

# GUEST'S SERVICE DIRECTORY

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S O F R A G A PALACIO

THE MEMORIES DOOR



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## 1. COFFEE SHOP

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Located on the ground floor, This cozy space combines the essence of the old palace with a touch of modern design. And it is designed to enjoy unique moments at any time of the day, thanks to a careful gastronomic offer and our wide selection of cocktails.

**[Check here our Coffee shop and Terrace Menu](#)**



### **OPENING TIMES:**

Opening: Monday to Friday: 8:30 h.

Saturday, Sunday and holidays: 9:00 am

Closing: Sunday to Thursday: 00:00 h.

Friday and Saturday: 1:00 h.



## TERRACE SOFRAGA PALACIO

Open space next to our gardens where you can enjoy our restaurant dishes or our tapas and portions menu.

We also have a covered glazed area with heaters for those winter months, where you can enjoy the wonderful views of our building.

At the most relaxed hours of the day we have a chill out corner where you can enjoy a large assortment of drinks and where you can relax in our lounge chairs.

Given the high demand for this space, we recommend contacting reception to guarantee a table.

### **OPENING TIMES**

Opening time: Monday to Friday: 8:30. Saturday, Sunday and holidays: 9:00 am

Closing time: 0:00 hours.



## 2. RESTAURANT SOFRAGA PALACIO

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Our Restaurant "Sofraga" is located inside of the old glazed patio, with views to our centenary cedar, nailed to "Muralla de Ávila".

In this location you can enjoy our signature dishes as well as the indisputable gastronomy of Avila, such as the "Chuletón de Ávila". Paired with an extensive wine list as well as our most personalized service.

As in our terrace / gastrobar, we recommend reserving a table through the reception team.

***Check here our Restaurant and wine menu***



### 3. BREAKFAST SERVICE

The breakfast room is located at "Salón del Águila" on the first floor, next to reception's lobby.

The Breakfast Service is à"La Carte" where everything is served at the table and you can try whatever you want. Everything is elaborated at the moment with exclusive and superior quality products to the Ávila's zone.

Possibility of Continental breakfast in your room. Call reception before 23:00 the day before to request this service

**[Check here our breakfast menu](#)**



#### **Breakfast hours:**

Monday to Friday from 7.30 a.m. to 10.30 a.m.

Saturday, Sunday and holidays from 8:00 a.m. to 11:00 a.m.

\*If you have to leave the hotel before the established hours for breakfast we put to your disposal the Early Express Breakfast (On request at reception from Monday to Friday)



#### **4. MINERAL WATER OR COFFEE AND COURTESY INFUSION**

You will find in your room a bottle of mineral water, a Nespresso coffee machine with capsules, milk and infusions courtesy of Sofraga Palacio; service that we will replenish every day when making your room.

If you wish anything else, you have available the room service menu or minibar.



## 5. ACCEPTED FORMS OF PAYMENT

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This establishment only accepts payment in cash using the official European currency "Euro" and through the following bank cards: Visa, MasterCard and American Express





## 6. EMERGENCIES

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If you have any type of emergency call 112 or reception and our team will give you assistance



## 7.PRINT AND COPY SERVICE

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We put at your disposal 24 hours a day print and copy service at the reception.

Black and White photocopy: 0.15€ per page

Color photocopy: 0.25€ per page



## 8. FREE INTERNET ACCESS

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We offer WI FI network throughout the entire palace.

Each room has their own WIFI antenna to guarantee maximum speed.

The net WIFI is: Sofraga Hotel



## 9. IRON AVAILABILITY AND AMENITIES

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You can request an iron and ironing board at reception for your private use. As well as any amenity that may be of your need (shower cap, dental kit, shaving kit, manicure kit, shoe shine, comb, sewing kit, feminine intimate hygiene, etc.)



## 10. LAPTOP SERVICE

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You can request a laptop at reception for exclusive use in the establishment .

First hour per day and room free, after the cost is €10 per hour. (Low availability)



## 11. BAGGAGE STORE

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If you would like to store your luggage, we have a room available that we have set up only for this use.

Please, contact reception.





## 12. WAKE UP SERVICE



You can set the alarm clock directly from your TV screen.

There is a button on the control remote to set it directly or you can do it through the principal screen using the alarm clock icon.

### 13. RECEPTION

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The reception is located on the first floor and is open 24 hours a day.

*Extension 99*

*We are at your disposal to make your stay more comfortable*





## 14. SAFE

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All our rooms have free safety box

We also have a deposit box at front office.

Follow the instructions, if you have any doubt please call our reception team



## 15. ROOM SERVICE

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You can enjoy our extensive room service menu directly in your room.

Hours: 11 a.m. to 11 p.m.

You can place your order at extension 99

Service cost: 5€

CARTA DE ROOM SERVICE



## 16. SNACKS AND DRINKS / MINIBAR SERVICE

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Beverages and snacks are available 24 hours.

**[Check here our Minibar menú](#)** or

by clicking on the following QR code:



## 17.ICE

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We have ice available to our customers or if you need to keep any product cold, please indicate it at the reception



## 18. LAUNDRY / DYING

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Use the bag available for this purpose and give it to your chambermaid before 11.00 am.

You can access the price list for this service by clicking or scanning the following QR code:



**SOFRAGA**  
PALACIO

## 19. PRESS

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There are newspaper at your disposal in the cafeteria.

If you want it in your room, you have to ask for it 24 hours before. This service has a cost.



## 20. BATHROBE AND SLIPPERS AVAILABILITY

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If you want a bathrobe or slippers, contact reception and our staff will deliver it to your room.



## 21. HAIRDRESSING AND MAKE-UP SERVICE

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On request, we put at your disposal the hairdressing and make-up service in your room.

Rates are different depending on what you need, ask us for a quote.





## 22. PHYSIO SERVICE

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On request and subject to availability, we offer physio service in your room.

Ask for budget.



## 23. BABYSITTER

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Service subject to availability, we recommend giving at least 24 hours notice.

Ask for budget.



## 24. PARKING

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Our Hotel has private parking for the exclusive use of our clients. Special rate for clients staying at the hotel:

15€/24 hours



## 25. PILLOW SERVICE

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You will find in your room 2 types of pillows per person differentiated by their rigidity.

If you want a softer or a harder one ask at reception.



## 26. SOFRAGA'S GIFT

If you wish to buy any of these items, our reception team will prepare them as a gift.

You can access the price list for these products clicking or scanning the following QR code:



Universal plug adaptor

Male manicure set

Female manicure set

Travel brush with mirror

Universal usb charger 3 outlets

Sofraga mug

Umbrella

Bathrobe

Washbasin towel

Bath towel

Blankets



## 27. GREEN PRACTICES

Best Western Premier Sofraga Palacio takes care of the environment:

- \* Energy Conservation Program, all our rooms have a light sensor which is able to detect the presence of people in the room. This way, if it doesn't detect human activity the lights go out.

The air conditioning system switches off automatically when the windows are to avoid unnecessary expenses.

- \* Water Conservation Program. The change of sheets and towels is done on request of the guest, avoiding daily cleaning of items that don't need it.

- \* Recycling Program. We do waste separation by using the containers we have at our disposal

- \* Local Conservation Program. We respect and comply the current standards on activities that may affect the environment.



## 28. FORGET SOMETHING

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We want your stay with us to be comfortable.  
Please remember we have complimentary toiletries  
available if you need them.

Just give us a call at the front desk. EXT 99

- Toothbrush kit
- Comb
- Sewing
- Vanity set
- Shower cap
- Shaving set
- Feminin set
- Paper Tissues
- Etc...

