



Useful information to read before your holiday

Arriving in Portugal....

At Lisbon Airport you will need to allow at least one hour to pick up your luggage and collect your hire car.

If you haven't booked your rental car with Quo Vadis Travel Service it might take a little longer.

It takes about one hour to drive from Lisbon airport to Praia d'el Rey (more or less depending on the time of day).

Please download the directions from the airport to our office at Serra d'el Rei which are found via the home page of our website - under

Silver Coast Guides.

You collect the keys for your holiday home from our office in the centre of Serra d'el Rei, which is about 10 minutes BEFORE YOU ARRIVE at Praia d'el Rey.

We aim to meet you personally and take you to your property. (please let us know your arrival time)

If you are arriving out of office hours let us know. The keys and directions to the property will be waiting in the key box on the wall to the right of our office.

We will email you the code 2/3 weeks before your arrival.

When you arrive at your Holiday Rental Portugal holiday home.....

All the beds will be made according to the requirements you have given us...

If you have booked a property sleeping 8, but there are only 4 of you, the beds will be made accordingly. Therefore, please let us know in advance if you are a group of couples or singles and how you want the beds to be.

If you have ordered a 'welcome food pack' it will be waiting for you.

Sheets/duvet covers - these will be changed once a week

Cleaning - there will be a total clean after one week.

BEACH TOWELS are NOT included. We have some to rent at 5 euros each per visit. Let us know in advance.

All our properties are privately owned and reflect the individual owners' taste. At a minimum HRP properties include the following....

Bath towels

Hand towels

Sheets for all beds

Pillows and pillow cases

Blankets and duvets for all beds

Tea towels

Crockery and cutlery

Cooking implements

Glasses

Kettle

Toaster

Hairdryer

All kitchens have a full oven, a dishwasher and a washing machine, iron and ironing board. Some properties have combined dryers and others have separate dryers. Many properties also have a microwave oven.

Outside garden furniture - this varies from property to property, particularly if the property is a first floor apartment. At a minimum it will include enough garden chairs/sunloungers for the occupants of the property and an outside table & chairs.

At Vila dos Principes properties the condominium provides sunloungers and umbrellas around each pool.

Some properties have BBQs ~ either brick built or free-standing

TV at Praia d'el Rey is by cable and includes many European channels as well as the following UK channels: BBC-1 and BBC-2; ITV; BBC World and Sky News. All properties have a DVD player and we have a DVD library at our office (DVD hire - 2 euros per night).

Beach/pool towels are NOT included but we have a few to rent at 5 euros each. Let us know in advance. We would be grateful if bath towels are not used by the pool or on the beach.

Smoking is not allowed in any of our properties.

If you need to smoke, please go outside onto the terrace or balcony and dispose of any rubbish in a rubbish bin.

We hope you have a great holiday!



Please read through this A to Z of Essential Information. If there is anything that concerns you give us a call and we will endeavour to help.

Assistance in the Resort: If you have a problem or a question then contact our office on +351 262 909 309, or come into the office.

Blinds: All the windows and doors in every property have a roller blind on the exterior. Please raise and lower these slowly as pulling them up or letting them down too fast can damage the fittings and the blind will get stuck. In hot weather we suggest keeping the blind down if you want to have a window open to prevent flies and mosquitoes from entering the property. Broken blinds will be paid for from guests' security deposit.

Building work: We endeavour to select properties where any nearby building work is at most limited and the majority of the time there is never a problem. However, it is the case that some resort areas featured on the website are still being developed and therefore there is a possibility of building work or construction work, which may be carried out by local authorities or private developers, or the resort itself. We have no control over this, nor are we given any notice. We will do our best to give you prior notice of any building work that might affect your holiday. A negotiated discount on the rental price to allow for building work negates any subsequent complaint and also precludes any further discounts.

Children's Safety: As you would at home, please ensure that children are never left unsupervised especially around pool areas and on balconies. Many of the properties have doors which open directly from the living room or a bedroom onto the pool area so please be especially careful. Parents are responsible for their children at all times.

Hot Showers: Most of the hot water heating systems in the resort are based on the combi system and turning more than one hot tap on causes the shower to run cold. (that's within a house, not the resort!) A little bit of liaison between fellow guests avoids the problem.

Dehumidifiers: Every property has at least one dehumidifier. Praia D'El Rei is situated right on the Atlantic Coast and even in high summer it is necessary to have these on in order to prevent damp in the property. During your stay you are not required to do anything with the dehumidifiers and if the hum annoys you simply turn them off or pull the plug out from the wall.

Distances, Pool Sizes and Depths: All distances sizes and depths are approximate and are intended to be a useful guide. Depths can fluctuate especially during summer. Distances, Pool sizes and Pool depths quoted may not be exact.

Early Season or Out Of Season Holidays: Please be aware that out of high season some activities may be limited. Please ask at time of booking for more information. Additionally, there may be a central heating charge on an 'as used' basis.

Front Doors do not have outside handles, therefore if the door slams you cannot get back in. Always take the keys with you or wedge the door open if you need to make journeys in and out.

Heated Pools: Unless specified pools are not heated.

Highchairs/Cots: We have highchairs and cots available on request and at an extra cost. Please ask at time of booking for more information.

