



# SITA XII 2017

## HOLIDAY INFORMATION

### FOR ALTO FAIRWAYS OFFSITE ACCOMMODATION

## PRIOR TO ARRIVAL

### ACCOMMODATION ADDRESS

Alto Fairways , Urbanizacao Mare Serra 1 , Portugal +351 282 401 451

### HEALTH

The European Health Insurance card (EHIC) entitles you to emergency treatment whilst visiting Portugal. I To obtain this card you will need to click the link r call 0300 330 1350

<http://www.nhs.uk/NHSEngland/Healthcareabroad/EHIC/Pages/about-the-ehic.aspx>

this is a free service. Remember this does not replace your travel Insurance, it is in addition.

### IMPORTANT HOLIDAY INSURANCE

**Please be aware that you will need to take out travel Insurance to book onto this event**

Soul in the Algarve cannot be held responsible for any losses, Accident, Illness or injury.

Please make sure you take out Holiday Insurance. In 2012 one of our customers ended up in Hospital with DVT, (Deep Vein Thrombosis) Michelle was there for 3 weeks, If she had not taken out Holiday Insurance she would have been left with a bill for £10,000 . I know sometimes the pennies don't add up and something has to be left out, **DON'T MAKE IT BE YOUR INSURANCE Do Not Take Things For Granted**, Insurance should also cover you for any cancellations to your booking.

### PASSPORT/ VISA

No visas are required for holders of British Passports. Holders of most Western European Passports do not require a visa. If you do not hold a current British Passport, please check with your airline. It is advisable for your Passport to be valid for at least six months on departure.

**OPTIONAL FOR 2017** Please see the full list of Optional extras available to book prior to arrival on page 5

### ACCOMMODATION APARTMENTS

Please check the accommodation type you have booked, and fully read the description on the website . We will **NOT** be able to change your accommodation on the day of arrival as this event has fully Sold Out. We will try to ensure the apartments for our group are clustered together. However we cannot guarantee this. All apartments/ villas have, satellite TV, heating, balcony or terrace. Your accommodation should be ready on arrival.



# **ON ARRIVAL**

## **AIRPORT TRANSFERS**

***If you are booked onto a transfer with us*** you will be met from the airport. The Person meeting you will hold a sign saying Soul in the Algarve. Your Name will be on his list. Your transfer has been booked at a specific time based on the flight information you have given us. If you miss your flight, or have given us the wrong information and turn up at a different time to the information we have, You will be responsible to pay for a transfer to the resort. Soul in the Algarve will not be responsible for the cost of this.

## **Luggage issues on coaches**

Increasing number of customers are bringing extra luggage

We have had issues in the past fitting the luggage on the coaches as the allocation on the coach is 1 case plus a cabin bag case.

### **Bringing extra Luggage**

In the interest of fairness, those with an extra suitcase over the size of 56cm x 45cm x 25cm (cabin bag size) if space becomes unavailable.

May have to pay an extra fee in regards to transporting their luggage from the airport to the complex

### **Please Note**

1. Those with one suitcase and one cabin size luggage will have priority boarding the coach.
2. In the instance of luggage overcrowding, those with extra luggage will be aided by a member of staff in transferring their luggage to their desired complex.

Thank you for your understanding and cooperation.

## **YOUR RETURN TRANSFER**

If you are booked onto a transfer with us you will be collected from the Hotel reception **at least 3 hours before your plane departs,**

**You will need to check on the wall in reception for your transfer time  
(it may be more than 3 hours before you fly)**

A list of names and return transfer times will be on the notice board in reception on the days of departure  
If you have given us the wrong flight information **or if you miss your transfer it will be down to you to make your own way to the airport & Soul in the Algarve will not be responsible for payment of these costs**



## **CHECK IN FOR ALTO FAIRWAYS **NEW FOR 2017****

If you have booked our Airport Transfers, you will first be taken to Prainha , where you can collect your club passes & have a complimentary glass of Sangria at our welcome reception. We will then take you on a mini bus with your Alto Fairways rep to Alto Fairways, where you can check in to your accommodation. We recommend that you stock up with your weekend shopping, shortly after you arrive, as there will not be much time to do this over the weekend ( as you will be having too much fun!)

