



Version 1.1.3

PORTUGAL HOLIDAY RENTALS

Apartado 194 2500-Caldas da Rainha, **Portugal**

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www.portugalrentalcottages.com

Frequently Asked Questions Document

FAQ & LINKS

Q *What time can we arrive at the property we have booked? If we experience delays, does someone need to be contacted?*

A The property is available from 4.00 p.m. on the first day of your holiday. Arriving any sooner will often mean that preparations for your arrival at the property may not be complete. If your flight arrives earlier than scheduled, you should check with us by telephone, using the contact numbers provided in your pre-travel document, to see if you could arrive early. We will do our utmost to accommodate your requests.

Q *By what time do we need to vacate the property?*

A You will normally need to vacate the property by 10 a.m. on your departure day to enable our staff to begin preparations for the next guests who may be arriving later that day. Any delay in your departure will have a knock-on effect and could cause inconvenience. If your flight departure is delayed or you wish to vacate a bit later than 10.00 am, you could check with us by telephone using the contact numbers provided in your pre-travel document to see what can be arranged. We will do our utmost to accommodate your requests.

Q *Who do we contact if we have unexpected or unforeseen flight delays or due to a road mishap?*

A Contact details will be printed on your pre-travel pack. You should phone the designated contact number as soon as possible, so we are aware of your situation. This is the same contact you should use for any local advice or during an emergency whilst on holiday.

Q *Can we alter the names of the people in our party after we have booked our holiday?*

A Yes and there is no charge for it either. We understand your party's composition may alter before you take your holiday; however, we must know, in writing, the names of all guests in advance and the dates they will stay in the property. The overnight total must never exceed the maximum number for the property advertised as accommodating and we may place restrictions on the number of 'swaps we are able to manage during the booking. As always, we will do everything possible to assist.

Q *Can we invite friends to stay?*

A Yes; but the number of people we state the property "sleeps" in our description is the maximum permitted to stay in it or use its facilities (swimming pool, for instance). That does not mean you cannot invite a few friends for a meal. However, it very much means they cannot stay the night (only those named on your booking confirmation can do that), or camp nearby and come round every day to use the property as they were in residence, and you can't throw a party involving extra people without us first seeking consent from the property owners, who may resort to legal action if you haven't done so.

Q *Do we need to clean and tidy up the property before we leave?*



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A Yes please; it was courteous thing to do. Local Caretakers clean the property between lets, but contractually, the cleaners are not required to clean dishes, kitchen utensils, clear your garbage or BBQ. In order for us to restore the property to a high standard there could be extra cleaning costs that we will need to deduct from your security deposit.

Q **Can we smoke inside the property?**

A No, we operate a strict “No Smoking” policy at all our properties. Please therefore do not smoke inside house. For health and safety reasons particularly, please never smoke in bedrooms. You may, however, smoke outside either in the BBQ areas, gardens, around the pool or on terraces being careful to always stub your cigarettes or cigars into the nearest ash try provided. Tossing your cigarettes ends into the grass, pool, drainage systems, pot plants and foliage is prohibited.

Q **What if we are not satisfied with any of the facilities at the property?**

A We take great care to ensure that the facilities at all our properties meet the standards set out in our “Ratings & Quality Charter”. Each property is therefore checked at changeover to make sure everything is right. If you do find out anything wrong, call us immediately as we will be anxious to put it right at once.

Note: Outside normal office hours:

If we cannot attend to the phone, please leave a message on the answer machine. We pick up our messages and calls through the call forwarding service. You could also call us on one of the mobile telephones numbers provided in this document. If you experience problems that we are unable to resolve, and we do not hear about it from you during your stay, then we are not liable in any way for compensation you may seek after you have departed the property. If we are informed of the problem at the time, of course, we will do all we can to help resolve issues.

Q **Can we book our flights through you as well?**

A No. We currently do not offer this service, though you could conveniently book flights with the leading low cost provider providers, such as Ryan Air and Easyjet. Always good to also check TAP, then Portuguese national airline prices, as they sometimes offer discounted fares.

