



*WELCOME TO HOTEL PORTO****

Dear Guests,

We would like to offer you a warm welcome to the Hotel Porto.

We will do our best to satisfy all of your requests and provide you with whatever you need to work, have fun or rest.

We wish you success in your work and hope to be able to accommodate you again in the future.

*Sincerely yours,
Hotel Porto*

HOTEL TELEPHONE GUIDE

Hotel reception	In-room telephone 0 Mobile: +370 674 22255
Administration	Mobile: +370 687 98012
Restaurant, bar, bowling	Mobile: +370 611 50200
Conference	Mobile: +370 645 27525



CONTACTS

Address: Plungė Distr. Mun., Babrungas subdistrict., Truikiai village, Pramogų St. 2

Geographical coordinates: 62.02595 36.7584.

E-mail: info@hotelporto.lt

Website: www.portoplunge.net

Facebook: Hotel Porto

CHECK-IN AND CHECK-OUT TIMES

Check-in: after 2:00 PM.

Check-out: before 12:00 NOON.

A surcharge of fifty percent of the room rate is applicable for late check-out before 6:00 PM.



TOURIST INFORMATION

Plungė district and its surrounding area are a great choice for travelers who are interested in Lithuanian cities, history and culture. If you need a map, please visit the reception desk or dial 0.

We inform you about the following distances from the hotel to:

- Palanga Airport – 58 km.
- Plungė Bus Station – 3 km.
- Plungė Railway Station – 3 km.
- Old Town Square – 4.4 km.



Tourist information centres

Plungė District Tourist Information Centre:

Address: Dariaus ir Girėno St. 27, LT-90118 Plungė

tel: +370 640 53644, e-mail: turizmas@plunge.lt



Emergency telephone number and directory inquiry service

- **Emergency telephone number**
In the event of an emergency, dial **112**. An area code is not required when dialing this number.
- **Directory inquiry service**
Call **118** or **1588** for all your information needs in Lithuania around the clock.



Taxi services:

- **Taxi.** If you need a taxi, please contact the Reception or call (8 448) 55555 ; (8 448) 53331





LOCAL ATTRACTIONS

Tourist attractions in Plungė:

Plungė Manor Homestead, Plungė, Parko St. 1.

www.oginskis.lt

Plungė Manor Clock Tower, Plungė District Municipality Public Library, Plungė, Parko St. 7.

www.plunge.rvb.lt

Church of St. John the Baptist, Plungė, Vytauto St. 32.

www.plungesparapija.lt

Plungė Lourdes Grotto, Plungė, Birutės St.

www.plungesparapija.lt



Žemaitija National Park:

Cold War Museum, Plungė district municipality, Plateliai subdistrict.

<http://www.zemaitijosnp.lt/lt/turizmas/saltojo-karo-ekspozicija/>

Tours in Žemaitija National Park.

<http://www.zemaitijosnp.lt/lt/turizmas/ekskursijos/>

Educational programmes in Žemaitija National Park.

<http://www.zemaitijosnp.lt/lt/turizmas/educaciniai-uzsiemimai/>

Pedestrian and bicycle paths.

<http://www.zemaitijosnp.lt/lt/turizmas/pesciuju-dviraciui-takai/>

Boat, kayak, catamaran, yacht, and bike rentals.

<http://www.zemaitijosnp.lt/lt/turizmas/nuoma/>

Energy labyrinths.

www.eneglabirintai.lt



Tourist attractions in Plungė District:

Žemaitė Memorial Museum, Bukantės Manor Homestead, Plungė district municipality, Šateikių subdistrict, Godelių village.

<http://www.oginski.lt/lt/zemaites-memorialinis-muziejus-bukanteje/>

Gondinga Landscape Reserve, Plungė district municipality, Nausodžio subdistrict., Gondingos village.

http://www.piliakalniai.lt/piliakalnis.php?piliakalnis_id=358

Plungė district municipality, Šateikių subdistrict, Pakutuvėnai.

www.pakuta.lt

For more detailed information about the local tourist attractions, please inquire at the Reception.



Public holidays in Lithuania:



- **January 1** - New Year's Day;
- **February 16** – the Day of Restoration of the State of Lithuania;
- **March 11** – the Day of Restoration of Independence of Lithuania;
- **May 1** – International Labour Day;
- **First Sunday In May**– Mother's Day;
- **First Sunday in June** – Father's day;
- **June 24** – Joninės; St. John's Day;
- **July 6** – Statehood Day (Coronation of King Mindaugas);
- **August 15** – Assumption Day;
- **November 1** –All Saints' Day;
- **December 24** – Christmas Eve;
- **December 25 and 26** – Christmas.

