**Rep further notes and instructions:**

***Accommodation:***

Occasionally the line giving the Hotel name might be different to that on the arrivals sheet. The arrivals sheet will explain why this is but is normally because the Hotel was either full or is doing maintenance.

***Car Hire:***

This gives the information as to the length of car rental (start and end) but also the type of vehicle. IE “E” is a mini bus and “C” is a small car. GolfAuto (GAALg or Hertz)

***Golf:***

Many different variances can occur here, but main things to remember is that if the golf booked mentions “package” then these tee times and dates are generally not changeable. If the client complains about this or you feel pressured by them then try to phone the office or Mark yourself to get clarification and or refer them to the Office telephone number and ask them to discuss with the Office, in a nice way. But this must be done during office hours only.

If the clients Hotel and Golf is within the Vilamoura area then they will be able to use the free shuttle service, but remember this can only be booked the day of the golf not day before. Hotels Crowne Plazza and Anantara have their own transfer system and this must be again requested via the Hotel reception. See separate sheet for Hotel shuttle information.

***Buggies:***

Clients, who on arrival, say they have buggies booked but they do not appear on the voucher, ask if they have voucher or paperwork from their Tour Operator showing the buggies pre booked. Some courses such as OConnor / Faldo , Monte Rei & Quinta do Ombria the buggies are already in the cost of the green fee, as they are buggy only courses.

As a general rule, buggies must be pre-booked at time of booking the golf, a lot of golf courses do not allow us to book buggies once clients are in resort unless a Doctors Certificate is produced. All buggies must be requested and paid for on the day. If in doubt ask Mark , Alison or the Office.

***Transfers:***

MBA is our main transfer agent but we also use BET (BigEye , part of Algarve Family) and MUL.

MBA normally inform us of who the drivers are going to be the day before.

BET inform on the day and occasionally the day / evening before.

MUL we normally have to phone them to get the driver information.

The phone number listing has all the transfer contact details.