CARVOEIRO CLUBE

GROUP

Since 1982

HIBISCUS GARDENS

RESORT



HIBISCUS GARDENS

RESORT

On behalf of the management and the entire Carvoeiro Clube Group team, we would like to welcome you to our resort and the wonderful Algarve.
To make the most of your holiday, please read the following information about our facilities and services within the resort and group.
This document contains important information that we would like to bring to your attention as our guest.
These standards are intended to provide comfort for our guests, as well as to maintain the quality of the properties.
For our future guests to continue to enjoy this accommodation, we ask that you look after the property with respect, as if it were your own.

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

We thank you for your understanding and wish you a wonderful holiday!

HIBISCUS GARDENS

RESORT

SCHEDULES AND SERVICES

RECEPTION OPENING HOURS

Monday to Friday 9 am to 6 pm (closed for lunch between 1 and 2 pm)

RECEPTION QUINTA DO PARAISO
April to October 8 am to 8 pm
November to March 9 am to 6 pm

These opening times are subject to change. The current opening times will be posted at reception.

CHECK IN: 15:00
CHECK OUT: 10:00

In case you would like to stay longer than 10:00, please contact reception to verify the possibility to do so.

CLEANING SERVICE

3 x per week
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 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 public containers. You will find them close to reception, as well as separate containers for glass, plastic, and paper. In case of any doubt please contact the reception.

HIBISCUS GARDENS

RESORT

IMPORTANT TELEPHONE NUMBERS

EMERGENCY - Police, Fire and Ambulance *	**112**
Reception	+351 282 115 000
Night Auditor	+351 913 353 123
Reception Quinta do Paraíso	+351 282 350 120
Dr. Pertl / Dr. Habeck	+351 282 357 720 / +351 917 742 927
Private Hospital Alvor	+351 282 420 400
Hospital Portimão	+351 282 450 300
GNR (Police)	+351 282 356 460
Taxi Service	+351 282 460 610
Faro Airport	+351 289 800 800
Flight Enquires	+351 289 800 801
Tourist Information	+351 282 357 728
AIMA	+351 808 202 653

*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/Villa number
Address: Rua Aristides de Sousa Mendes, 8400-558 Carvoeiro

HIBISCUS GARDENS

RESORT

IMPORTANT INFORMATION

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

Under noise legislation, noise is not permitted between 23:00 and 07:00. Please do not disturb the general peace of the resort and other guests, avoid shouting, singing, listening to loud music or similar behaviour during these hours.

Inside the unit, you should take special care with noise sources, such as kitchen appliances, avoiding their use during the night. You should bear in mind that in Portugal there are many buildings with old construction and even with a renovated interior, the loudest noises can be heard by the neighbours.

Under noise legislation, excessive noise can also result in a fine for the guest, which can range from €200.00 to €2,000.00, so any disturbance can cause inconvenience both for you and for anyone who wishes to use this accommodation in the future.

In the event of smoke or fire, please alert the people around you. Attack the fire with the nearest appropriate extinguisher or fire blanket if it is safe to do so.

Inform reception or security and call the emergency number 112. If you encounter smoke during your evacuation, stay as low to the ground as possible.

Each house has a first-aid kit in a labelled box.

We suggest that you keep the main door and the terrace door locked whenever you are in the pool or garden area.

Whenever you leave the unit, even for a short time, make sure all the windows and doors are closed.

Don't leave jewellery, money, or any other valuables, such as mobile phones or computers, lying around the property.

Keep the key to your unit with you at all times. If you can't find it or lose it, please inform reception immediately.

When you leave your vehicle parked, make sure it is locked properly, even if you are away for a short time. Remove all valuables from the vehicle.

Charging electric vehicles in the units, flats or villas is strictly forbidden.

We have uniformed security guards who patrol our resorts throughout the night.

Notify reception or security if you notice anything unusual, such as someone strange in the garden, receiving anonymous calls or if someone unknown knocks on your door.

IMPORTANT INFORMATION

(CONTINUATION)

Never allow people to enter who are not identified or with deliveries that have not been requested.

All our employees have a badge with our company name and logo. If in doubt, contact reception or the security guard.

In the event of a power cut or other electrical problems, do not attempt to repair them. Contact reception to request a maintenance technician.

Clothes should only be washed and laid out in the designated areas. Please do not use the balcony parapets.

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

All units are "No Smoking", please respect this rule and do not smoke inside the villa or flat.

Customers are not allowed to bring any kind of pet.

Please do not take equipment belonging to one unit to another. Bath towels should not be used in communal areas or on the beach.

All damage and faults that occur during your stay must be reported to reception so that they can be repaired and charged.

Please pay all outstanding invoices at reception the day before you leave.

The TV channels are tuned in, if not, do not attempt to do so and contact reception.

The units are equipped with air conditioning. Please help us save energy by switching off the equipment when you are not in the property.

Please do not put toilet paper, wipes or anything else down the loo.

BBQs are only allowed in the appropriate place.

To reduce the risk of accidents, always use the pool safely and keep an eye on children. Do not take glass containers into the pool area.

When you leave the pool area, make sure you have closed the parasols so that they are not damaged by the wind.

HIBISCUS GARDENS

RESORT

CARVOEIRO CLUBE SPORTS, RESTAURANTS & BARS

CARVOEIRO CLUBE DE TÉNIS E PADEL

Carvoeiro Clube Ténis and Padel is one of the largest and most famous tennis clubs in the Algarve, with 8 hard tennis courts, 2 artificial tennis courts and 4 padel courts. For fitness enthusiasts, there is a fully equipped gym and a fitness studio with various classes.

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

RABELO RESTAURANT

Start the day the right way with breakfast at Rabelo. A cooked and continental breakfast buffet is available every morning from April to October.

TRATTORIA OLIVEIRA

Dine under the stars with our century year old olive tree and colourful bougainvillea in the heart of Quinta do Paraiso. Our team will welcome you to try our tastiest pizzas and pastas as well our delicious Mediterranean cuisine accompanied by a nice Portuguese wine. You can now also enjoy this at lunchtime. *Take away available / +351 282 099 669*

CARAVELA COCKTAIL LOUNGE BAR

Caravela bar is the central meeting point of Quinta do Paraiso from April to October. Come try our tasty snacks, ice creams or delicious cocktails on our terrace near the pool. Please check our website 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.
Closed for refurbishment until March 2027

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