

WELCOME TO
“AVAGAROSA”

Please read the enclosed on your arrival as it contains helpful information about the villa and general guidelines which may be useful during your holiday in Portugal.

PLEASE DO NOT REMOVE FROM VILLA.

“AVAGAROSA”

The Neal family would like to thank you for choosing “Avagarosa” for your vacation and hope you have a wonderful time. We would appreciate you taking the time to sign the guest book with any comments so we can continue to improve.

“Avagarosa” is a family home which is frequently occupied by the owners who have tried to make it a ‘home from home’, may we ask you to treat it with the care and consideration as you would your own home. You may find certain doors or cupboards are locked, this is because they contain the owner’s personal belongings and we would ask you to respect this fact – Thank you.

SECURITY:

We want you to enjoy your holiday to the full; however, the Algarve being a tourist resort does attract robberies from time to time. Please observe the following guidelines which will hopefully ensure your holiday is trouble free:

- **Villa:** Whenever leaving the villa unattended please ensure that all external doors, windows and shutters are securely closed and locked wherever possible.
- Both entrance gates should always be closed and locked whenever possible during both day and night.
- Please do not leave valuables which can easily be seen through windows or patio doors or on external patio areas.
- **Car:** Whenever the vehicle is unattended please ensure that it contains no valuable items; any other items should be placed out of sight in the boot. Remember to LOCK the vehicle.
- **Beach/Bars/restaurants:** Never leave any belongings unattended; try to have one member of your party looking after personal possessions.
- **General:** Traveller’s cheques should be kept entirely separate from their counterfoils. Bank and credit cards should also be kept entirely separate from Travellers cheques so as to ensure that if a theft occurs, you have an alternative source of obtaining money.

In the event of the loss or theft of your belongings you must immediately report the loss/theft to the nearest Police Station who will then issue you with an official copy of your report; you should check this report to ensure it contains details of all items in question.

SECURITY(Continued):

A Police Report is essential to:

- a. Obtain a replacement Passport
- b. The replacement of Travellers cheques
- c. Any insurance claim lodged against items stolen
- d. A Consul or Embassy who will require a Police report before any assistance can be granted.

Details and telephone numbers can be found in this book under 'EMERGENCY SERVICES'

Your villa manager will be pleased to offer any assistance.

LOCKED OUT:

YES – It happens!

Please contact you Villa Manager immediately and PLEASE DO NOT try to affect entry by forcing doors and/or breaking windows. You are advised to make a note of the Villa Manager's telephone number in your personal belongings and keep it with you when away from the villa in case of any emergency.

BREAKAGES OR DAMAGE TO HOUSE OR CONTENTS:

Accidents do happen from time to time but as other guests may be arriving shortly after your departure, it is most important that you ensure that the Villa Manager is made aware of any losses or breakages in order that replacements can be obtained. Your co-operation will ensure that the Villa is fully equipped at all times. We do try to keep a check on all items, however, if you find any items missing or any items which you feel would make your holiday more enjoyable, please contact your Villa Manager.

SHUTTERS(Patio doors/Windows):

Please ensure they are properly secured in either the open or closed positions as in windy conditions they tend to blow around and damage can occur.

KITCHEN APPLIANCES:

Instruction manuals for most kitchen appliances can be found in one of the kitchen drawers.

When using the grill section of the cooker please leave the door open 1 notch.

Household products are for your own expense.

THE BBQ:

Please do not use any of the kitchen utensils on the BBQ and please do not scatter the hot ashes on the garden areas.

GAS BOTTLES:

These can be found outside the kitchen (coloured green) which serves the hob unit and on the first floor terrace which provides hot water. A full reserve gas bottle is also supplied. If you are unsure how to change over gas bottles when empty, please contact the Villa Manager. It would be helpful if you could advise either the maid or Villa Manager if an empty gas bottle needs to be replaced.

DRAINAGE:

All drainage from the villa is to a septic tank, it is **MOST IMPORTANT** that the toilets are **NOT** used for the disposal of any manufactured products such as so-called disposable nappies, sanitary towels or tampons. These items **WILL** cause blockages and cause you extreme inconvenience and may take a considerable length of time to be rectified.

Sanitary Bins are provided in all bathrooms.

