

casa erica

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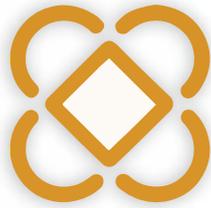
WELCOME BOOK / GUEST GUIDE

Your Comfort, Our Commitment

Digital Version



Scan Me!

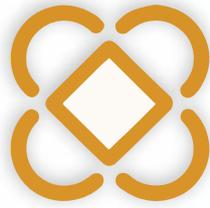


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Table of Content:

| | | |
|---|---|---------|
| → | Welcome Note | Page 03 |
| → | Emergency Numbers + WiFi login details | Page 04 |
| → | Dining Delights | Page 05 |
| → | Housekeeping & Laundry Services | Page 06 |
| → | Laundry Price List | Page 07 |
| → | Safe Instructions | Page 08 |
| → | House Rules & Etiquette | Page 09 |
| → | Health & Safety | Page 10 |
| → | Security and Safety Briefing | Page 11 |
| → | Check-Out & Farewell | Page 12 |
| → | How Is Your Experience? | Page 13 |
| → | About Fortaleza Imobiliária | Page 14 |
| → | Essential Portuguese Phrases & Vocabulary | Page 15 |



CASA ERICA

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Welcome to Your Home Away from Home

Dear Valued Guest,

We are delighted to welcome you to CASA ERICA - Soyo.

Our boutique GuestHouse combines modern comfort with warm Angolan hospitality, offering a serene oasis amid the city's dynamic rhythm.

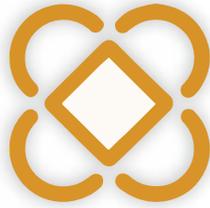
Whether you're here for business, exploration, or relaxation, our dedicated team is committed to making your stay unforgettable.

This guide is your key to a seamless experience, filled with essential information, local insights, and tips to enhance your visit.

Should you need anything at all, we're just a call or message away.

Warm regards,

The CASA ERICA Team



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ESSENTIAL INFORMATION AT YOUR FINGERTIPS



Emergency & Assistance

Our dedicated operator is available around the clock for emergencies or special requests.

Call or WhatsApp: **+244 975 697 832**

Email: **Contact@fortalezagh.com**

Your safety and comfort are our top priorities. call us for immediate front desk assistance.

EMERGENCY NUMBERS:

📞 Police: 111 | 📞 Ambulance: 112

📞 Fire Department: 115



Stay Connected

Enjoy complimentary high-speed WiFi throughout the property to stream, work, or share your Luanda adventures.

Network: **Casa Erica**

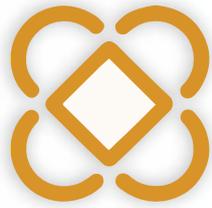
Password: **Fortaleza123#**



FREE
Wi-Fi



SCAN TO CONNECT



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Dining Delights

Savor fresh, locally inspired meals in our inviting dining area. Our menu features authentic Angolan flavors beautifully fused with international favorites, crafted to delight every palate.



BREAKFAST 6:00 AM – 10:00 AM

Energize your day with continental classics, fresh tropical fruits, and local specialties to fuel your Luanda adventures.



LUNCH 12:00 PM – 3:00 PM

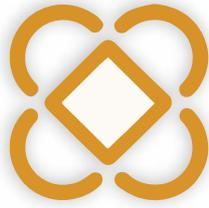
Choose from light bites or hearty plates designed to sustain your explorations throughout the afternoon.



DINNER 6:00 PM – 10:00 PM

Unwind with flavorful dishes under the evening stars, featuring the best of Angolan and international cuisine.

- Please inform us of any dietary needs.
- Room service available upon request during these hours.



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Housekeeping & Laundry Services



Room Cleaning

Performed daily between 9:00 AM and 4:00 PM, or upon request. Simply hang the "Please Clean" sign on your door.

Laundry Services

Running out of clean clothes? No need to worry! We are happy to offer professional and fast laundry services directly to your room. We will ensure that your clothes are returned to you clean and ironed quickly and efficiently.



We prioritize your comfort with daily refreshing touches to keep your space pristine and welcoming. 



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Laundry Price List:

*Convenient and efficient - fill out the provided laundry form and place it atop your basket.
Items will be returned fresh within 24-48 hours.*

| | |
|---|--|
|  Shirt (short sleeves) \$ 2.5 |  Underwear \$ 1.5 |
|  Shirt (long sleeves) \$ 3.5 |  Women's underwear \$ 1.5 |
|  Undershirt \$ 1.5 |  Bra \$ 4 |
|  Hoodie \$ 6 |  Socks \$ 1.0 |
|  Jacket \$ 3.5 |  Dresse \$ 3.5 |
|  Bathrobe \$ 6.0 |  Suit \$ 10.5 |
|  Pajamas \$ 2.5 |  Coverall \$ 10.5 |
|  Trouser/jeans \$ 3.5 |  Hat \$ 1 |
|  Shorts (men/women) \$ 4 |  Backpack \$ 7 |
|  Skirt \$ 2.5 |  Shoes \$ 5 |
|  Swimsuit (men/women) \$ 3 |  Sheets/towels (set) \$12 |

* Express service available for an additional fee.



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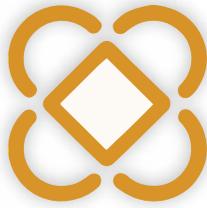
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SAFE INSTRUCTIONS

Use the in-room safe for valuables.

The hotel assumes no responsibility for items left unsecured.

| | |
|----|--|
| 01 | First-time opening: Use the default code (159) and press '#' or 'Lock'. |
| 02 | Set your personal code: With the door open, enter a new 3-8 digit code and press 'Lock' or '#'. |
| 03 | Close the safe: Close the door, enter your code and press '#' or 'Lock'. |
| 04 | Open the safe: Enter your code and press '#' – the door will open automatically. |
| 05 | Forgot your code? Contact the front desk. They have a master code or emergency key. |
| 06 | Security Notes: <ul style="list-style-type: none">- After 3 incorrect attempts, system locks for 5 minutes.- Replace batteries if 'LO-BAT' appears.- Do not share your code or use simple sequences (e.g., 1234). |



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House Rules & Etiquette

*To ensure a harmonious stay for all our valued guests,
we kindly ask that you observe these guidelines:*



Quiet Hours & Respect

Enjoy lively conversations in social areas, but please keep noise minimal in hallways and guest rooms.

From 10:00 PM onward, refrain from activities that may disturb fellow guests - think of it as Luanda's nightly lullaby.



Safety First:

Use the in-room safe for valuables. The hotel assumes no responsibility for items left unsecured.



Waste

Use provided bins appropriately.



Smoking Areas

Permitted only in designated outdoor areas



Pets

Regrettably not allowed



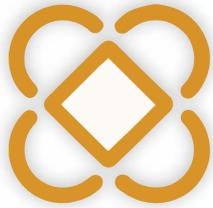
Room Alterations

Please keep furniture as arranged.



Alcohol

Enjoy responsibly (Excessive consumption in common areas is not permitted)



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HEALTH & SAFETY

Protect Yourself from Mosquito-Borne Illnesses. Angola's tropical climate means mosquitoes may be present, carrying diseases like Malaria, Dengue, or Zika.

Best way to prevent mosquitoes bites:

Use an effective repellent



Look for: Picaridin,
IR3535 DEET



Oil of lemon
eucalyptus

Stay indoors during peak biting hours

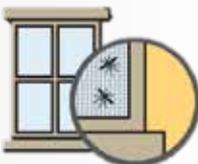


Dawn



Dusk

Keep mosquitoes outside



Use windows
with screens

OR



Sleep under a
mosquito net

Pour out any standing water



Mosquitoes breed
on still water

Make your aroma less appealing



Avoid beer

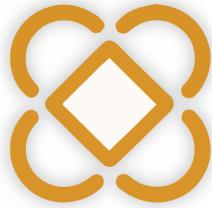


Shower when sweaty

Wear the right clothes



Mosquitoes breed
on still water



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Security and Safety Briefing

CASA ERICA team is here to ensure your stay is safe, comfortable, and worry-free. This short guide highlights key security and safety information to help you navigate confidently and responsibly.



Personal Security

1. Keep valuables (phones, passports, cash) discreet and secure.
2. Use arranged or trusted transport only.
3. Avoid walking alone at night or in poorly lit streets / unfamiliar areas.
4. Always inform your representative of any travel outside Luanda.
5. Avoid demonstrations or large spontaneous gatherings.
7. Keep copies of your travel and medical insurance.
8. Avoid political discussions in public.



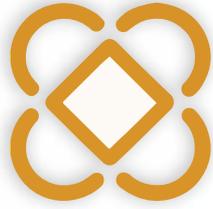
Health & Safety

1. Drink bottled or filtered water only.
2. Wash or sanitize hands frequently.
3. Protect Yourself from Mosquito-Borne Illnesses.



