



MOAGEM INDUSTRIAL LODGE

Guest Directory A-Z

A

Accessibility

Moagem Industrial Lodge offers one guest room specially adapted for guests with reduced mobility.

Should you require any additional assistance during your stay, please contact our Reception Team, who will be delighted to help.

Access

Guests may enter the hotel using their room key via both the main gate and the reception entrance.

For your safety, please ensure that all entrance doors are securely closed after entering.

If you are not a registered guest or your room key is not working, please ring the doorbell at the main entrance and a member of our team will gladly assist you.

For security reasons, access to guest accommodation floors is restricted to registered guests only.

Activities

The Alentejo offers a wide range of experiences throughout the year, from wine tastings and cultural visits to outdoor activities and local events.

Our Reception Team will be happy to recommend experiences and assist you with bookings.

Adapters

The hotel operates on a 220V electrical system.

Universal plug adapters are available from Reception upon request, subject to availability.

Air Conditioning & Underfloor Heating

All guest rooms are equipped with individually controlled air conditioning and underfloor heating.

Please use the remote control provided in your room to adjust the temperature to your preference.

Amenities

Our bathroom amenities are exclusively supplied by Benamôr, one of Portugal's most iconic skincare brands.

Each room includes:

- Shower Gel
- Shampoo
- Conditioner
- Hand Soap
- Body Lotion

Should you require additional personal care items, Reception can provide:

- Dental kit
- Shaving kit
- Sewing kit
- Vanity kit
- Feminine hygiene products

Please contact Reception if you require any of these items.

Baby Cots & Extra Beds

Baby cots are available upon request and should ideally be reserved before arrival.

Some room categories can accommodate additional beds or convertible sleeping arrangements.

All requests are subject to availability. Please contact Reception for assistance.

B

Bar

Open daily, our Bar is the perfect place to unwind—whether you are looking for a refreshing afternoon drink or an expertly crafted evening cocktail.

Alongside a carefully selected range of classic cocktails, we proudly serve our own signature creations, prepared with creativity and attention to detail.

A selection of light snacks is also available throughout the day.

The Bar menu can be accessed by scanning the QR Code available on your television, or simply ask a member of our team for assistance.

Bathrobes

Bathrobes and ponchos are provided in your room for use during your stay.

Should you wish to purchase one as a souvenir, please contact Reception.

Bicycles

Guests are welcome to enjoy our complimentary bicycles throughout their stay.

Both standard bicycles and a tandem bicycle are available, subject to availability.

Please contact Reception for more information.

Breakfast

Breakfast is included with your stay and is served daily in our open kitchen.

Depending on occupancy, breakfast may be offered as an à la carte service or buffet.

Room Service breakfast is available upon prior request.

If you have any allergies, intolerances or dietary requirements, please inform our team and we will do our very best to accommodate your needs.

Business Services

The following services are available free of charge at Reception:

- Printing
- Photocopying
- Scanning

These services are ideal for boarding passes, travel documents or other urgent paperwork.

Busy / Empty

Each guest room is equipped with a Busy / Empty privacy indicator located beside the entrance door.

Please use it to let our Housekeeping Team know whether you wish your room to be serviced or prefer not to be disturbed.

C

Check-in

Check-in begins at 3:00 pm.

If your room is ready earlier, we will be delighted to offer you an early check-in whenever possible.

Should you arrive before your room is available, we will gladly store your luggage while you enjoy our facilities or explore the village.

Check-out

Check-out is until 12:00 noon.

Should you require a late check-out, please contact Reception. This service is subject to availability and may incur an additional charge.

We will be pleased to store your luggage while you continue to enjoy the hotel or the surrounding area.

We always enjoy saying goodbye in person, so please let us know your expected departure time before leaving.

Coffee & Tea

Every room is equipped with an electric kettle, together with complimentary coffee, tea and bottled water.

Our rooms feature a ROK manual espresso maker, allowing you to prepare authentic espresso using freshly ground coffee. Instructions are provided inside the coffee tin.

If you require any assistance using the coffee maker, our Reception Team will be happy to help.

Concierge

Our Concierge service is available every day.

Whether you are looking for restaurant recommendations, wine tastings, cultural experiences, local events or hidden gems throughout the Alentejo, our team will be delighted to assist.

Many of our recommendations are carefully selected local experiences that you will not easily find in traditional travel guides.

Credit Cards

We accept all major credit and debit cards for accommodation, dining and hotel services.

Should you have any questions regarding payment methods, please contact Reception.

Children's Facilities

Baby cots are available upon request.

Some room categories can also accommodate additional beds or convertible sleeping arrangements.

Please contact Reception for further information and availability.

D

Daily Housekeeping

Your room is serviced daily by our Housekeeping Team.

