



CARVOEIRO CLUBE

G R O U P

— Since 1982 —

VALE DE MILHO

VILLAGE RESORT

A-Z MANUAL



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A

Animals

Animals / pets are not allowed.

B

Baby Cot & High Chair

Service available and free of charge. Request at the reception.

BBQ / Grills

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

Blinds

Electric blinds are fitted in all our villas.

C

Car Rental, Motorbikes, Scooters or Bicycles

Please contact the reception more for information

Check in

Check in time is from 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 in the key box at the reception.

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Cleaning

Service available twice a week. For any additional cleaning service please contact the reception. The cleaning does not have a fixed time, but will take place between 09:00 and 17:00, except Sundays and Public holidays.

Confirmation of tickets - airlines and others.

For more information, please contact the reception.

Credit cards

We accept VISA, MASTERCARD and AMERICAN EXPRESS...

D

Decoration

All our houses are designed with brand-new 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 1.7 km from the development. For emergency cases, the Doctor may also be contacted 24 hours a day and this service will be charged directly by the Doctor.

Dos and Don'ts

- As a sign of respect towards your neighbor do not make noise inside 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 the day of your departure and any breakages will be charged.
- Do not remove any items belonging to the property.
- Vale de Milho Village is not responsible for any losses, damages, accidents or personal injuries.

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Fire

Please familiarize yourself with the instructions on how to proceed in case of fire, which are located on 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 the reception if anything is missing.

Food Package

Food packages can be requested at the reception.

Fridge

All villas are equipped with a state-of-the-art fridge.

G

Gardens

Vale de Milho Village has several gardens and we have a specialized team to take care of them.

Golf

Vale do Milho Golf is located 750 meters from Vale de Milho Village - more information and discounts are available at the reception.

H

Hair Dryers

The properties are equipped with hairdryers

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Heating

All properties are equipped with underfloor heating and air conditioning for your comfort, you can manually adjust the desired temperature with the controls that are in each room. We kindly ask that to conserve energy that you switch off the equipment when leaving the property.

Home Appliances and Other Utensils

Your accommodation is equipped with appliances and utensils. If in doubt about how to use anything or if you need something extra, please contact the reception.

L

Lake

It is strictly forbidden to enter or swim in the lake in Vale de Milho Village.

Laundry

We have laundry service. Please check with the reception for more details.

Lost and Found

For lost or found items, please contact the reception.

M

Mail

Any correspondence you wish to send can be organized through the reception. We will alert you to any correspondence you receive during your stay and we will deliver to your accommodation.

Maintenance

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

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Opening hours of the reception:

Summer

Monday - Sunday

09:00 – 14:00 | 15:00 - 18:00

Winter

Monday - Saturday

09:00 – 14:00 | 15:00 - 18:00

Sunday & Bank Holidays Closed

Important:

- For departures outside reception opening hours please contact the reception the day before your departure and ensure that any deposits have been returned.

Oven

All villas have a built-in oven.



Parking

Private parking is available within the development

Pools

Each villa has its own private pool. Due to the pool being shallow it is strictly forbidden to jump or dive into the pool. The pool will be cleaned 2 times per week in the summer and 1 times per week in the winter.

Pool Towels

Free 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.

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R

Recycling of trash

In Vale de Milho Village we care about the environment that is why we have ecological islands.

S

Safes

All properties are equipped with a safe. A 10€ deposit is needed. For more information please contact reception.

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 the 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 the reception.

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Telephones

All villas are equipped with a telephone.

To call reception - dial 400

To call villas 1-9 - dial 40 then the house number

To call villas 10 - 32 - dial 4 then the house number

Tennis / Fitness

There is a Tennis Club with a Gym located 4km from Vale de Milho Village - more information and discounts are available at the reception.

T.V.

All properties have cable TV and satellite.



WI-FI

Wi-Fi is available in all properties. The password is located on the back of the router.

Windows

Our properties are equipped with double glazed windows and mosquito screens.