Lithuanian words/phrases/expressions

Lithuanian	English	Lithuanian	English
Labas	Hello	Aš esu iš...	I'm from...
Gerai	Good	Ar kalbate angliškai/rusiškai?	Do you speak English/Russian?
Taip	Yes	Aš nesuprantu	I don't understand
Ne	No	Aš nekalbu lietuviškai/angliškai...	I don't speak Lithuanian/English...
Viso gero	Goodbye	Kur yra muziejus/pilis/ miesto centras/parduotuvė/ paplūdimys/vaistinė?	Where is the museum/castle/ city center/store/ beach/pharmacy?
Padėkite	Help		
Atsiprašau	Sorry		
Prašau	Please	Kiek kainuoja?	How much does it cost?
Ačiū	Thank you	Skanaus	Bon Appetite
Kaip sekasi?	How are you?	Kur yra tualetas?	Where is the toilet?
Ačiū gerai, kaip jums?	Thanks good, how are you?	Kiek dabar valandų?	What time is it?
Koks jūsų vardas?	What is your name?	Aš pasiklydau	I am lost
Mano vardas...	My name is...	Malonu susipažinti	Nice to meet you



CATERING SERVICES

Breakfast

Breakfast is included in the price of the room.

Breakfast is served at the restaurant Monday to Friday from 7 to 10 A.M., and from 8 to 11 A.M on Saturday, Sunday and holidays.

Restaurant

Opening hours of the bar and bowling alley: *Monday - Thursday*: 9:00 A.M. – 11:00 P.M.;
Friday - Saturday: 9:00 A.M. – 12:00 P.M.;
Sunday: 9:00 A.M. – 10:00 P.M.

Kitchen opening hours: 10:00 A.M. – 10:00 P.M.



Ordering room service: food and drinks

You can order food and drinks from the restaurant and we will deliver everything to your room. This service is available from 9:00 A.M. to 10:00 P.M. and is subject to an additional fee. You can also order breakfast to your room from 8:00 to 9:30 A.M at a surcharge.

Festive lunches / dinners, banquets, receptions

If you need a perfect location for your special occasion, you can hold your celebration at our restaurant or in any of our three banquet rooms. Please contact us at +370 687 98012. We will be happy to assist you with all your event planning needs.

BUSINESS CENTRE SERVICES

Wireless internet

Wireless internet can be accessed from every hotel room. Clients can connect to the Wi-Fi network with the password *porto* or *hotelporto*.

Conference/meeting rooms

The hotel has 2 conference rooms equipped with modern conveniences. We also provide catering services during coffee and lunch breaks. For more information, please contact the Reception.

Copying service

Copying service is available at the Reception. The cost per copy is € 0.14.

Printing service

Printing service is available at the Reception. The cost per copy is € 0.14.



DOMESTIC SERVICES

Laundry/ironing

You can use laundry services daily, except for Sundays and holidays. We will return your clean clothes the following day. Please fill in the order form in the wardrobe of your hotel room and dial 0 or contact our hotel reception.

Ironing service

If you need an ironing board or an iron, please ask at the Reception. The service is provided free of charge.

Daily cleaning services

Daily cleaning is performed between 8:00 A.M. and 4:00 P.M. during the time the guest is out of the room.

Essential items

Forgot or had no time to buy something? We have essential toiletries and hygiene products in limited quantities as well as hair dryers available for our guests.

Slippers	€ 3.50
Toothbrush and toothpaste	€ 3.50
Razor and shaving gel	€ 3 .50
Shampoo	€ 2.00
Bathrobe rent	€ 5.00
Towel rent	€ 4.00



If you need any of the above items, please inquire at the Reception.



TRANSPORT SERVICES

Car rental. For your convenience, the hotel offers a car rental service. If you need to rent a car, please inquire at the Reception.



Transfer service. We will provide transport to help you get to your desired location for an additional fee.

PAYMENT SERVICES

Banks and ATMs

If you need information about nearest ATMs, please ask at the Reception.



Payment cards

Hotel bills can be paid in cash (euros), by credit/debit card (Visa, Visa Electron, EuroCard, MasterCard, Maestro) or wire transfer*.



SECURITY AND STORAGE SERVICES

Security

The hotel grounds are monitored by security 24 hours a day, 7 days a week.

Parking

Hotel guests can safely leave their vehicles in the hotel parking lot free of charge.

Luggage

If you need to leave your luggage for storage, please inquire at the reception or dial 0.

Personal items left behind

Items left behind by hotel guests will be stored in the storage depot for 3 months.



TELEPHONE INFORMATION

Telephone. Please read the following instructions if need to use the in-room telephone:

If you want to make calls from one hotel room to another, simply dial the number of the room you want to contact, e. g. **204**.

If you want to contact the Reception, dial **0**.

In-room telephones cannot be used to make calls to other cities in Lithuania or locations abroad, but if necessary you can use mobile phone at the hotel reception. Payable service.







TELEVISION






Television channels. Every room is equipped with a remote control and LCD TV that offers 12 television channels. If any problems arise, please contact the hotel reception by dialling 0.

Using satellite TV:






Press the 'Menu' button  on the remote control.

Using the  button, choose the option 'Transliacija' and select 'antena' with the right selection button . Select the desired television access type ( button) – satellite or cable television – and press .

Turning on list of channels:

Press 'Menu'  on the remote control, and use  to select 'Transliacija', then press , and select 'Kanalų sarašas' by pressing the right selection button . Select a channel and press .

