

Essential Information A to Z

- *Air Conditioning*

Air conditioning is provided in all 3 bedrooms to provide cool air in the summer and heated air during the winter. Please feel free to adjust the temperature as required using the remote handheld controllers. For further instructions on all of the system features, please consult the operation manual left in the villa.

- *Building work*

Whilst accommodation in residential areas is likely to be quieter than those in the resort centres, please be prepared for surrounding noise such as dogs barking, neighbours working on their properties, passing traffic, and remember that late night noise such as dogs barking and the buzzing of mosquitoes are all part of overseas life.

Our villa is situated within a small residential area and work may begin on a neighbouring property of which we have no control, nor are we given any prior notice. However in any event we will always do our best to inform you of the facts in advance but if this is not possible, please accept our apologies.

- *Children's safety*

As we all know, children are naturally curious, especially when on holiday where there are lots of areas and things to be explored. Please ensure that children are not left unsupervised at anytime during your holiday and to be extra careful with balconies and swimming pools.

- *Duration and check out time*

The villa is available from 16.00 on your arrival day through until 10.00 on your departure day, this is necessary to allow the villa to be cleaned and prepared in time for the next arrival. Obviously it can take longer for the maid to clean a villa on change over days and therefore should you arrive prior to 16.00 you may find the maid servicing the villa

- *Electrical supply – Shut Off*

The electricity can be turned off at the Main Switch, which is located in the small wall mounted wooden cabinet behind the front door. If the electricity supply fails, please check all off the circuit breaker trips, if any are tripped, reset them, but only once, if any trip again, please contact our representative.

The electricity supply is 220 volts ac with continental twin round pin plugs, you will therefore require an adapter for your hair dryer, etc.

A fixed battery emergency lamp is installed in the entrance hallway. In the unlikely event of a power failure this will illuminate for several hours

- *Exterior lighting*

The exterior lighting is turned On automatically at dusk, and Off after a time period.

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- *Fan heaters*

There are three electric fan heaters provided, one in each bedroom, they can heat or cool depending on your requirements, just plug in, turn on, and set the thermostat. Do not cover the heaters.

- *Gas safety and supply cylinder shut off*

If you smell gas or suspect a gas leak, immediately turn off all gas appliances and the gas supply. The gas supply bottles can be found in the outside shed (double green doors by the rear gated entrance to the garden). Please turn the gas supply off at the bottleneck, and then call our representative. Do not operate any electrical equipment until the area has been well ventilated.

- *Hospital Treatment*

Show your passport – or EHIC if you are not a UK national – to the hospital authorities and ask to be treated under the EC arrangements. Basic hospital treatment is free but you will have to pay for secondary examinations, such as X-rays, and laboratory tests.

The quickest and easiest way to apply for an EHIC is online. Your card will be delivered within seven days. You can apply for a European Health Insurance Card (EHIC) online, by clicking [here](#)...

- *Hot water system*

Hot water is provided by an instant, gas fired, water heater located in the kitchen. Please allow a little time for the hot water to run through. The boiler is fully automatic and should not require any attention, if you have any difficulty obtaining hot water, please contact our representative.

- *Kitchen*

The kitchen includes gas hob, two fridges, kettle, toaster, coffee percolator, basic cooking utensils, cutlery and crockery, washing machine, microwave and electric oven. An iron and ironing board is also supplied.

- *Laundry facilities*

A washing machine is provided, instructions for its use can be found in the kitchen. The clothes drying area is adjacent to the kitchen and has a washing line permanently installed, clothes pegs can be found in the kitchen. An ironing board and iron can also be found in the kitchen.

- *Linen*

Bed linen and hand/bath towels are provided, separate beach/pool towels, which are yellow, are also supplied

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- *Maid service*

A maid will visit your villa at least once a week, to clean and tidy up your accommodation. Linen is changed weekly.

- *Medical assistance - Doctors, Dentists & Prescriptions*

Medical assistance is available at Health Centres (Centro de Saúde). Show your passport or your EHIC to the Health Centre Services – or if you are not a UK national, a medical care booklet, issued at the Regional Health Service Office – and ask to be treated under the European Community's arrangements.

You will be charged a fee, which is not refundable. Ask for an official – green – receipt and then claim a partial refund at the nearest appointed bank. The Health Service office will indemnify the local bank, but the refund will cover only a very small proportion of your bill – you will have to pay the rest yourself.

Dental treatment is limited under the state scheme. It is likely that you will have to pay and the charges are not refundable.

