

Prime Algarve Rentals

Guest Feedback: Last updated 18 November 2009

After each guest has completed their holiday, I send a short on line questionnaire so that I can gain any useful information in terms of how my properties can be improved for the future. Below is a direct download from the forms I receive. I have not edited these other than to take out personal contact details and add a comment where improvements have been suggested. I hope you enjoy reading these and gain confidence that when you book with me, you will receive a quality service, and the highest quality of accommodation. I take great pride in the feedback I receive, and work closely with my housekeepers to ensure every guest's holiday is as perfect as it can be. If some properties have less feedback than others - please do not think that I have not included some feedback- it is just that I have rented some homes for longer than others and during 2009 I started renting a number of properties quite late in the season. Happy reading! Caroline Page

Which of our homes did you stay in?	How well was the booking process handled?	Please add any comments you would like to make.	How useful was the information sent to you?	Comments	How clean was your accommodation?	Please write in any comments you would like to make.	Did you have all the facilities/equipment needed?	Overall how satisfied were you with your accommodation?	Comments	Would you consider staying at one of our homes again?	Please write in any other comments you may have or any improvements you would like to see in the future.	Would you like to provide a comment for our guest book. This will be published on my web site - your contact details will NOT be published.
Boavista	Superbly	Caroline was absolutely great - felt very confident in booking with her (and have booked for next year already)	Directions were absolutely superb - even for the directionally challenged like me	Very useful	Spotless		There was nothing we lacked Indeed better equipped kitchen than at home	Excellent	Yes	Definitely	Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
Boavista	Superbly	We had a wonderful time! If my husband had his way, we would have claimed squatters' rights!	Very useful	Very useful	Spotless		Excellent	Excellent	Yes	We will definitely be booking again!	Very satisfied	
Boavista	Superbly	We had a lovely week			Spotless	Very useful	Excellent	Excellent	Yes	Can't wait to come back	Very satisfied	Thanks again for your help, you've been a pleasure to deal with.
Boavista	Superbly	Can't believe how empathetic Caroline was with what we were looking for)	We left the directions at home by mistake - and Caroline talked us in from Cambridge And did a brilliant job		Spotless	Very useful	We wanted for nothing	Excellent - although the drawers in the main bedroom were a bit stiff/difficult to open [Note from Caroline: This unfortunately is a 'fix' that will have to wait until we have no guests here as the drawer needs to go to a workshop for resanding]	Yes	Definitely	Very satisfied	Caroline uses the term stunning on her website ... she is spot on
Boavista Garden Villa	Superbly	Good communication	Very useful	Although we had been to the area before the info pack gave us some useful tips	Maid service once during the week was adequate		Yes	A sun lounge or two would have been useful [Note from Caroline: These have now been ordered and will be available from 28/08/07]		Yes	The option of a welcome pack (Water/Milk/Cereal/Tea/Coffee/Sugar) could be useful [Note from Caroline: I did offer this at the beginning of the year but guests didn't take it up - will be offering for 2008]	Lovely clean and well presented villa. Enjoyed the resort. Villa was a home from home. Travel directions were good, Owners were very obliging actually taking the time to show us the villa was a nice touch.
Boavista Garden Villa		Very Well	none		Spotless	Very useful	Yes	Very satisfied	bbq and sun loungers would have been useful [Note from Caroline: These have been ordered and will be available from 28/08/07]	Yes		fabulous villa in a wonderful location on the golf course, ideal for relaxing.