Turning on the radio:

Press 'Menu'  on the remote control, and use  to select 'Transliacija', then press , and select 'Kanalų sarašas' by pressing the right selection button . After choosing radio channel press .

Additional services: If you wish to order a service or receive additional information about the bowling alley, sewing tools, copying services, car rental, souvenirs, tickets to events, and beauty procedures, **please contact the hotel reception or dial 0**.



OTHER INFORMATION

Please do not disturb / Please clean room. Please hang this card on your outer door knob to indicate your desired option.

Voltage. Caution! The voltage in the hotel rooms and bathrooms is 220 V.

Electronic key card. Hotel rooms are unlocked with electronic key cards. When the card is held against the lock, it is automatically scanned and the door to the room is unlocked. Inserting the key card into the electric slot will automatically turn the lights on. Please leave your key card at the reception when you check out of the hotel. A fine will be charged for a lost or damaged key card.

Heating and ventilation. The temperature of each hotel room can be adjusted individually by using the heater regulators. If you need assistance, please contact the reception or dial 0.

Smoke-free policy. Smoking in the hotel rooms is prohibited! Those who violate this rule will be charged with a fine starting from € 100. A smoking area is available at the hotel entrance or 5th floor terrace.

Reservation. If you wish to extend your stay at the hotel, please contact the reception by dialling 0.

Visitors. If you want to bring overnight visitors into your room, they must check in at the reception. The hotel administration shall not be responsible for guests visiting hotel residents in the event of an accident.

Children. All children under the age of 6 are accommodated free of charge. Parents/guardians or accompanying adults shall be responsible for the safety of their children.

Quiet hours. Peace and quiet must be maintained at the hotel from 11:00 P.M. to 6:00 A.M. We kindly ask hotel residents and guests do not disturb others by loud noises.

Responsibility. Room inventory shall be the responsibility of the residents. Compensation will have to be paid for damaged inventory.

Comments . At the end of this information book, you will find a guest questionnaire where you can leave your review of the quality of our hotel services.



OTHER SERVICES

Wake-up call. You can order a wake-up call service from Reception.

Sauna Complex. From 6:00PM to 11:00 P.M., *Monday - Sunday*, hotel guests can use the sauna complex (Finnish sauna and steam sauna) and hydro-massage pool. The sauna complex fee is 10 Eur/per person.

Services provided for an additional fee:

Flowers. If you wish to send someone flowers, the Reception staff will gladly help you. Please contact the hotel Reception.

Room decoration. You may order a room decoration service for your special occasion. Our hotel staff will decorate your desired room for your specific festive event. If you wish to order the decoration service, please inquire at the Reception.



Accommodation with pets. Guests who wish to stay at the hotel with a pet must inform the reception of this in advance. Additional rules and a surcharge are applied to accommodation with pets. Accommodation for guests with pets is available only in the first hotel building section.

Mini-bar. The mini-fridge is stocked with soft drinks. The products in the mini-bar are not included in the price of the room.

Souvenir shop. If you wish to buy souvenirs or jewelry made of amber, books featuring Lithuanian images or home fragrances, you can check them out at the Reception.



SPECIAL SERVICES

First aid

If you need emergency medical services, please dial 0 or 112.

If you need a first aid kit, please inquire at the Reception.

SPA/sports clubs.

For more information about the local SPA centres and sports clubs, please inquire at the Reception or dial 0.

Pharmacy. If you wish to know the address of the nearest pharmacy, please inquire at the Reception or dial 0.

FIRE SAFETY REQUIREMENTS

For the sake of your own safety, please be sure to read the fire safety rules.

Please comply with fire safety rules

Do not turn on electrical heating devices, kettles, irons or water heaters in your room. Turn off the TV, radio and lights when leaving your room. We would also like to remind you that covering floor lamps or table lamps with flammable materials is dangerous. **Smoking inside the hotel is strictly PROHIBITED. Guests who violate this rule will have to pay a fine of EUR 100.** Do not bring or store any highly flammable materials or substances in your room. Study the evacuation plan while taking special care to locate and memorize the escape routes as well as the location of the stairs.

In the event of fire in your room

Immediately report this to the general emergency services by dialling **112**. If you cannot extinguish the fire yourself, leave the room and close the door without locking it. Be sure to inform a member of staff or the hotel administration about the fire. Leave the area and follow instructions from fire service personnel or hotel administration.

In the event of fire outside your room

Immediately report this to the general emergency services by dialling **112**. Leave your room as soon as you have closed your windows and doors. If the hallways and stairwells are full of smoke and you



cannot leave the premises, stay in your room and open your windows wide. Properly closed doors can protect you from dangerous temperatures for a long time. In order to prevent smoke inhalation, cover openings and ventilation ducts with damp towels or bedding and try to inform the administration of your whereabouts. When the fire fighters arrive, stand by the window and shout for help. Using the elevator during evacuation is not recommended. If you choose to step into the balcony, it is crucial that you close the balcony door well.

WITH WARM REGARDS

HOTEL PORTO***