



Portugal Holiday Rentals LDA

Apartado 194 2500-Caldas da Rainha

Portugal

Tel Office: 44 1932 354 245

Tel Mob: +44 7906 137718

Email: info@portugalrentalcottages.com

E-mail fabholsportugal@gmail.com

fabhols@gmail.com

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House Rules for the property

Arrival

Change over day is always a busy time for the cleaners as they prepare for your arrival at your property. Please therefore do not arrive before 4.00 pm as this will cause difficulties. Should there be exceptional circumstances, or if the property has had no occupancy the previous week, then of course you may, subject to confirmation with us, arrive earlier than scheduled. Should your travel plans deviate from what was originally stated / agreed in the booking forms, or should you experience unexpected delays, cancellations etc. at your airport of departure, please notify the owners (Contact details in the booking forms) by email or by phone so operational adjustments can be made to fit your arrival.

Information regarding keys, essential information about any security code for the alarm system, auto-irrigation and essential Health & Safety tips will all be provided in your holiday pack information. Customers should therefore adhere to the specific instructions you will receive for key security code just prior to your departure and raise any queries concerning these matters in advance of your departure on holiday.

Alarm System & Security Awareness

For those of our properties that are not fitted with modern alarm systems, guests are hereby cautioned to exercise greater care in respect of the windows and doors whenever you are leaving the premises for an outing, however brief this may be. Failure to follow these simple instructions can cause a lapse in security and lead to unnecessary difficulties. Most doors and windows are usually fitted with roller shutters that you should draw down in the event that you decide to leave the property for the day or even for shorter periods, such as a visit to the supermarket close by. Please cooperate with us on this point.

Baby Cot & High Chair

It is important that if you do need a baby / child cot or high chair, this is mentioned in the paper work during the booking process. There is no extra charge for this unless you have very specific needs and agree in advance to any additional costs when booking. The cot will be provided with mattress and placed in the master bedroom for you. You are however advised to bring your own baby duvet, baby pillow and other items of bed linen that may be required. Please also read the Health & Safety section on page 4.

Beach Towels

It is quite normal for some guests to bring their own beach towels whilst many other choose not to. If you do not have your own, then we can provide beach towels at an extra charge of GB £2.00 per towel per week. This needs to be agreed in advance, most typically during the booking process or before you arrive at the house. You are not permitted to use your bath towels at the beach or swimming pool. If we detect that the towels have been unduly soiled, they will need to be replaced and you will be charged the cost of replacement.



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Bed Linen / Bath Towels

Every bed in the property is furnished with a linen package comprising a fitted or flat sheet, a cover sheet, blanket / duvet and 2 pillows. A spare pillow may be provided in the wardrobe along with an extra blanket or a light duvet. Each guest is provided with a set of towels per week. Each guest is provided with a set of bath towels (Bath and face) upon arrival and these are normally placed at the foot of each bed. Should you wish to order an additional set of towels, this can be organised for an extra charge of GB £5.00 per set. Kindly inform the owners anytime during the booking process or later by separate email if you require this extra provision. Fresh towels (free of charge) will be supplied on change over day for those guests who stay more than one week, which, in most cases happens to be Saturday. Should you require more frequent linen changes, this can be provided at an extra charge provided this is arranged in advance as the maid will need to be called in to do the work. If you wish, an extra set of bed linen can be provided at a small extra charge of GB £6.00 per set, usually payable at the time of booking or later anytime up until your arrival. If you find that you require a fresh linen change after arrival or anytime during your stay, then the maid will need to come to the property to supply the same and will be charged appropriately.

Changeover Day

Change over day is usually falls on Saturdays, and it is during this period that the cleaners, repairs and maintenance staff need access to the premises to carry out necessary work between 10.30 am and 4.00 pm. It is during this time that the property needs to be prepared for the next guests. For these reasons you are advised not to arrive before the 4.00 pm deadline unless otherwise arranged with us. Of course, for those guests staying for a longer period, this would represent the mid-holiday clean. It is also vitally important that guests leave by the 10.00 am deadline to allow the cleaning and preparations to commence. Please see the notes on "Departure" for further details. If you are staying longer than one week, please make every effort to allow the cleaners to do their job efficiently. This is usually achieved by guests moving to the outside of the property where possible to a part of the property whilst the other areas are being cleaned.

