by the side/reception door and not by the lounge door.

#### Check out

Until 11am. For late check-out, verify possibilities with our staff.

In order to preserve our wood flooring, luggage is only allowed by the side/reception door and not by the lounge door.

#### Breakfast

A traditional breakfast is served from 8am to 10am every day during high and mid-seasons. For early or late breakfast, guests should verify possibilities with our staff one day in advance (at the latest by 4pm of the previous day). Low season breakfast available for an additional fee (November to March).

#### Room amenities

Guests staying at Manta Ray Lodge have access to free Wi-Fi in all the property and High Definition satellite programming. Each room includes a hair dryer, toiletries and a mosquito repellent. International power adaptors are available on request.

Complimentary beach towels and snorkeling gear (mask and snorkel) are available for guests, on request. In case of loss or no return, guests will be charged a fee of 25EUR for each item.

#### Room service

Rooms are cleaned daily. Linens are changed between guests and every 3-4 days during a longer stay. Due to our high humidity levels, we exchange guests' towels every day. Please leave them on the bathroom hangers.

#### Laundry

Please don't hang wet clothes on the furniture. A hotel laundry service is available at low costs (20EUR per laundry bag, available in each room wardrobe). Should you wish to wash your clothes, leave the laundry bag on the room floor for our cleaning staff to collect it.

#### Toilet use

Please remember not to flush paper, sanitary towels, baby towels, tampons or condoms down the toilets, use the bins provided.

#### Access to common spaces

A common lounge with a patio and a fully-equipped kitchen are available for guests to chill out and prepare light meals. Complimentary coffee and tea are always available in our kitchen.



#### Night peace

Please keep noise to a minimum after 11pm.

#### Visitors

Manta Ray Lodge is for guests use only.

#### Pets

Pets are not allowed at the property.

#### Personal belongings

Manta Ray Lodge is not liable for any loss or damage of valuables or other belongings of the guests. Guests should lock the door of their rooms when going out or going to bed. Electronic safety lockers are provided in each room to store any valuables.

#### Luggage storage

Clients are allowed to keep their bags, free of charge, in our luggage room on the days of check in and of check out. This service should be requested to our staff.

#### Clients with special needs

Manta Ray Lodge does not have an elevator. When booking, inform us of any specific needs related to mobility or other physical conditions so that we can book the most adequate room.

#### Regulated & Forbidden actions

Manta Ray Lodge is a non-smoking property. Smoking is only allowed only in outdoor areas. Gambling, prostitution, drugs and other activities that are in violation of government regulations are prohibited in the Lodge.

#### Lodge property

Guests are requested to be respectful towards Lodge property. In case of damage or removal of Lodge property, guests will be charged according to our inventory.

#### Activities

We are very happy to help our guests with any kind of info about the places to visit and activities to do while visiting Faial and the Azores. Please contact us via email or call us at (+351) 96 860 97 26 (also available via WhatsApp and iMessage).

For Whale watching, snorkeling and scuba diving please call (+351) 96 788 22 14 or (+351) 96 860 97 26 (also available via WhatsApp) or email directly our partner at [info@diveazores.net](mailto:info@diveazores.net)

Thank you for your preference and enjoy your stay!