For some prescribed medicines, you will have to pay the full cost, for others, 40-70% of the price. There is no charge in the case of prescriptions issued for certain serious illnesses.

- *Personal health & safety*

For UK nationals on a temporary visit to Portugal, an EHIC is not required. For other EEA nationals, resident in the UK, the EHIC is required.

We take the health and safety of our customers very seriously, unfortunately crimes against people and property are a fact of life throughout the world and you have the same responsibility for your personal safety as you do at home.

We therefore advise all clients to be extra vigilant and ensure that great care is taken of your property. In the event that you should lose any items of value while on holiday through theft or otherwise, you must report the facts immediately to the local police or other competent authority and obtain a written report. If a report is not obtained it will be difficult for you to pursue any claim through your holiday insurance.

You need to ensure that a sensible attitude is maintained around the swimming pool and make sure that children and non-swimmers are properly supervised at all times.

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- *Pool, Garden & General maintenance*

Our Villa is maintained by our staff that has access to the villa. Gardens have to be maintained on a regular basis and it is simply not possible for this to be carried out on change over days. With regards to the pool maintenance, pools are normally checked and cleaned twice a week and this is normally carried out very early in the morning to avoid disruption to you and your guests. However neither pool nor garden personnel have fixed hours, so it is not possible for us to advise you of the exact date or time of their visit. We ask for your co-operation when our staff visit, as it is imperative to the property that it is well maintained for our clients enjoyment throughout the year.

- *Printing errors*

We make every effort to ensure that the information and photography contained its web site and any publicity material is accurate, however printing errors can occur and prices may alter due to circumstances beyond our control.

- *Rubbish disposal*

Please recycle, where appropriate, and then bag all rubbish and dispose of considerately in the refuse bin collection point opposite Gio`s bar.

- *Safety deposit box*

Safes or safety deposit boxes are not provided.

- *Satellite TV, Video, DVD and Hi Fi systems*

Please feel free to use the Satellite TV, Video, DVD and Hi Fi systems. SKY TV provides a variety of English language programming. A VHS video player/recorder and DVD will play tapes or discs which can be purchased locally from several locations in Sao Bras, and record onto blank tapes to time shift if you wish. There are a number of compilation CD's and DVD's provided free by the Daily Mail and Mail on Sunday.

- *Services and supplies*

The villa is supplied with mains water, electricity and bottled gas, consumption is included within the villa rental cost. Unfortunately it is the case that we some times suffer from water or electricity shortages and supplies can be cut off without notice and for varying periods. We ask for your patience and understanding in such situations and hope that you appreciate that such situations are beyond our control.

The villa operates to Portuguese standards however the safety standards and regulations overseas may not be that of the same level that we enjoy in the UK.

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- *Smoke alarms and fire precautions*

Smoke alarms are fitted on both floors and tested regularly. A fire blanket is also fitted in the kitchen.

- *Supermarkets – Local trading hours*

The local supermarket is an Intermache. This large international supermarket will provide you with all your essential groceries and is open seven days a week from 9am until 9pm.

- *Swimming pool – Rules*

Please ensure that children are **never** left unsupervised by the pool, at **anytime** during your holiday.

Diving in the pool is not allowed, as there is insufficient depth.

To do so, could cause death or serious injury, you have been warned...

We ask that common sense prevail with regard to horseplay.

Please do not run around the pool, any slip or trip could lead to serious injury.

For the safety of all pool users:

Glass must never be taken to the poolside.

Broken glass cannot be seen under water. Broken glass found in the pool will result in the pool having to be emptied and cleaned. This is very expensive and will result in a very large bill that will be passed on to you.

- *Telephones*

Telephones are not provided, however we do recommend, if possible, clients take their mobile phones in case of emergency.

The emergency telephone number in Portugal is 112.

- *Travel Insurance*

Adequate travel insurance is essential whilst travelling or on holiday outside of the United Kingdom. Ember Properties strongly recommends that you possess adequate and sufficient travel insurance cover for you and your party prior to departure.

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- *Water supply – Shut off*

In the event of a water leak, you can cut off the water supply by turning the stopcock in a clockwise direction until the water stops. The stopcock can be found just outside the front door just below the electricity supply meter, please then contact our representative.

- *Wood Burner*

Please feel free to use the fan assisted log burner, however you will need to purchase logs or firewood and fire lighters from the local supermarket. Please empty the ash pan after every days use, ensuring that hot ash is not put into the rubbish bin, but allowed to cool first.