Damage

Any damage that you notice or that occur to buildings, structures, fixtures, fittings, equipment or items of decoration during your stay must be reported to the caretaker by phone immediately. In the case that kitchen utensils go to pieces during your stay, or household decorative items break or are beyond use, please discuss this with caretaker and agree a settlement that can be deducted from your security deposit. In most cases, discretion will be used, and where breakage cost is minor, charges will be waived.

Departure

Change over day is always a busy time for the cleaners so please ensure that you keep to the agreed departure time of 10:00 am as this will greatly assist. Should there be exceptional circumstances, or if the property has no occupancy the following week, then of course you may, subject to confirmation either by us, leave later than scheduled but no later than 1.00 pm. If there is any significant breakage or damage, you should report this to us before your departure so that we can facilitate inspection in your presence where necessary. Any breakage cost agreed will be deducted from your security deposit before the balance is returned to you within 10 working days of your departure from the property. Upon your departure, please ensure that you leave the property keys in the designated location or in the key safe as instructed in your travel literature. Failure to do this will mean that the keys will be deemed to be missing and you will be billed for the cost of replacement of the locks on all doors including any Infra-red electronic keys and any extra administrative costs that may arise. The house must be tidied up and cleaned before you leave. All furniture and other equipment must be placed at its original position, and in the same condition as found upon your arrival. Read the electricity-meter if you wish to leave the property before the pre-arranged time of departure as this will then allow you to confirm your consumption if you think it has been excessive.

You are requested to refrain from using white bath towels, bed linen or swim towels to mop floors or clean sinks. If there items are left heavily soiled upon your departure, then we will deduct GB £25/- from your breakage deposit to pay for it. You should use the floor mops at the house to clean floors or kitchen towels to clean kitchen surfaces as necessary.



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Drainage

Please Do Not throw sanitary towels, kitchen towels, cotton wool, paper napkins or too much toilet paper in the toilet bowls as these can easily cause a blockage. The toilets have been provided with a bidet. Do not clog drains, bathroom and kitchen sinks with cooking fat or oil, as this will cause drainage problems. The property is connected to the mains sewerage system. If this rule is ignored, then any on-cost will be passed on to you and promptly deducted from the security deposit.

Electricity Consumption

The house is fitted with many appliances and gadgets that consume considerable power. Consumption of 100 KWH / week has been included in the rental charge. Anything above this will incur an additional charge. Upon arrival, therefore, please take a meter reading that will help to ensure that all dues can be cleared from your security deposit. Please bear in mind that though most light bulbs in the property are energy saving, use sparingly and turn off all appliances or lights after use. The house is connected to the Portuguese national grid (220 V). In case of total or partial power failure, please check the fuse box (Trip switch) at the fuse box in the house. If the ground fault circuit interrupter repeatedly switches off, it can be due to power overloading, which is caused by the usage of too many electrical devices at one time (e.g. dish washer, washing machine, microwave, TV and so on). In the rare event that there is an external power outage by the electricity provider for whatever reason, you are advised to give us a call and we will liaise with the authorities and keep you posted on restoration timetable.

Mid-holiday Clean

Those guests who are staying more than 10 nights will be provided with extra bed linen and bath towels to tide them over. If you need a light clean to be performed by the cleaners, this can be done at an extra charge of between GB £45/- and GBP £55/- per session. Please check with the owner at the time of booking. The light clean will include a freshening up of the toilets, kitchen and common areas. It does not include cleaning of utensils, kitchen equipment, BBQ or BBQ equipment. That will entail a full clean and will cost between GB £65/- and GBP £85/- depending on the size of the property you have rented.

Final Cleaning

House guests are responsible for the following, which are not included in our final cleaning:

- Washing of dirty dishes (tableware, cutlery, glasses, cooking utensils etc.)
- General tidying-up - inside and outside and removal of kitchen waste to the nearest refuse bin located on all public and residential roads.
- Cleaning of the oven/grill in the kitchen & Cleaning of the BBQ area and garden furniture

Our final cleaning includes: Cleaning of windows, doors both internal and external.