Towels

To help us reduce water and energy consumption:

- Towels left on the floor will be replaced.
- Towels hanging on the rails will be considered for reuse.

Fresh towels are also available upon request.

Bed Linen

Bed linen is changed every three days during your stay as part of our sustainability programme.

Should you prefer more frequent linen changes, please contact Reception.

Evening turndown service is also provided.

Digital Services

Our Guest App can be accessed by scanning the QR Code displayed on your television.

Using the app you can:

- Order Room Service
- View restaurant and bar menus
- Browse hotel information
- Contact Reception
- Discover local experiences

Do Not Disturb

Each room features a Busy / Empty privacy indicator located outside the entrance door.

Please adjust the indicator according to your preference so our Housekeeping Team knows whether your room may be serviced.

E

Elevator

A lift provides access to every floor of the hotel.

Should you require any assistance, please contact Reception.

Emergency

In the event of an emergency, please dial 112 immediately.

The nearest emergency hospital is located in Évora, approximately 30 minutes from the hotel.

If you require assistance, please contact Reception immediately.

Electric Vehicle Charging

Our private garage includes an electric vehicle charging station.

Charging is available for an additional fee and is subject to availability.

Please contact Reception should you wish to reserve a space.

Excursions

A variety of excursions and activities are available through our carefully selected local partners.

Experiences include wine tastings, olive oil estates, cultural visits, walking tours, cycling routes and seasonal events.

Please contact Reception for recommendations, availability and reservations.

F**First Aid & Medical Assistance**

If you require medical assistance, please contact Reception immediately.

For emergencies, dial 112.

Viana do Alentejo has a local Health Centre, while the nearest emergency hospital is located in Évora.

Laundry

Our laundry service is available for your convenience.

Whenever possible, garments are returned within 48 hours, although turnaround times may vary depending on the type of garment and cleaning method required.

To arrange laundry service:

- Place your garments inside the laundry bag provided.
- Contact Reception for collection.

Please note that we do not provide dry-cleaning services and cannot accept knitted garments, silk, tuxedos, blazers, waistcoats, trench coats or shoes.

Special care instructions must be provided in writing.

The hotel cannot accept responsibility for garments that shrink, fade or deteriorate due to wear, manufacturing defects or incorrect care instructions.

Laundry Prices

Special garments (Ironing only) — €15.00 per item

Delicate garments (Wash & Iron) — €7.00 per item

Standard garments (Wash & Iron) — €5.50 per item

Underwear (Wash only) — €1.50 per item

Lost Property

Any items found within the hotel will be safely stored for a limited period.

If you believe you have left something behind, please contact Reception as soon as possible.

Shipping costs for returned items are the responsibility of the guest.

Luggage

We are pleased to assist with luggage storage before check-in and after check-out.

Our team can also help transport your luggage whenever required.

G

Guest App

Our Guest App allows you to manage many hotel services directly from your smartphone.

Simply scan the QR Code displayed on your television to:

- Order Room Service
- Browse restaurant menus
- Contact Reception
- View hotel information
- Explore local experiences

Gift Shop

A selection of Moagem Industrial Lodge products and exclusive merchandise is available for purchase at Reception.

You can also visit our online shop:

www.thezerohotels.com

H

Hotel Opening Hours

Breakfast - 7:30 am – 11:30 am

Swimming Pool & Spa - 9:00 am – 9:00 pm

Bar & Snacks - 11:30 am – Midnight

Room Service - 8:00 am – Midnight

Restaurant

Monday, Thursday, Friday & Saturday - 6:30 pm – 10:00 pm

Sunday - 1:30 pm – 4:30 pm

Reception opening hours are listed under Reception.

Housekeeping

Housekeeping service is provided daily.

Should you require additional towels, pillows, amenities or extra supplies, simply contact Reception.

I

Internet (Wi-Fi)

Complimentary high-speed Wi-Fi is available throughout the hotel.

Network

Industrial Lodge

Password

moagemhotel

Stay connected wherever you are in the hotel.

M

Massage Treatments

Our massage treatments are available in the comfort and privacy of your room for an additional charge.

Appointments must be booked at least 24 hours in advance and are subject to availability.

Please contact Reception before scheduling your treatment.