1. On Check in (for your accommodation at Alto Fairways ) a deposit of 250 euros per room will be required , this does not have to be cash, you can Leave an open Credit Card to cover this, so not to use your holiday money. All deposits / cc slips/ will be returned on checkout.
2. The group leader of each Apartment will need to collect everyone's passports of those who are in their accommodation and take them to the desk. (do this on the coach to be ready for check in)
3. The Party Leader will sign in on arrival and collect the keys for the Apartment

**SUPERMARKET** Please note: There is **NO** small supermarket / Shop on our offsite accommodation. It is advisable to arrive early in the day, and take a taxi to The Super Store "Continente" 10 min drive away or there is also a supermarket in Alvor. A Taxi will cost approx 7/8 euros

## **CLUB PASSES**

Your Club Passes will be issued when you arrive in Portugal (Collection at Prainha) Please look after your pass. You will need to wear your pass to ALL EVENTS even onsite. We will not be able to give admission to people without Passes.

### **Passes will need to be worn at all events. To gain entry to the clubs**

This is to ensure that we have no persons attending that have not paid for the event.

There will be security on the door of the clubs checking passes. Lost passes will be charged at 20 euros for a replacement.

## **SAFETY ! ONSITE VENUES & LADIES FOOT WEAR**

We have 2 venues at Prainha that we **DO NOT RECOMMEND** that you wear heels or wedges to. This is for your own safety.

1. Cliff Top Pool – This has a staircase leading down to it, and is set on a grass bank (wear flats or flip flops for your own safety)
2. Canico (cave Bar) This also has steps leading down, then a lift. This venue is also set on the beach Be extra careful when visiting these venues with your footwear. Your safety is our first consideration.





## **THEME NIGHTS \*NEW FOR 2017\***

Remember to pack your **outfits**

Fri Night All Night Beach Party = **Pirates & Sea Creatures** (Canico) **\*NEW FOR 2017\***

Sat Night "Club night Out **Dress in white night**

Sunday Carnival & Street Party 3pm – 2am Carnival Theme

Tue Night Darrels Quiz & Nosolo Afterparty – **open fancy dress Theme**

## **POLITE REMINDER**

All the bar owners on and off site clubs have asked us to politely remind you that you are **NOT ALLOWED** to bring any drinks into the venues there will be security on the doors.

## **SMOKING BAN**

As in England there is also a smoking ban in Portugal this started in January 2008 smoking is not permitted inside clubs or inside any public places. Please do not Smoking is **NOT** permitted in the outdoor venues, if under the Canopy

## **SWIMMING POOLS**

There are 2 outdoor pools at Alto Fairways. You can also use the 2 pools over at Prainha.

## **RESTAURANT'S**

If you do not wish to cook, there are 2 Restaurant's over at Prainha, Canico, & Miss Pasta, Plus o luis on the beach. Plus many more in Alvor You are entitled to 5% discount if you show your pass in the Restaurants in Prainha. There are various other restaurants and some fantastic places to eat in Alvor (all 5min in a taxi)

## **ACCESS TO THE BEACH**

There is **NO** Access to the beach at Alto Fairways. The Beaches are at our onsite venue Prainha, 10 mins away from Alto Fairways. The main beach is by the restaurant Buzio (path leading to main beach) on Prainha site (not alto fairways) or to the private beach by lift through Canico, there is also a staircase to reach private beach)



# **SECURITY**

Although you will be on Holiday with 700 lovely Mature, Soul Loving People, As with any holiday, it is fundamental that you are as security conscious when out and about and or in your apartment/ villa as you would be in your own home and own Country.

Although the below is common sense, The following guidelines should be used in reviewing your security whilst on any holiday or Trip. Soul in the Algarve or Prainha cannot be held responsible for any losses. You are responsible for keeping your personal belongings safe at all times.

## **Security Guidelines**

- Place valuables--money, jewelry, airplane tickets, credit cards, passport--in a hotel safe deposit box or room safe. All accommodation is equipped with a SAFE, you can hire the safe key for a 25 euros deposit then 15 euros charge for week (a small price to pay to protect your valuables)
- Secure your Apartment / villa, Make sure all windows and doors in your apartment/villa are locked when you go out.
- Keep doors locked especially at night when you or friends are in the apartment/villa
- Even when you are in, never leave valuables in your hotel room exposed or unattended, even in a locked suitcase.
- Don't leave keys "hidden" outside the Apartment. If you don't have enough to go round. Leave your key in reception
- Close and lock all windows and doors
- Whilst out and about or at any of our Venues, keep personal and valuable Items with you at all Times.
- If carrying a handbag, keep it in front of you.
- Keep valuables out of sight and luggage close at hand. If closed, with the fastening toward your body. Keep a wallet in your front trouser pocket
- Remember ! If there was a theft your holiday insurance may not pay out if these simple guidelines are NOT followed