Q **Is there an extra charge for the airport transfer service you offer?**

If you are not booking a property with us and simply wish to book a stand alone service or wish airport transfer in combination with our car hire services, then please check for specific destinations on our website www.portugalrentalcottages.com by clicking on the “Other Services” tab at the top of the page and then selecting “Airport Transfers” or please call one of our contact numbers in the letterhead of your Booking Confirmation Voucher, and we can arrange this for you. If you also choose to use our car hire services, either collected from the airport or locally.

Q **Do you arrange car hire for collection at the airport?**

A Yes we do. We use partners “Economy Car Hire” at very competitive rates. If you follow the link displayed clearly at www.portugalrentalcottages.com and then click on the icon for Economy Car Hire advertised on the left of the page, you can avail of a booking discount and organize everything directly and conveniently from there. Our partners provide you with a “meet and greet” service in the main arrivals Hall at Lisbon International Airport. They will usher you to your vehicle, sign-up the paperwork, so you can be on your way within minutes. No queuing up for hours at the car rental desks inside the terminal.

Q **Can you arrange local car hire near the villa?**



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A Yes we can. We have a local car rental partner with offices in Caldas da Rainha. They supply vehicles at very cheap prices, and so get booked out very early due to the high level of demand. Please let us know if you would be interested in this option combined with the Airport transfer service. This also means that you can hire a vehicle for a limited number of days out of your vacation if that is what you wish to do. It also means, particularly for larger groups, that with the luggage problem out of the way, due to the airport transfer service, you can hire small vehicles very cheaply for your stay.

Q *Is there anything else I should know or be prepared for?*

A You would need to be aware that in Portugal, like most all other European countries, we drive on the right side of the road. If you are from countries that drive on the other side, please exercise due care and never assume that other road users always drive by the rules. Carry the usual sunscreen skin products and mosquito repellent creams as a precaution. Bringing along a Standard translator dictionaries or a Portuguese phrase book to help and familiarize yourself with the most stock phrases and words. Please always use bottled water as a rule of thumb and avoid using tap water for drinking purposes. Even though the quality of tap water is no different to any other EU country, it always pays to exercise care and caution in this regard.

Q *Do I need to organise my own travel insurance?*

A Yes - we strongly recommend that you take out adequate & appropriate travel/holiday insurance. It gives you peace of mind; and in the unlikely event that you should need it; you will be very grateful and relieved that you did. A range of companies offer very competitive prices on the Internet and in European high street shops. Holiday cancellation insurance should be included in the cover, but please do check. We take no responsibility and bear no liability whatsoever for your travel / holiday insurance.

Q *What if someone in the guest party gets ill and needs medical attention.*

A There is a list of local clinics provided in the house and also the phone contact for the local general hospital Accident and Emergency section. You should call them if you have a medical emergency. If you are an UK citizen, then you will be required to produce your European Health Insurance Card (EHIC). If the matter is not serious, but you still need to see someone, kindly go to one of the local clinics or pharmacies in the area for assistance. If in any doubt call your caretaker contact for help. You should find a list of these pharmacies in your House notes documentation sent to you with the Booking Confirmation Voucher.

Q *What if your rental vehicle is involved in an accident but no one is actually injured?*

A First call the police using the telephone number in your emergency contacts list provided at the villa or with the House notes document. They will take care of the paper work for any insurance issues arising from the accident. Then you should also inform your car rental company and seek their advice.

Q *What if your rental vehicle is involved in an accident and either a member of your party of the other party is injured?*

A Call the emergency services 112 on your mobile and request an ambulance immediately if this is required. Please also inform the police, who will arrive at the site quickly and be responsible for the paper work for any insurance issues arising



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from the accident. You need to call your car rental provider and follow their instructions regarding a replacement vehicle etc. Finally, you also need to inform your travel insurance provider for further action and advice.



What if there is a fire at the villa and you need help?



Quickly call the fire department using the specific number provided in your information pack at the villa or call 112 and report the fire making sure you provide the correct address of the villa. You should then use the fire extinguisher /blanket provided at the villa to try and bring things under control if possible. If the fire is serious, you should vacate the house immediately and wait for help.



What if you lose the keys to the villa and cannot get in?



First phone your caretaker contact using the numbers provided in your information pack. They should be able to let you in using their keys. You are always advised to leave the house keys in the key safe at the villa, to prevent such an occurrence. Failure to do this may result in your having to pay for the replacement of the locks for the house.

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