- Cleaning of tables, floors, toilets, sinks, tiles, taps, mirrors, refrigerators, and other fittings.
- Cleaning of sanitary installations and the swimming pool.
- Should you not adhere to these simple requests and leave the house in a dirty and dishevelled state; we reserve the right to make an appropriate deduction from the security deposit to cover the extra cleaning costs that are incurred.



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Fire Safety

The property has been provided with fire extinguishers on both floors by the main entrance and on the first floor. The other is conveniently located in the Master suite on the first floor. You are requested to adhere to the no-smoking policy of the house and refrain from smoking indoors for your own safety. The lighting of candles or incense sticks is permitted in the main living areas but not in the bedrooms. Guests should always ensure that all candles or incense sticks are put out before retiring for the night or before going outdoors.

Forgotten Possessions

Should you, through an oversight, leave behind any personal possessions in the property; we can arrange to send you the forgotten items to your home address against payment of the relevant charge. We are not however responsible for forgotten possessions, which subsequently cannot be found. We will do everything we can to ensure that your items are returned to you quickly.

Garden Furniture

Please remember to place cushions, lounge beds and sunshades inside alcoves or other sheltered parts of the property before you leave for the day's excursion or prior to your final departure or if rain is anticipated during the day when you might be in the property. It is not allowed to use the duvets, pillows, cushions or mattresses of the house at the beach, the terraces, lawns and balconies. Please note that garden chairs and outdoor furniture may not always correspond with numbers exceeding the optimum advertised should you have daytime visitors to the property. Please remember to take the loungers indoors after use, as the weather wears hard on furniture that is left outside.

Garden Grills / BBQ

You can use the BBQ as much as you like, but you are responsible for the cleanliness of the grill and for leaving the summer kitchen surfaces, the grill and implements in a clean, hygienic condition. Failure to clean the equipment and surface areas etc. after use will incur a penalty and the amount will be deducted from the security deposit.

Guests & Visitors

The number of guests staying at the property must not exceed the number stated in the booking Confirmation Form, as the house and facilities are designed for that number. You are therefore not permitted, under any circumstances, to pitch or set-up tents or to park caravans and recreational camper vehicles at the site in contravention of your booking terms and conditions. If you wish to increase the number of guests, then please make sure this is negotiated with us in advance. An additional charge per person may then be levied as appropriate. Failure to adhere to this arrangement will mean you, as tenants are in breach of contract and we reserve the right to withdraw from the agreement.

Health & Safety

Your health and safety are paramount considerations for us and therefore a great deal of effort has been put into carrying out risk assessments on all living areas and appliances, surfaces, air quality and general hygiene. All beds, mattresses and curtains are cleaned at regular intervals to ensure a very high standard of cleanliness. All floors, toilet and kitchen surfaces are disinfected and sanitised prior your arrival. Baby cot with mattress will be provided as part of the tariff, but for Health & Safety reasons, the client is requested to provide their own baby blanket / pillow etc.



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Heating during the winter / non-seasonal cold spells

Central heating for the property, where provided and when used during unexpected cold spells or during winter, will usually mean a modest extra cost to the client which, however, will never exceed €35.00 for the week. If you have any doubts about this cost, please discuss the details with us at the time of booking. This amount can be deducted from your security deposit.

Hot-Water Supply

If the property has metered municipal water supply, and during the warmer weather conditions that prevail, careful use of water is advised at all times. Running hot water is usually supplied through a combination boiler (Using LPG) or standard storage tank with a flow rate in of 25 Lpm in most instances. Frequent use of taps and other hot water outlets when the bath is in use can cause a fall in flow rate to the bath / shower causing inconvenience, so it is best to be mindful when someone is bathing. Modern boilers works extremely efficiently so do take all due care, particularly with children and minors to avoid scalding while using hot water through the kitchen and bathroom faucets.

Humidity

During times of low occupancy when outside air humidity is high or when the property has not been in use for consecutive weeks, even though the house will have been thoroughly aired prior to your arrival, the air circulation needs to be increased. The fastest and most efficient relief is a thorough airing immediately on the day of arrival for a few hours. This can restore a good atmosphere very soon. Some of our properties have been provided with dehumidifiers for your convenience.

