CARVOEIRO CLUBE

GROUP

Since 1982

HIBISCUS GARDENS

A-Z MANUAL



HIBISCUS GARDENS

A

Access Gate at entrance of the Hibiscus Gardens Resort
They key-fob gives access to the gate, alternatively the access code is **#2020#**

Animals
Animals / pets are not allowed.

B

Baby Cot
On request – €10,00 per night

BBQ / Grills
BBQs are not permitted on the terraces, balconies or the gardens.

C

Car Rental, Motorbikes, Scooters or Bicycles
Please contact the reception more for information

Check in
The check-in time is 3:00 p.m.

Check-out
Check out time until 10:00 a.m.

Check-out procedure for early departure
If you have an early departure, please inform the reception. Ensure that any deposits have been collected and outstanding bills have been paid the day before as the reception may be closed. Please lock the door to your property and drop the keys at reception.

Cleaning
Service available three times a week. For any additional cleaning service please contact reception. Cleaning service does not have a fixed time, but will take place between 09:00 a.m. and 05:00 p.m., except Sundays and Public holidays.

HIBISCUS GARDENS

Confirmation of tickets - airlines and others.
For more information, please contact reception.

Credit cards
We accept VISA and MASTERCARD

D

Decoration
All houses are designed with modern and functional decoration. Please report any breakages or accidents immediately.

Dishwasher
All kitchens are equipped with a dishwasher

Doctor
There is a Family Medical Clinic 900m from Hibiscus Gardens. For emergency cases, the doctor may also be contacted out with working hours:

Clínica Médica Familiar do Monte Carvoeiro
- Telephone: +351 282 357 720
- Emergency mobile: +351 917 742 927
- Email: recepcao@clinicamedica.eu
- Address: Lote 1, Loja 16, Monte Carvoeiro, 8401-951 Lagoa, Portugal

Dos and Don'ts
- As a sign of respect towards your neighbors please do not make excessive noise inside or outside the property, especially at night.
- Do leave the doors and windows locked at night and when you leave the property.
- Do inform if any item is damaged during your stay. The inventory will be checked on your departure, and any items missing or damaged will be charged.
- Do not remove any items belonging to the property.
- Hibiscus Gardens is not responsible for any losses, damage, accidents or personal injuries.

HIBISCUS GARDENS

E

Emergency
In case of a medical, police or fire emergency, please contact reception or call 112. For other emergencies, contact reception or when outside normal opening hours, please call our emergency number +351 913 256 968

Eco Friendly
We kindly ask for your assistance in conserving water by reusing towels, taking shorter showers, turning off taps when not in use and reporting any leaks.

F

Fire
Please familiarize yourself with the instructions on how to proceed in case of fire, which are located at the back of the main door of your accommodation.

Fire alarm
All properties are equipped with a fire alarm.

First-Aid Box
All properties are equipped with First-Aid boxes. Please contact reception if anything is missing.

Food Package
Food packages can be requested at reception.

G

Gardens
We have a specialized team to take care of the gardens during normal working hours.

Golf
Vale do Milho Golf, Pestana Golf Courses (Gramacho, Pinta, Ferragudo) are within 10-15 minutes car drive from Hibiscus Gardens - more information and discounts are available at the reception of Quinta do Paraiso.

HIBISCUS GARDENS

H

Hair Dryers
The properties are equipped with hairdryers.

Heating
All properties are equipped with air conditioning. For your comfort, you can manually adjust to the desired temperature. We kindly ask that to conserve energy, you switch off the equipment when leaving the property.

Home Appliances and Other Utensils
Kitchens are fully furnished and equipped. If in doubt about how to use anything or if you need something extra, please contact reception.

L

Laundry
We can provide a laundry service. Please check with the reception for more details.

Lost and Found
For lost or found items, please contact reception.

M

Maintenance
Available from 09:00 a.m. to 6:00 p.m. Please inform the reception if any assistance is required.

Mini-Market SPAR
The nearest mini market is located at our sister resort, Quinta do Paraíso, just a short walk away. Please note that opening hours are seasonal.
Another SPAR is located near our headquarters (5-7 minutes' walk) at Monte Carvoeiro, open all year.

HIBISCUS GARDENS

O

Opening hours of the reception at Hibiscus Gardens:
Monday to Friday 09:00 a.m. to 6:00 p.m

P

Parking
Private parking is available within Hibiscus Gardens.

Pools
The resort has 3 communal pools for adults and one for children.

Pool Towels
Pool towels are available at the reception. A €15 deposit is required per towel and will be returned at the end of the stay. If you are checking out early, please ensure you return your towels and receive your deposit the day before.

Q

Quinta do Paraiso
Our sister resort, Quinta do Paraíso, is just a short walk from Hibiscus Gardens. Guests can enjoy breakfast (from April to October) lunch, dinner, and snacks at its restaurants and bar. Pool access is available to Hibiscus Gardens guests by purchasing an access card and a bracelet from the Quinta do Paraíso reception at € 5,00 per person per day above 12 years.

R

Reception at Quinta do Paraiso
Opening hours in summer April to October 8 am to 8 pm, November to March 9 am to 6 pm

HIBISCUS GARDENS

S

Safes
Each unit has a digital safe in one of the bedrooms. Free of charge.

Security / Surveillance Services
Our company has security service 24 hours a day. It is an external company, duly accredited by the Ministry of Internal Administration. If you notice strangers or some unusual movement, we would appreciate you contacting the reception.

Sightseeing Tours
Please enquire at the reception to book your excursions.

Smoking
Smoking is not permitted inside properties. Smoke detectors are fitted in all units.

Sunbathing Terrace
The sun loungers in the pool area are free of charge.

T

Taxi / Airport Transfers
Please request at reception.

Telephones
All properties are equipped with a telephone (not yet operational)

Tennis / Fitness
There is a Tennis Club with a Gym located 1.4 km from Hibiscus Gardens - more information and discounts are available at reception.

T.V.
All properties have cable TV and international channels.

HIBISCUS GARDENS

W

WI-FI
Wi-Fi is available in all properties.
Password: **12345678**

Windows
Our properties are equipped with double-glazed windows.