



CARVOEIRO CLUBE

G R O U P

— Since 1982 —

CARVOEIRO GARDENS

A-Z MANUAL



CARVOEIRO GARDENS

A

Air conditioning / Heating

All units are equipped with underfloor heating, air conditioning and solar water heating panels. You can manually adjust the desired temperature with the controls located in each room.

Appliances and other utensils

Your kitchen is fully equipped including a washing machine/dryer, hob, oven, microwave, kettle, hand blender, toaster, and Nespresso coffee machine.

C

Check-in

Check-in time is from 15:00.

Check-out

Check-out time is until 10:00.

Check-out

Procedure for early departures

If your departure is before Reception opening hours, please let us know. Make sure that all deposits are returned to you and all your invoices are paid the day before.

Please close the door of your villa and leave the keys in the key box next to Reception.

Cleaning

To reduce the environmental footprint, the cleaning service is available three times a week.

If you would like an additional cleaning service, please contact Reception.

Cleaning does not have a fixed schedule but is carried out between 09:00 and 17:00, except on Sundays and public holidays.

Cot

Cot and high chair set: available at reception for a fee of **€10** per night

Credit Cards

We accept Visa, Mastercard and American Express cards.

CARVOEIRO GARDENS

D

Decoration

All our units have been designed with modern and functional decoration. Please report any incidents or damage immediately.

Drinks

At the reception, we have water and other drinks on request.

E

Energy sustainability

We have implemented an innovative pressure reduction system that optimizes water consumption in sinks, basins, and showers, promoting water efficiency without compromising comfort. Our highly energy-efficient air conditioning systems ensure a sustainable environment by minimizing electricity consumption. The use of high-assimilation solar panels transforms sunlight into heat-to-heat water, reducing dependence on conventional sources. We have adopted high-efficiency pumps to heat the water in our communal swimming pool economically and sustainably. In addition, our gardens are composed exclusively of native plants, ensuring minimal water consumption, and preserving local biodiversity.

Evacuation

Follow the instructions on how to proceed in case of an emergency evacuation, which are posted on the inside of your unit's main door.

Excursions

Ask reception to book your excursions.

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F

Fire alarm

All villas are equipped with a fire alarm.

First Aid Box

All units are equipped with first aid boxes.

Food parcel

Ask at Reception

G

Gardens

Carvoeiro Gardens has a garden exclusively made up of native plants that consume little water and are easy to rehabilitate and change, as the irrigation system is on top of the garden.

General rules

- As a sign of respect for other guests, we ask that you do not make excessive noise inside the units, especially from 23h00 until 07h00.
- Leave the doors and windows closed at night and when you leave the unit.
- If any items are damaged during your stay, please let us know. The inventory will be checked on the day of departure and any damage will be charged for.
- Do not remove any items belonging to the villa.
- Carvoeiro Gardens accepts no responsibility for any loss, damage, accident, or personal injury.

Golf

Carvoeiro Garden has a mini-golf course for the exclusive use of guests.

Grills / BBQ

Not allowed on balconies/terraces or in gardens.

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H

Hairdryers

The villas are equipped with hairdryers.

Hire of cars, motorbikes, scooters or bicycles

Please contact reception.

I

Internet

All the units, including the pool and reception areas, have high-speed WIFI internet.

L

Lost and Found

For lost items, please contact Reception.

Laundry

We have a laundry service. Please contact reception for more information and prices.

CARVOEIRO GARDENS

M

Mail

Please deposit your mail at Reception. All correspondence received for your attention will be delivered to your unit.

Maintenance

For technical assistance, please contact Reception.

Medical emergencies

In case of a medical emergency, please contact Reception or call 112 immediately.

For any other emergencies, you can also contact Reception during opening hours.

If it's outside opening hours, please call the emergency number (+351 913 353 123) or use the phone located outside the main gate to get in touch with our security team.

There is a family medical clinic located 2.4 kilometers away from the resort.

In case of an emergency, the doctor is available 24/7 and the service is charged directly by the doctor.

P

Parking

A private car park is available within the resort.

Pets

Pets are not allowed.

Pool Towels

At Reception, you can get pool towels for free with a €15 deposit, which is refunded upon return. If you check out early, make sure to return the towel and get your deposit back.

CARVOEIRO GARDENS

R

Reception

Service is available with the following opening hours:

(1st April to 31st October)

09:00 - 13:00 | 14:00 - 18:00

(1 November to 31 March)

09h00-13:00 | 14:00-18:00

Closed on Saturdays, Sundays, and public holidays.

We have 24-hour reception every day of the year, just call + 351 913 353 123.

Important:

- For early departures outside Reception opening hours, please contact Reception the day before your departure and ensure that any deposit has been returned to you.

S

Safes

Free of charge

Security/surveillance services

Our development has a 24-hour security service. This service is provided by an external company duly certified by the Ministry of Internal Affairs.

If you notice any strange people or abnormal movements, please contact Reception/Security on + 351 913 353 123

Smoking

Smoking is not permitted inside the units. There are smoke sensors in all units.

Sun loungers

Sun loungers are available in the pool area. Reservations are not permitted.

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Swimming pools

Carvoeiro Gardens has two swimming pools. The main pool is treated exclusively with salt, while the children's pool is treated conventionally. It is forbidden to jump or dive into the pools. The pools are cleaned daily in high season and twice a week in low season.

T

Taxi / Airport Transfers

Ask at Reception

Telephones

All units are equipped with a telephone.

Television

All villas have cable TV.

Thermal and acoustic glazing

Our units are equipped with thermal and acoustic glazing as well as mosquito nets.

Ticket confirmation - airlines and others.

For more information, please contact Reception.