Keys

The property keys will in most cases be placed in the key safe at or near the main entrance. Alternatively, where properties do not have a key safe, specific arrangement will be made just prior to your departure and the keys can be collected or returned as instructed by us prior to your holiday. Kindly take all necessary care to keep the keys in a secure place on your person when out and about, and under no circumstances should you leave the keys in any other location unless expressly requested to do so by the owners or the caretaker in case you are departing the property very early in the morning or late evening. Please see the terms and conditions document for more details about cut-off times. Should you lose the keys, for whatever reason, it is your responsibility to inform us immediately by phone, in case the locks need to be changed. Negligence on your part can result in inconvenience and possibly a lapse of security at the property. In the event that you do lose the keys or they get stolen from your person, the owners will deduct all costs for replacement of keys / locks from the security deposit.

Kitchen Equipment

The kitchen equipment at the property consists of crockery and cutlery that correspond with the number of persons stated in the booking. The house contains more or less the same number of pots and pans that you would find in most private European household. The level of provision of appliances and equipment is comparable to or often exceeds that found in most European households. Please clean the pots and pans, as well as the oven very thoroughly after use as a courteous gesture to your hosts and those guests who may follow. These rules exist to try and help you understand that final cleaning activity is contractual and that does not include extras unless paid for separately by the tenant. Failure to adhere to this rule will mean that we will make the appropriate deduction from the security deposit to cover the extra cleaning costs incurred.



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Linen Cupboard

Please note that the linen cupboards in the house are kept locked and are for staff use only. Should you need a change of linen more than once per week, then please let the us know and this service can be organised at a marginal extra cost.

Noise & Disturbance

During your vacation, everyday life in Portugal goes on as normal and therefore, from time to time, you may experience moderate levels of noise from neighbouring farm land or from residential activities in urban areas. Though these disturbances are rare, please be aware that we cannot be held responsible or liable since these disturbances are beyond our control. At the same time please remember that sound does carry particularly in the early morning and late in the evenings. Please be mindful that you do not create too much noise or else the council will be forced to take action if neighbours raise a complaint.

Passports

If you are travelling from a non-schengen country within the EU or countries outside the EU, you will be required to have a valid passport / visa document to clear immigration control at Lisbon Airport. If you are travelling from a Schengen country to Portugal, you will not need to carry a passport, though EU citizens are advised to carry an ID card at all times.

Prices

Prices in all our presentations of the property are stated in £GBP or Euros and are for rental per week unless stated otherwise. The rental charge does not include the cost of flights, personal travel or health insurance and we are therefore not liable or responsible for these. All extra charges will be levied in accordance with your rental agreement or in line with actual consumption during the holiday.

Radio/TV/Satellite

The property is kitted out with television and DVD facilities. If the house is equipped with satellite, you are requested not to change the settings of the satellite dish or the receiver. Please follow the instructions provided on how to get the best out of the audio-visual facilities. If there is a malfunction in the equipment, please do not attempt repairs on your own. Should the occasion arise, please call us using the contact details provided to you in your pre-travel literature and an electrician / technician will be called out to make the necessary repairs. During heavy rains or stormy weather, the reception via antenna or satellite dish can be substantially reduced. We cannot guarantee for the reception of a specific satellite programme. There is a collection of films and CDs for your enjoyment. After you have used a DVD or CD, please be sure the replace the disc in the correct case and turn off equipment in accordance with the operating instructions provided.

Garbage / Refuse

There is no door-to-door collection of rubbish by the local council. Instead, there are large bins provided almost every 50 yards on all public and residential streets. For the duration of your holiday, please be aware that you should place your garbage in plastic bags and dispose conveniently when you leave the house each day. If you are staying longer than one week or on changeover day (those who stay a week or less), please note that you should buy your own bin bags that



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are easily available in the markets nearby. Should you have excessive garbage build-up mid-week that could cause contamination or smell, please take the trouble to dispose of it at the nearest communal refuse bin. At this current time, you are permitted to consolidate all rubbish in the same disposal bag, as the separation of recycling waste is managed centrally by the local council. Councils may vary in their provision of these facilities.