WATER:

On occasions, due to long dry spells associated with this climate, the local water authorities may take action in order to preserve available water levels by cutting off supplies to various areas on a rotation basis. This is usually only for a short period of time and thankfully a rarity these days, however, it can happen.

In this eventuality, please ensure that all plugs are not left in sinks, basins or baths and ensure that all taps are turned off.

Water is a scarce commodity and we would ask you to use it thoughtfully.

ELECTRICAL SUPPLY:

In the event of an interruption to the electricity supply, candles and a large torch can be found in the kitchen cupboard under the sink unit.

Electric circuit breakers and trip switch can be found on the wall next to the villa main door entrance area.

RUBBISH:

Please remove household rubbish daily and do not leave food lying around the rooms as they will attract ants or other insects.

Large green rubbish bins are provided by the local council and are situated close to the villa.

MAID:

A maid service is provided; your Villa Manager will provide you with details of her working days/times.

Please note that the maid just tidies, cleans and changes the bed linen/towels, she is not responsible for your own laundry.

CHILDREN:

We realise that “accidents” can happen. If you have any doubts about your children please ask your Villa Manager to provide you with a protective mattress cover.

ANTS AND OTHER INSECTS:

Proprietary sprays and powders can be obtained at most pharmacies, mini & Supermarkets

Mosquito bites – All Pharmacies keep stocks of ALCOOL (Liquid) and FENASTIL (Gel) which will reduce the swelling and itching if applied at regular intervals.

ANIMALS:

Some villa owners use dogs to guard their property and it is best to leave well alone.

From time to time, stray cats and dogs appear in the area, whilst they are generally quite placid and loving, they are looking for a new home. Please do not feed them, whilst you may have a friend for the duration of your holiday, but they will not understand why there is no longer a source of food after you leave and will stay around the villa until the next guests arrive, who may not be animal lovers.

BABYSITTING:

On request, a babysitting service can be provided, please contact your Villa Manager for details.

GENERAL INFORMATION

BANKS:

Banks can be found in most villages, all towns and cities.

Opening hours are 0830 – 1500 Monday to Friday.

They are closed on all Public and Bank holidays.

You will need your passport to cash traveller's cheques. Banks that will accept Barclaycards will also require your passport.

SHOPS:

For wonderful freshly baked bread first thing in the morning then go to **AliSuper**. Go out of the house and turn right and go back to the junction, at the top turn right, on the left hand side are some shops where **AliSuper** is located. It opens at 9 am and the breads are baked in the oven and are fresh at about 9.15. (3 minutes drive). **AliSuper** also has a good selection of ham and pate and you can get milk and orange juice there.

For other shopping we use **Intermarche** which is about 10 minutes from the house. Drive back to **Lagoa** and turn right at the junction just before **Lagoa**. For more extensive choice try **Modelo** in **Portimao**.

Most shops open from 0900 – 1900 (closed for lunch 1300 – 1500). Supermarkets are open from 0900 – 2000 although these hours are extended during the summer season.



TELEPHONE BOXES:

The nearest Telephone box is outside the Alisuper minimarket which is up the road towards the water tower.

Can be found in all Town and City squares and at most Post Offices.

The majority are card operated, which can be bought at a variety of retail outlets and Post office's. Some accept coins.

The code for the UK is 00 44 + area code minus the zero.

POST OFFICES (Correio):

Post offices can be found in all Towns and Cities and are open 0830 – 1800 Monday to Friday.

They are closed on all Public and Bank holidays.

Post office's in villages usually close for lunch (1300 –1400)

DOCTORS AND DENTISTS:

Your Villa Manager will be pleased to supply you with details should you require.

EMERGENCY SERVICES:

Emergency telephone number equivalent to the UK 999 is **112**

Police (GNR) Carvoeiro 282 356 460

Fire/Ambulance (Bombeiros) 282 352 395

British Consul Portimao 282 417 800 Monday to Friday 1000-1200 1500-1630

Private Hospital (Portimao): 282 420 400 'Hospital Particular do Algarve'

24 Hour emergency service and private ambulance.

English speaking.

If you should have any problems during your stay please do not hesitate to contact the Villa Manager on 282 342 628 or 96 2807454.

Maps:



