



CARVOEIRO CLUBE

G R O U P

— Since 1982 —

# MONTE DOURADO

RESORT



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## RESORT

On behalf of the management and all staff of Carvoeiro Clube Group, we would like to welcome you to our resort in the beautiful Algarve. To get the most out of your holiday, please read the following information carefully and familiarize yourself with our facilities and services within our resort and the group.

There are several important subjects we would like to bring to your attention while you are our guest, which you can find in this information book. These points are important for your comfort and in order to maintain the quality of the properties, which are privately owned; equipped and decorated with a lot of care from the owners. For our future guests to continue to enjoy this accommodation we ask that you respect these points and take care of the property as if it was your own.

Should you have any questions or special requests, please do not hesitate to contact our staff during your stay.

We appreciate your cooperation and wish you a wonderful and relaxing holiday!

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### SCHEDULES AND SERVICES

#### RECEPTION OPENING HOURS

##### SUMMER

MONDAY – FRIDAY:  
09:00 – 18:00

WEEKEND AND HOLIDAYS:  
10:00 – 18:00

##### WINTER

MONDAY - FRIDAY:  
09:00 – 18:00

SATURDAY:  
10:00 – 18:00

SUNDAY AND HOLIDAYS:  
closed

*The times can suffer alterations, the actual time table if published at the reception door.*

**CHECK IN:** 16:00

**CHECK OUT:** 11:00

*In case you would like to stay longer than 11:00, please contact reception to verify possibility to do so.*

#### SAFE

Available against fee.  
Please contact reception for details

#### CLEANING SERVICE

2 x per week, except Sunday and Holidays  
2 x per week for long term rental  
*Please make sure that your private belongings are put away in the closets or drawer, so that our staff will be able to clean without putting your private belongings at risk.*

To help preserve the environment, TOWELS are changed every 3 - 4 days a week and the SHEETS at the end of every 7 days. However, if you require extra service, please inform the reception (additional charge).

#### GARBAGE COLLECTION

Please note that garbage is collected during the cleaning service throughout the week. Outside of this period you can place your rubbish in the public containers which you will find throughout the resort. Separate containers for glass, plastic and paper you will find opposite of reception. In case of any doubt please contact reception.

#### POOL HEATING

During the winter months the main pool next to the Trevoblock is heated. On request at reception the cover will be taken away between 11am and 4pm.

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### IMPORTANT TELEPHONE NUMBERS

EMERGENCY - Police, Fire and Ambulance *	_____	<b>112</b>
Reception Monte Dourado	_____	<b>+351 282 351 600</b> <i>Directly from the unit dial 9</i>
Security / when reception is closed	_____	<b>+351 913 353 123</b>
Dr. Pertl / Dr. Habeck	_____	<b>+351 282 357 720 / +351 917 742 927</b>
Private Hospital Alvor	_____	<b>+351 282 420 400</b>
Hospital Portimão	_____	<b>+351 282 450 300</b>
GNR (Police)	_____	<b>+351 282 356 460</b>
Taxi Service	_____	<b>+351 282 460 610</b>
Faro Airport	_____	<b>+351 289 800 800</b>
Flight Enquires	_____	<b>+351 289 800 801</b>
Tourist Information	_____	<b>+351 282 357 728</b>
SEF Immigration and Border Service	_____	<b>+ 351 808 202 653</b>

\* In the unlikely event of any incidents that result in calling Emergency Services (112), be sure to give the following information to avoid delays:

**Your name**

**Resort/Apartment number**

**Address: Monte Dourado, Rua dos Combatentes Lote 1 8400-569 Carvoeiro**

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### IMPORTANT INFORMATION

*Some useful guidelines to make sure your stay goes smoothly for both you and the neighbors.*

Under Portuguese Law, noise is not allowed from 22:00 hrs. to 07:00 hrs. Please do not disturb the general peace of the resort and your neighbors by shouting, singing, playing loud music or similar attitudes during those hours.

Inside the unit, you should have special care with sources of noise, such as kitchen appliances, avoiding the use of the noisiest ones during the night. Also please bear in mind that Portugal has many old buildings and even when the interior was renewed sound isolations isn't always what you'd expected and usually the loudest noises are also heard by the neighbors.

Portuguese Law for Short Stay Accommodation states that the license for this unit can be revoked in case of frequent problems such as noise and other disturbances. Under the noise legislation excessive noise can also imply a fine for the guest of up to 2.000 Euros, therefore any disturbance can bring inconvenience both for you and for anyone who wishes to use this accommodation in the future.

In case of a smoke or fire emergency, please alert those around you. Attack the fire with the nearest appropriate extinguisher or fire blanket if safe to do so. Inform the reception or security or call the emergency number 112. If you encounter smoke during your evacuation, stay low to the floor.

