



GENERAL INFORMATION

ORM RESIDENCE

WELCOME TO THE RESIDENCIA

We wish a nice stay. Our staff at the Residence work every day to make your stay as pleasant and productive as possible. This paper shows how services are organized at the residence. However, do not hesitate to ask any question or issues that may arise.

GENERAL RECOMMENDATIONS

Note that the observatory staff and visitors may be sleeping at any time of day or night. Therefore, avoid noise. At night, please wind down the blinds in your room and turn off both any unnecessary light and heating, in order to avoid interference with the observations and save energy.

RECEPTION SCHEDULE.

The Reception service operates during the day from 9:00h. to 19.00 h. After that hour, the access through the front door of the residence shall be done by a code provided at reception.

The barrier of the Observatory and the main door of the residence, will be closed after sunset until 7:00h. There is a Night Porter Service on duty from 19:00h. until 9:00h, that can be contacted in Reception or a mobile phone (see at the end of the document "Useful phone numbers).

SERVICES.

The Residence offers common services, i.e. fax (number 922 405 501), photocopier, meeting room, computer room and WiFi in every room. On the other hand, the Reception has a small tight where you can buy some basic necessities.

ENTERTAINMENT.

Visitors have ping-pong table, different games, TV and video

FIRST AID.

There is a First Aid room with kit. If necessary, you should contact Reception 9.00h. to 19.00H., and the Night Service after that hours, or the responsible of your telescope. In an extreme case, contact the Emergency and Security Coordinator of the Canary Islands (at the end of the document "Useful telephone numbers). Further guidance can be found in a small first aid manual existing in each room.

EMERGENCY.

In case of emergency, contact as soon as possible the Reception or Night Service at the telephone numbers listed at the end of this document. When those contacts can not be reached in special situations, contact the Safety Officer of your telescope. In extreme cases, call (0) 112.

Behind the door of every room there is a evacuation diagram. Please read it carefully. If you have any doubt, please contact the Reception.

ROOM RULES

CHECK IN

On check in, Reception staff can ask you to show your passport in order to confirm your booking data. The refusal to show the required documentation will result in denial of check in.

Rooms are available after 17:00 h. If you wish to use it before that hour, you should ask the Reception if it is available.

KEYS.

On arrival you will receive a card or a key to access to your room. When you leave it is conveniente to leave them in the Reception desk. In case of loss, please, report the Reception immediately and return them back once your stay is finished.

CHECK OUT

On your leaving date, your room should be free before 15.00h. Do not forget that your room could be used for another person in the same day, and certain amount of time is needed to clean it and get it in good conditions. In case of not being able to leave the room at the indicated hour, you should report the Reception. Otherwise, you will have to pay this day.

ROOM CLEANING

In order to have your room properly cleaned we ask you to hang outside of the door the notice card "please make up my room". If you want to have it done later, or not done, please hang the "Do not disturb" notice on your door. Anyway, to allow the cleaning of your room you must leave it before 16:30h in the Annexes, and 17:00h in the Residencia.

INTERRUPTION OF YOUR STAY

If you wish to interrupt your stay for one or two days (weekends etc.), you should report it to Reception or Administration in one or two days in advance. Otherwise you will be asked to pay for these days.

INVOICES AND PAYMENT

Once your stay is finished, ask for your room invoice in the Administration Office and for the meals invoice in the Reception. Both must be paid by you before departure. The office Schedule is:

Administration: from 9.00.h to 12.45h and from 13.30 to 15.00h from Monday to Friday.

Reception: from 9.00h to 19h every day.

If your departure time is out of the schedule indicated, please ask your invoice in advance. Cash and any card are accepted for payment.

MEALS

BOOKING OF MEALS.

It is recommendable to book the meals in advance, choosing the offered options in the daily menus available in the Reception or the ORM Residence web page.

For **lunch**, bookings should be made before 10.00h. Cancellation are admitted until 9.00h of the lunch of the same day of the meal. For **dinner and supersnack** bookings should be made before 11.00h of the same day. Cancellations are admitted until 14.00h.

MEAL SCHEDULE

Hot Breakfast: From 7.30h. to 12.00h., and from 13.30h. to 16.30h.

Self-service Breakfast: Next to the Dinning Room there is a 24h self service room. On finishing your breakfast you should fill the "extra" papers available with your consumption.

Lunch: From 12.30h. to 13.30h.

Dinner: Time depends on season

• **Winter (November to april)** : from 17.00 h to 19.00 h.

• **Summer:** from 18.00 h to 20.00 h.

SNACKS Y SUPERSNACKS.

They are prepared according to election noted in the form used for this purpose. The Supersnacks will be delivered in dinner time. If you want to have it delivered in a different time, please report to reception

OTHER SERVICES

WATER

It is a rare commodity here, (it has to be transported all the way from Garafia), please use it carefully. Although there is an automatic chlorination system, we do not recommend it for drinking. If you notice any leakage or loss in taps or cisterns, please report it immediately. Before leaving the room please make sure that the tank is not losing water

REPAIRS

Please report the Reception any damage, defect or anomaly detected for them to be repaired as soon as possible. Our maintenance service is available Monday to Friday from 9.00 pm until 15.00 h.

TELÉFONO

Your telephone room can communicate with any extension of the Observatory and the CALP, adding a 2 or 3 in front (see table of equivalent extensions in the rooms). If you want to call Reception, dial 2500 or 9. To make external calls (national or international) you must apply at Reception. For incoming calls, the number is 34 922 4055 00 (Reception) and it will be transferred to your room.

LAUNDRY

This service will be invoiced separately, and must be paid at the Reception. Please leave in the reception your clothes in a bag you will find in your room for that purpose. They will be returned 24 hours later. Check at Reception the established prices.

PETROL STATION TIMETABLE

There is a service of gasoil and unleaded petrol (95) supply in the maintenance area of the Residence. The fuel supply timetable is on Tuesday and Friday, from 10:00h to 11:00h. This service must be paid in the Administration Office.

SUGGESTIONS.

there are evaluation and suggestions forms in the rooms and common areas, as well as on the website of the Residence. Please complete them and deposit them in the suggestion box that is in Reception. We welcome any comment or observation that can improve the service we provide.

TELEPHONES OF INTEREST

- ORM Reception – 00 34 922 405 500
- Night Porter Service – 00 34 609 554 576
- Emergency and Security Coordinator of the Canary Islands – (0) 112
- CECOPIN – 00 34 922 437 650
- CALP Reception – 00 34 922 425 700

THANK YOU FOR YOUR COLLABORATION.

Send your comments to ORM Administration: adminorm@iac.es

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