

Frequently Asked Questions (FAQs)

How do I make a hotel reservation?

Our best rates are always at www.dorisol.com book online, send an email info@dorisol.pt or call (+351) 291 706 670.

If I book directly with you do I have to pay the reservation before arriving to the hotel?

Booking directly with us will have the advantage of being able to pay the 100% of your reservation at the hotel reception desk without having to make any advance deposit.

What is our cancellation policy?

If cancelled up to 1 day before the date of arrival, no fee will be charged. If cancelled later or in case of no show 100 % of the first night will be charged. For cancellations done less than 1 day, prior to arrival date, hour limit of 12:00 AM, the cancellation fee is 1 night.

What time is check-in / check-out?

Check-in from 14:00 hours - Check-out until 12:00 hours

If you arrive early you can come to the hotel to leave your luggage and start to explore Madeira. In the event of late or differed arrival, you will have to warn the Hotel

Do you charge for children?

Children under 6 years of age: free of charge.

Children up to 12 years of age: 50% discount

Hotel Facilities

Internet

Does Dorisol Hotels have internet access?

There is a PC in the lobby that can be used 24 hours a day without charge. There is free Wi-Fi access at all public areas and at the room.

Car Parking

Does Dorisol Hotels have private parking?

Parking free without previous reservation need.

Wellness Center

Does Dorisol Hotels have wellness center?

Yes, Dorisol Hotels have a free access wellness center for the four hotels. Situated in the "Dorisol Complex" between Mimosa, Estrelícia and Bugarvilía Hotels. 500m away of Florasol Hotel.

The wellness center is equipped with indoor pool, gymnasium and sauna which can be used free of charge by all hotel residents. There is also a Spa center with a full range of massages and beauty treatments.

Can I book in advance Dorisol Spa treatments?

Yes it is possible book in advance. You should send an email directly to the Spa dorisolspa@gmail.com. Download guide with all the spa treatments.

Pool

Is there a pool towel service?

Yes, you can ask at reception for the towels you need for the pool area. A deposit of € 3.00 per towel will be charged, which will be refunded when the towel is returned to reception.

Location

Are there restaurants, supermarkets, bars, etc ... near Dorisol Hotels?

Our hotels are located in the heart of Lido, surrounded by everything you need so that you don't miss anything on your holidays. At the hotel corner you will find several shops, supermarkets and restaurants with local and international cuisine.

How can I reach Dorisol Hotels from the airport?

There are a few ways you can get from Funchal Airport to the Hotel.

BY BUS. Aerobus Funchal offers a good service, bus runs every 45 minutes most days. The tickets may be purchased on board. More information

BY TAXI. There are plenty of friendly taxi drivers at your disposal who will be glad to take you anywhere you want. The airport taxi rank is located outside the arrival lounge. Price 35€ - 40€. More information

BY CAR. Rent a car it is a good option to reach the hotel and to visit the island. During the high season be sure to book in advance.

You can also contract a PRIVATE TRANSFER SERVICE.