## **GENERAL**

The total group size currently stands at approx 700

A Cash machine is located in the Reception of Prainha

The exchange rate is approximately 1.2 Euros to the pound. (correct at time of print, check internet for exact )



## **OPTIONAL EXTRAS**

### **WI FI**

There is no Wi Fi in Alto Fairways or Prainha . However **we can help you stay constantly connected.** With **NO HUGE** roaming charges. We can Rent you a Wi Fi Device (Totally Mobile) that will give up to 5 phones or Devices instant mobile internet access, whether out at the beach, In the Car, in your apartments or in the Parties, Keeping you connected with home, Facebook, Twitter, Instagram, Snap Chat, the World Wide Web at all times.

A fair usage policy of 3 GB per week. (minimum hire 4 days) Pricing just £3.99 per day (up to 5 devices can connect at any one time) with a deposit of 35 euros for loss or damage, Refunded when returned.

Please call to reserve yours ASAP, to be available on Check In

There is Free WiFi in 2 venues in Prainha Canico, & The Cliff Top Pool

### **CAR HIRE**

If you wish to hire a car, call me on 07794 674 453 before we leave, I will be able to get you a better rate with a Portuguese company, Don't book the large company's attached to easy jet etc they will be double the price.

### **BOOK YOUR PLACE AT THE RESTAURANTS FOR CARNIVAL DAY**

For Carnival day, it is best to book your restaurant in advance, to ensure you get a place. It is extremely busy on the day, you can make pre bookings with us for your favorite Alvor restaurant & desired time. meal, It is advisable to book early Menus & Prices will follow shortly.

### **TRIPS & EXCURSIONS**

We can also organize personal Tours, Jeep Safari, Fishing, Boat Trips to see the Dolphins, Historical & Traditional Inland Algarve Tour, to "Unknown Algarve" Trips to Lisbon, Ole Seville, Lagos, Silves. If you are interested in any of these Excursions, Call us on 0208 648 648 3 (before we are in Portugal) or Visit the SITA Customer services table on arrival.

### **SOUL IN THE ALGARVE BEACH BAGS T SHIRTS & CAPS**

Various T shirts , Vests and caps will be available to purchase in Portugal throughout the week.



## **CLUB TRANSFERS**

**These are The coaches that will take you to the clubs in town and back on Friday and Sunday**

We will issue you with a coach colour on the back of your Club Pass. We will allocate you a time for your coach colour. **Please turn up at the correct time for your coach**, and please be patient if you have to wait a short while. Pick up will be at the main reception.

We will do all we can to make this run smoothly but we will need your help. If you have a red band you can only board the red band coach time and the blue bands can only board the blue band coaches, and so on please check the itinerary for your coach times and colours.

### **COACHES OUT WILL BE**

Friday Night

Sunday Afternoon

Your Coach times will follow

**If you have not pre paid for your club transfers you cannot board the coaches, you can book taxi's at reception**

**The itinerary is subject to change** without notification But all attempts will be made to do so if any changes occur. All Information correct at time of printing – although changes may occur during the week, due to Weather Conditions, Tides, or anything else that may be beyond our control. We will always do our utmost to offer the best possible alternative, and to keep you informed should this occur. Soul in the Algarve cannot be held responsible for situations beyond our control. Please check the notice board in reception & your Mobile phone for Texts for possible changes to the itinerary throughout the week.

### **CUSTOMER SERVICES**

There will now be a SITA Customer Services table at all of our daytime events from 2 pm– 6pm. As well as asking questions You will also be able to, Purchase T-shirts, Hire a Car or a WI FI dongle and Re-book for 2018 here.

- **ANY PROBLEMS WITH YOUR ACCOMMODATION CONTACT MAIN RECEPTION.**
- **ANY QUESTIONS RELATING TO THE ITINERARY CALL VIVY**
- **BE ON TIME FOR TRIPS/ TRANSFERS – WE WILL NOT WAIT!!**
- **HAVE THE BEST FUN AND SUN EVER AT SOUL IN THE ALGARVE 2017**

**I hope this information has been useful. We are looking forward to a Fantastic Holiday. We are looking forward to seeing you in Portugal .**

**Vivy B**