Sleeping Accommodation

The property will have sleeping accommodation that corresponds to the number of guests booked to stay. There is a small additional charge for accommodating extra guests. A further baby cot (With mattress) is provided upon request at no extra charge, but the baby blanket and baby pillow will not be supplied for Health & Safety reasons (see Health & Safety section in this document). If any guest in your party is suffering from weak bladder syndrome, incontinence or any child is known to have bed-wetting problems, please indicate in advance so we can provide you with necessary waterproofing for them. This will help to avoid any damage to the bed linen and mattress. Failure to inform us of this may result in unnecessary damage and costs that will be deducted from your security deposit.

Swimming Pool (Where provided)

The swimming pool and all its constituent parts, including apparatus, equipment and consumables are all positioned and managed in a way that ensures you have a smooth and trouble-free access. You are therefore not permitted to enter the poolroom or interfere with any of the settings electrical or mechanical or touch any maintenance materials etc therein during your stay. Should you have any issue, you must first inform us, and we will endeavour to resolve your problems. Consumption of food and drinks is strictly prohibited either in the swimming pool or along parapet immediately surrounding the pool. Please ensure that this rule is observed because broken glass or morsels of food or any such objects can be a health hazard to you and your family and friends. Any sharp objects particularly shards of glass etc will require the pool to be drained and cleaned immediately in keeping with health and safety regulations. This will prove a great inconvenience for you during your stay because the pool will need to be put beyond use till the problem is resolved. Please always use the BBQ and patio areas, balconies etc. whilst consuming food and beverages.

Swimming Pool Heating

If your property is equipped with electrical pool heating system, then there will be an extra pool heating charge of GB £25.00€ per day for this service. Kindly check with us at the time of booking and we will let you know. Where your villa is equipped with Solar heated pool, then this usually is free of charge. Please be fully aware that pool heated by solar panels can never be as efficient as those with electrical heating. This is because Solar heated pools work are governed by and affected by the air temperatures around the pool or surface winds. It is often the case that during cooler/windier spells, the temperature of the pool will rarely be 3 to 4 degrees warmer than surface temperatures. Obviously, during the summer months when surface temperatures are in the high 20s, then the solar heated pools will feel several degrees warmer than surface temperatures; they will never, however, heat to 10 or more degrees warmer than surface temperatures, as may the case with electrically heated pools.

Telephone

It is a policy of the company not to provide land-based telephones at the house due to the complications associated with billing and charges. You are therefore best off bringing your own mobile phone to Portugal always ensuring that you have the roving facility and can avail of the local networks. It is not uncommon for guests to purchase a Portuguese phone card for 10 or 20 Euros and inserting this into your mobile for the duration of your holiday. Be sure to pass your temporary Portuguese number to your main contacts. This is a much cheaper option if you are a heavy user of the phone. Please feel free to consult us for more information on the subject if you wish to do so.



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Theft or Missing Goods

It can occur that some equipment or object listed in the inventory is found missing from the holiday house upon your arrival, and was part of the presentation made to you at the time of booking your holiday. This can sometimes be due to theft or objects being mislaid in vacating tenants' luggage. In that case we will naturally let you know and offer a suitable reduction to the advertised price where appropriate. The cost of missing goods is usually charged to the vacating clients if they fail the post-holiday inspection done by the caretaker.

Validity

The presentation of the house is valid for one calendar year. However, the house can still be booked for the following year, but in that case we have to make reservations against possible changes to equipment, prices etc. and our right of disposal of the holiday house for the next season. Though this latter point is highly unlikely, because you will always be reimbursed for the monies deposited, well in advance, it is still good common sense to bear in mind that this can occur at any time in the future. Therefore, check the information you are provided with when confirming your booking.

Wardrobe Space

Bedrooms in the property may be with fitted or free-standing wardrobes with clothes hangers that provide sufficient space for your requirements. Guests are requested to ensure that hangers are not removed from the premises or moved between bedrooms as this causes unnecessary extra work for the caretaker / cleaners after you have departed the house.

Water Consumption

In Portugal, like so many other Mediterranean countries, water is not to be squandered, particularly during the hot, dry season, when shortages can occur. We encourage rational behaviour in the consumption of energy and water in the house.

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