Infinity Pools: Where the pool is described as 'Infinity' please take extra care with children as the edge of the pool is a drop-off.

Insects/Animals: Flies, Mosquitoes, Ants and other insects are endemic in warmer climates, particularly in country areas, similar to where Praia D'El Rei is situated. The Resort management regularly spray public areas and the surrounding fields. Mosquitos are not a major problem and repellent is available in the UK or in local supermarkets is a good deterrent and fly spray can also be bought locally. When it is hot keep the blinds down and the doors open which allows a breeze through the property but keeps the flies and insects out. Praia D'El Rei is surrounded by countryside and farmland and local dogs and cats sometimes stray into the resort. This is beyond our control and we ask that you don't feed the occasional stray dog or cat.

Keys: The front of most of our properties can be double-locked on the inside without needing a key. There are one or two properties where this is not the case. Please don't leave the key in the lock because when the door slams there is no way in without breaking a window. The charge for breaking in is around 250 euros. We hold a key for every property, so if you are locked out contact us and we will let you in.

Laundry: If you find a large laundry bag outside your property we ask you not to move it or to help yourself to any of its contents. Housekeeping will have placed it there earlier in the day if your property requires a mid-stay towel-change.

Included in your rental is all Linen and towels except beach towels. There will also be an iron and an ironing board, a washing machine and in many cases a washer/drier. We supply small, medium and large towels for use in the property. Please do not use these by the pool or on the beach. Please bring your own pool/beach towels. We have beach towels for rent.

Locations: Many roads in Portugal are not as good as those in the UK especially in the countryside or beachside areas. When the term 'unsealed' is used it describes a rough road which is not tarmaced. In the run up to Euro 2004 motorways were built and signage was improved in Lisbon and other areas. Consequently the motorways and main roads are excellent, however

this did not reach as far the countryside and so please do not be surprised if you are directed down what looks like a dirt track to find that night's restaurant!

Occupying/Vacating property: The rental period begins at 4pm on the day of arrival and finishes at 10am on the day of departure. That means you are unable to occupy the property before 4pm and are expected to have vacated the property on the last day of your rental by 10 am. However we do try to be as flexible as possible therefore please contact us at least 1 week prior to your arrival to discuss possible early arrivals or late departures. In high season departure after 10am is not permitted as housekeeping will need to clean the property in time for the next arrival. Occasionally, during busy periods, the cleaners may still be finishing a property when you arrive and we hope you will be understanding and bear with us until the cleaners have finished their work. You can leave your cases in the property until it is ready.

Our Properties: Our properties are a variety of townhouses, villas and apartments, some with their own pools and some with shared pools. All of our properties are privately owned and are therefore decorated to the owners taste. We are very choosy when selecting properties and only take on those which fit our high standards. However, because each villa is privately owned the contents of each will vary as will the decor. Please ask when booking if there is something in particular you require.

Personal Health and Safety: We hope that you have an enjoyable and accident-free holiday but in the event of an accident of emergency occurring **contact numbers are at the end of this document.** Praia D'El Rei is a very safe resort with very little record of theft or burglary however we still ask you to maintain a level of security that you would at home, i.e. keep all doors and windows locked when you go out and do not leave import documents or possessions on display in your hire car.

Property Services: Included in your rental is all water, electricity and gas consumption. Occasionally an area may suffer from a power outage. This is beyond our control however we will endeavour to minimise its disruption as much as possible. The water supply is mains water from Obidos Council. During hot weather, or if usage has been particularly high, it is possible that the pressure will reduce. The quality of the water is excellent but use bottled water for drinking.

Rubbish: We ask guests to dispose of their rubbish during and at the end of their occupancy in the large 'wheelie' bins which are located close to all properties. They usually have a fence or wall around them. The bins are emptied at least twice a week – call us if this does not happen. There are recycling bins for glass, plastic etc. The sign 'Ecoponto' is on the main road into Praia D'El Rey.

Satellite TV and DVD: All properties have a TV and a DVD player. The resort has three free to air UK channels, which are BBC1, BBC2 and ITV as well as other channels such as Sky News, CNBC and The Golf Channel.

Unfortunately Channel4 is not available. A DVD library is in the office at The Business Centre which you are welcome to make use of. DVD's are €2 per night and a €5 deposit per DVD is required

Travel Documentation: Once your booking is confirmed you will receive a confirmation email with directions from the airport to Praia D'El Rey.

Welcome Pack: We can supply you with a welcome pack for 25€ for 4 people, which will be in the property on your arrival. This includes various groceries to keep you going until you are able to visit a supermarket and contains items such as tea and coffee, ham and cheese, bread, jam, fruit juice and wine. If you would like a welcome pack please mention this at the time of booking. We want to make it as personal as possible so let us know what type of wine you like, or what your favourite cereal is!

EMERGENCY CONTACTS

In case of medical emergency:	European Emergency No. 112
Hospital in Caldas da Rainha	+ 351 262 837 100
Home Assistance – Dr. Torres	+ 351 965 258 182
In case of fire:	European Fire No. 117
Firemen in Peniche	+ 351 262 909 666
Firemen in Óbidos	+ 351 262 959 144
Praia d'El Rey Security - Mobile:	+ 351 91 25 22 541
Entrance Gate Security	+ 351 262 909 599