Treatment	Price	Description
Therapeutic Massage 30 min / 60 min	70€ / 95€	A deep therapeutic massage designed to relieve muscle tension, reduce inflammation and ease muscular pain.
Viana Signature Massage 30 min / 60 min	65€ / 90€	A deeply relaxing massage that soothes body and mind while nourishing the skin with botanical essential oils.
Musculoskeletal Rehabilitation Massage 30 min / 60 min	80€ / 100€	A specialised treatment focusing on muscle and tendon alignment, ideal for relieving contractures, stiffness and muscular pain.
Hot & Cold Stone Massage 30 min / 60 min	75€ / 100€	A revitalising treatment combining heated and cooled stones with an aromatic blend of oriental spices and citrus notes to restore balance and promote deep relaxation.
Aromas of Alentejo 30 min / 70 min	60€ / 120€	A nourishing full-body exfoliation that gently renews and softens the skin.
Southern Plains Ritual 60 min	105€	A relaxing treatment combining body exfoliation, foot massage and a revitalising full-body massage to calm the mind and restore wellbeing.
Mum-to-Be Massage 40 min	80€	A gentle massage specially designed to provide comfort and relaxation during pregnancy.
Hand & Foot Exfoliation 15 min	35€	A revitalising exfoliation followed by a relaxing massage using aromatic essential oils.
Princess or Prince Massage 25 min	40€	A gentle massage specially created for young girls or boys.

Pressotherapy 30 min	50€	A compression therapy that stimulates blood and lymphatic circulation, reduces swelling and fluid retention, relieves tired legs, promotes relaxation and supports post-exercise recovery.
Pressotherapy + Relaxing Massage 60 min	75€	All the benefits of pressotherapy, complemented by a 30-minute relaxing massage with aromatic essential oils for complete leg relaxation.
Pressotherapy + Cavitation 60 min	85€	Ultrasonic cavitation helps break down localised fat cells, followed by pressotherapy to support drainage and enhance treatment results.

Messages

Reception will gladly receive and deliver messages or parcels on your behalf during your stay.

Should you be expecting a delivery, please inform Reception in advance.

Minibar

A carefully selected minibar is available in every room.

Prices are displayed in your in-room menu and can also be viewed by scanning the QR Code available on your television.

The same QR Code may also be used to pay for minibar items and Room Service orders.

Enjoy the convenience of seamless ordering and payment directly from your room.

P

Parking

Private garage parking is available for guests and includes an electric vehicle charging station.

Parking is available at an additional cost and is subject to availability.

Complimentary on-street parking is also available in designated areas surrounding the hotel.

Please contact Reception if you wish to reserve a parking space.

Pets

Pets are not permitted at Moagem Industrial Lodge.

Certified assistance dogs are welcome.

Pharmacies

Two pharmacies are located within walking distance of the hotel:

Farmácia Viana

Rua Cândido dos Reis, 16

Approximately 350 metres

Farmácia Nova

Rua Cândido dos Reis, 54

Approximately 400 metres

Should you require assistance, Reception will be happy to help.

Pillows

Your room is equipped with premium feather and down pillows with cotton covers.

Alternative pillow options are also available upon request, including:

- Hollow fibre pillows
- Memory foam pillows
- Ergonomic Fresh pillows

Please contact Reception should you wish to change your pillow.

Reception

Reception is open 24 hours a day from Thursday to Sunday.

From Monday to Wednesday, Reception operates:

In person - 7:30 am – Midnight

Remote assistance (telephone) - Midnight – 7:30 am

Our team speaks Portuguese, English and Spanish and will be delighted to assist you throughout your stay.

Reception Contact

+351 924 056 665

Reservations

Future reservations can be made directly through Reception, by telephone or via our official website.

Booking directly with the hotel guarantees the best available rates and access to exclusive offers whenever available.

Restaurant

Our kitchen is built around fire—quite literally.

With an emphasis on charcoal cooking and seasonal local ingredients, our restaurant offers a contemporary interpretation of Alentejo cuisine in an immersive open-kitchen setting.

Guests may choose between our carefully curated à la carte menu or one of our Chef's Tasting Menus, served at the kitchen counter for a truly interactive dining experience.

Our menus change throughout the year according to the seasons and the availability of local produce.

Wherever possible, ingredients are sourced from sustainable local producers within a 50 km radius of the hotel.

Our wine list celebrates the exceptional wines of the Alentejo region, although we are always happy to recommend special selections upon request.

Vegetarian options are available.

Our chefs can also accommodate vegan, gluten-free and other dietary requirements whenever possible.

To ensure the best possible experience, we kindly ask that any dietary restrictions be communicated at least 24 hours before your reservation.

Children may also enjoy a dedicated tasting menu.

Restaurant reservations are recommended and can be arranged through Reception.

Room Service

Room Service is available daily.

Simply scan the QR Code displayed on your television to browse the menu, place your order and complete payment.

Alternatively, you may order directly through Reception by telephone or WhatsApp.

WhatsApp

+351 924 056 665

Enjoy the comfort of dining in your room whenever you wish.