Each accommodation has a first aid kit, its location is marked with a green sign with a white cross.

We suggest keeping the front door and terrace door locked when at the pool or garden area.

If you leave the house, even for a short while, make sure all windows are closed and secured.

Do not leave jewelry, money or any valuable items like mobile phones, laptops etc. lying around in your property.

Always keep the keys of your property with you. In case of misplacement or loss, please inform the reception immediately.

When you leave your car parked, please ensure that the doors and the boot of your vehicle are locked, even if it is to be unattended for only a short while and remove all valuable items from the vehicle.

Recharging of electrical vehicles in apartments / villas is totally forbidden.

Please note that uniformed and specially trained security personnel monitor our resorts during the night.

Notify the reception or the security service if you happen to notice anything unusual such as, strangers loitering in the gardens, receiving pestering phone calls or a knock on your front door by persons unknown to you.

Never permit the entry of persons who cannot identify themselves or who bring unsolicited deliveries into your house. All our employees carry name tags with the company's ID and can therefore be identified. Should you have any doubts, please contact the reception or security service.

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### IMPORTANT INFORMATION (CONTINUATION)

In case of a power cut or other electrical deficiencies, please do NOT try to fix it yourself, since Portuguese electrical installations may be different from those in your country. Please report the problem to the reception, who will then call the maintenance team.

In one of the drawers of the kitchen or living room you can find the instructions of the electrical appliances. If you need further information, please contact reception.

Clothes should be washed and dried only in the appropriate areas provided. Please do not use the rails of the veranda or balcony.

Please do not throw any kind of rubbish out of the window or from the balcony.

All units are non-smoking units. Please respect this rule and do not smoke inside of the units.

Guests are not allowed to bring any kind of pets into the property, and neither should they feed stray animals that may be nearby.

All guests are advised not to take any kind of equipment into other units. Bath towels should not be taken to the communal areas or to the beach.

All damages and breakages that occur during your stay, must be reported to the reception and paid for its replacement and/or repair.

Please pay all outstanding invoices the day prior to your departure at the reception.

The TVs are already tuned in and if listed, the correct channels available. If this is not the case, please contact the reception.

Most of the properties are equipped with air conditioning. To help conserve energy please keep doors and windows closed when AC is turned on and turn off the equipment when you leave the property.

Please do not flush paper, wet towels or any foreign objects down the toilet to avoid any blockage of the drains.

BBQs are not permitted on the terraces, balconies or the gardens in case neighbors could be disturbed.

To reduce the risk of accidents, always use the pool safely and watch children. Do not bring glass containers to the pool area.

When you leave the pool area or the terraces, please close the sun umbrella, so that it can not be damaged by the wind.

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### CARVOEIRO CLUBE SPORTS, RESTAURANTS & BARS

#### CARVOEIRO CLUBE DE TÊNIS E PADEL

Carvoeiro Clube de Ténis is one of the largest and most famous tennis clubs in the Algarve with 8 Australian Blue tennis courts, 2 AstroTurf courts and 4 Padel courts. Fitness fans will enjoy the fully equipped gym and dance studio.

#### VALE DE MILHO GOLF

Vale de Milho Golf is a 9-hole par-3 course, overlooking the Atlantic Ocean, close to Vale de Milho Village. It is a high-quality course designed by Dave Thomas. With its large, contoured greens, tall trees, lakes and bunkers, it provides a real challenge whatever standard of golf you play.

#### QUINTA DO PARAISO

##### TRATTORIA OLIVEIRA

Dine under the stars with our century year old olive tree and colourful bougainvillea in the heart of Quinta do Paraíso. Our team will welcome you to try our tastiest pizzas and pastas as well our delicious Mediterranean cuisine accompanied by a nice Portuguese wine.

*Take away available / +351 282 099 669*

#### CARAVELA COCKTAIL LOUNGE BAR

Caravela bar is the central meeting point of Quinta do Paraíso from April to October. Come try our tasty snacks, ice creams or delicious cocktails at our terrace near the pool. Don't miss out on our evening entertainment during the summer season, such as live music, DJ, quizzes, mini disco and much more. Please check our website or app for further information.

#### BOUTIQUE HOTEL VIVENDA MIRANDA

##### RESTAURANT MIRANDUS

Restaurant Mirandus is the perfect location (Praia Porto de Mós, Lagos) to enjoy a lunch or dinner with spectacular views along the coastline. In Restaurant Mirandus you can experience our healthy Mediterranean cuisine, made with fresh and local products. The menu includes options for vegetarian and special dietary needs.

Clients of Carvoeiro Clube resorts will benefit from discounts at the Sport Clubs. Please use the guest card to identify