Cultural Awareness

1. Angolans are warm and welcoming; a polite greeting goes a long way.
2. Dress modestly and respectfully, especially in public or governmental areas.
3. Photography of military, police, or government buildings is restricted.



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Check-Out & Farewell

*Thank you for choosing CASA ERICA - Soyo.
We hope your stay was productive and relaxing.*

*** Check-Out Time:**

12:00 PM (Noon)

*** Late Check-Out:**

Please arrange any late departure requests with the front desk one day prior to your check-out date.



Farewell – We Hope to See You Soon.

Safe Travels!



HOW IS YOUR EXPERIENCE?

Your feedback is important to us, whether good or bad,
we'd love to hear about your experience at CASA ERICA - Soyo.



Please scan with your phone camera



Your feedback will help us make your
next stay even better!

Thank you!



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**HOSPITALITY
WITH HEART**



FORTALEZA

Imobiliária

Fortaleza Imobiliária is a leading Angolan company specializing in high-quality guesthouses and hotels designed exclusively for corporate clients and their teams.

With properties strategically located in Luanda and - Soyo, Fortaleza GH offers modern, spacious and fully equipped accommodations that combine the comfort of home with the efficiency and standards required by international business.



At **Fortaleza Imobiliária**, hospitality goes beyond accommodation. A warm, professional and multilingual team is present at every property to ensure guests receive **attentive, personalized care** throughout their stay.

More than a place to sleep – Fortaleza is where business travelers feel genuinely welcome and cared for in Angola.



- **Soyo**



Luanda: Miramar | Cruzeiro | Maculusso
Vila Alice | Ilha de Luanda | Baleizão | Talatona
| Dr. Antonio Agostinho Neto International Airport

CONTACT FORTALEZA Imobiliária:



+244 921 712 949 (Call or WhatsApp)



Contact@fortalezagh.com



www.fortalezagh.com





Essential Portuguese Phrases & Vocabulary

To ensure your stay in Angola is as comfortable and seamless as possible, we have prepared this list of essential Portuguese words and phrases.

| | English | Portuguese | English Pronunciation (Phonetic) |
|-----|-----------------------|-----------------------------|---|
| 1. | Hello | Olá | (oh-lah) |
| 2. | Thank you | Obrigado (m) / Obrigada (f) | (oh-bree-GAH-doo / oh-bree-GAH-dah) |
| 3. | Please | Por favor | (por fah-VOR) |
| 4. | Yes | Sim | (seem) |
| 5. | No | Não | (naoum) |
| 6. | Excuse me | Desculpe | (desh-KOOL-peh) |
| 7. | Good morning | Bom dia | (bom dee-ah) |
| 8. | Good afternoon | Boa tarde | (bo-ah tar-deh) |
| 9. | Good night | Boa noite | (bo-ah noyt) |
| 10. | Goodbye | Adeus / Tchau | (a-de-us / chow) |
| 11. | Where is...? | Onde fica...? | (ond-jeh FEEK-ah) |
| 12. | How much is it? | Quanto custa? | (kwan-toh KOOS-tah) |
| 13. | I don't understand | Não entendo | (naoum en-TEN-doo) |
| 14. | Do you speak English? | Você fala inglês? | (vo-seh FAH-lah een-GLEHSH) |
| 15. | I need help | Preciso de ajuda | (preh-SEE-zoo de ah-ZHOO-dah) |
| 16. | Bathroom/Toilet | Banheiro (or casa de banho) | (ban-YAIR-oo) (or kah-zah de BAH-nyoo) |
| 17. | Water | Água | (AH-gwah) |
| 18. | Bank | Banco | (BAN-koo) |
| 19. | Hotel | Hotel | (oh-TEL) |
| 20. | Taxi | Táxi | (TAH-see) |
| 21. | Left | Esquerda | (esh-KER-dah) |
| 22. | Right | Direita | (dje-REY-tah) |
| 23. | Straight ahead | Sempre em frente | (se-pre em FREN-chee) |
| 24. | Restaurant | Restaurante | (resh-tow-RAN-chee) |
| 25. | Menu | Cardápio (or ementa) | (kar-DAH-pyoo) |
| 26. | Bill, please | A conta, por favor | (ah KON-tah, por fah-VOR) |
| 27. | Money | Dinheiro | (jee-NYAY-roo) |
| 28. | Airport | Aeroporto | (ah-eh-roh-POR-too) |
| 29. | Passport | Passaporte | (pah-sah-POR-chee) |
| 30. | Help! | Socorro! | (soh-KOH-roh) |

While our team is **available 24/7** to assist you, these basic communications will enhance your interactions with the local culture and community.