Rooms

All guest rooms include:

- Air conditioning
- Underfloor heating
- Ceiling fan
- Blackout shutters
- Wardrobe and hangers
- Desk and chair
- Full-length mirror
- Hairdryer
- Smart TV
- Bluetooth speaker
- Complimentary Wi-Fi
- Safe
- USB and Micro-USB charging ports
- Minibar
- Complimentary bottled water
- Coffee & tea facilities
- Laundry bag
- Bathrobes
- Slippers
- Bathroom amenities
- Shower cap

Some room categories also feature a private balcony or patio.

All rooms are strictly non-smoking.

If you would like assistance selecting a specific room category, please contact Reception.

S

Safe

Every room is equipped with a complimentary electronic safe.

An additional safe is available at Reception should you require it.

The hotel cannot accept responsibility for valuables left unattended in guest rooms.

Safety & Security

All guest rooms are fitted with electronic door locks and an additional internal security latch.

For the safety and security of our guests, the hotel's public areas are monitored by CCTV. Should you notice anything unusual, please inform Reception immediately.

Shopping

A selection of exclusive Moagem Industrial Lodge products is available for purchase at Reception.

Our online shop can also be visited at:
www.thezerohotels.com

Slippers

Complimentary slippers are provided in every guest room for use during your stay. They are yours to take home as a souvenir.

Smoking

Smoking is strictly prohibited throughout all indoor areas of the hotel.

Should evidence of smoking be found inside a guest room, additional cleaning charges may apply.

Smoking is permitted only in designated outdoor areas.

Spa

Our Spa has been designed as a peaceful retreat where guests can relax and reconnect.

Facilities include:

- Heated indoor swimming pool (29°C)
- Waterfall
- Water cannon
- Hydrotherapy massage stations
- Finnish sauna
- Turkish bath

Massage and wellness treatments are also available by appointment.

Spa Guidelines

There is no lifeguard on duty.

Guests use the facilities at their own risk.

Please shower before entering the pool, sauna or Turkish bath.

Children under the age of 5 must always be accompanied by a responsible adult.

Glass objects are not permitted.

Running, diving and jumping into the pool are prohibited.

Photography and filming are not permitted within the Spa.

Guests under the influence of alcohol or drugs may not use the facilities.

Smoking is prohibited throughout the Spa area.

The hotel reserves the right to close the Spa temporarily for maintenance or operational reasons.

Sauna & Turkish Bath

For your comfort and wellbeing, we recommend limiting each session to 10 minutes.

After each session, cool down with a lukewarm shower and allow your body to rest before re-entering.

The sauna and Turkish bath are not recommended for:

- Children under 14 years old
- Pregnant guests
- Guests with cardiovascular conditions
- Respiratory illnesses
- Blood pressure disorders
- Diabetes
- Certain skin conditions

If you feel unwell at any time, leave the facilities immediately and contact Reception or dial 112.

Please always use a towel when seated inside the sauna or Turkish bath.

Sustainability

Sustainability is at the heart of everything we do.

Our historic industrial building has been thoughtfully restored with respect for its heritage while embracing environmentally responsible practices.

Our initiatives include:

- Solar photovoltaic panels
- Rainwater harvesting systems
- Responsible waste management
- Energy-efficient lighting and equipment
- Water-saving measures
- Refillable bathroom amenities

How You Can Help

Small actions make a meaningful difference.

We kindly invite you to:

- Turn off taps while brushing your teeth.
- Enjoy shorter showers whenever possible.
- Reuse towels by hanging them up.
- Place towels on the floor only when you wish them to be replaced.

Bed linen is changed every three days as part of our environmental commitment.

Should you prefer more frequent changes, simply contact Reception.

Thank you for helping us protect the natural beauty of the Alentejo for future generations.

T

Telephone

Every room is equipped with a telephone.

To contact Reception, simply dial 0.

Outgoing calls are available to Portuguese telephone numbers only.

Television

Your Smart TV provides:

- National and international channels
- Hotel information
- Guest App access
- Restaurant and Bar menus
- Room Service ordering
- Local recommendations

Transport

Reception will be pleased to arrange:

- Taxi services
- Private transfers
- Airport transfers
- Local transportation

Please contact Reception for bookings and pricing.

U

Umbrellas

Umbrellas are available from Reception for complimentary use during your stay.

Should you wish to purchase one, they are also available in our shop.

W

Wake-up Call

Wake-up calls can be programmed directly through your Smart TV or arranged with Reception.

This service is complimentary.

Website

Discover more about the history of the former flour mill, its architecture, industrial heritage and interactive museum by visiting our website:

moagem.thezerohotels.com

Wi-Fi

Complimentary high-speed Wi-Fi is available throughout the hotel.

Network

Industrial Lodge

Password

moagemhotel

Stay connected wherever you are during your stay.

X

Y

Z