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Boavista Garden Villa	Superbly	Very personalised and friendly approach.	Very		Spotless	Brilliant. We especially loved the restaurant guide and visited many and agreed with your comments	Yes	Everything was lovely when we arrived	Only 3 tiny, tiny comments to make; I didn't know that there would be a hairdryer available so carried my own, the drawers in the main bedroom were a little hard to open and finally I could not find the ice cube trays to make ice for my G&T. All very minor issues [Note from Caroline: whilst this guest says they are minor points, it is important feedback and are being addressed - although the drawer is causing a bit of a headache at the moment to get fixed [I have another neighbour who has the same furniture and has the same problem]	Yes	I think I have said it all above. We will definitely be back and have recommended to ally my friends and colleagues	Thank you so much, we had a fabulous stay and loved the villa and facilities. To be recommended [Note from Caroline: I have already had three bookings from colleagues of this guest for 2008]
Boavista Garden Villa	Superbly	The best thing about booking with Caroline was the accessibility of being able to speak directly to her. The whole booking experience was very easy and incredibly efficient.	Very useful	The driving directions were absolutely brilliant exactly what you need after a delay with Easyjet and therefore arriving very late - Thank you Caroline for meeting us at the villa even though we were so late!	Spotless	Absolutley brilliant that there were already some cleaning materials there, it meant that if we spilt something it could be cleaned up easily and properly immediately.	Yes	Very satisfied	Couldn't fault it!	Yes	I will ask Tim to email you the details of Airboost which was fantastic for their wakeboarding so that you can add it. Everything else that you included was brilliant and agreed with it all, especially No Patio!	What can I say - a truly fantastic week in Portugal. Boavista garden villa was exceptional, Lagos was superb during the day and in the evening and Caroline was an absolute pleasure to deal with. She was so efficient, helpful and a real friendly face. Without Prime Algarve Rentals I feel our holiday would not nearly have been as successful as it was. The information supplied by Caroline allowed us to try only recommended places of interest, various restaurants and beaches therefore there were no surprises or time wasted. Thank you Caroline for a fantastic holiday where we all really appreciated your efforts and hard work both prior to arrival and during our stay. Thanks again and I'm sure we will see you soon.
Boavista Garden Villa	Superbly	We tried to book a different villa, which was reserved and you found us a lovely alternative.	Very useful	Comprehensive	Very clean	The bed had not been made in the main bedroom (Note from Caroline: made up within 15 minutes and bottle of wine provided as compensation)	Yes	Very satisfied	Beautiful pool	Yes	A road map of the area in the house would be handy.	Classy accommodation in a green and pleasant setting.

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Boavista Garden Villa	Very Well	Fine, quick and speedy response and had all our questions answered.	Very useful	straight forward to obtaining the keys and drop off.	Spotless	Had a couple of minor issues with ants in the Kitchen and Living/Dining Room.	No	Very satisfied	Yes	Depending on numbers, we will be booking again for either the Villa or Apartment. Was glad that on the day of departure, we weren't being chased out of the apartment first thing in the morning.	Only negative was paying the additional surcharge through PayPal, with holidays etc most people prefer to use a credit card to pay as you have the comfort of additional protection. (Note from Caroline: I am hoping to be able to offer a different credit card system for 2009)	Excellent accommodation with all the facilities you would want, including BBQ which we enjoyed making use of. Very happy with the simple process of booking and the speed of which the returnable deposit was posted back. There will be no hesitation in booking for next year.
Boavista Garden Villa	Superbly	.	Quite useful	.	Spotless	.	Yes	Very satisfied	Yes	.	.	Absolutely brilliant holiday - we will be back for sure!
Boavista Garden Villa	Superbly	very good communication from start to finish, Barbara met us as planned and Roberta dropped by to see that all was well	Very useful	everything was spot on and it was very easy to find the villa	Spotless	very nicely decorated and cleanliness was superb	Yes	Very satisfied	Yes	absolutely "gob smacked" when we first entered the villa, definitely a very lovely villa and location.	I cannot think of anything that could have been improved on, everything went very well from start to finish. Thank-you	The service provided was excellent as was the location and condition of the villa definitely a 10+
Boavista Garden Villa	Very Well	Great.	Excellent	Excellent	Very clean	Very good.	Yes	Very satisfied	Yes	The maid service is useful		The facilities at Boavista are excellent, The pool and spa are excellent. A wonderful house in a wonderful location with everything at your hand, with well manicured grounds and a quite neighbourhood makes you stay that bit more relaxing.
Boavista Garden Villa	Very Well	prompt responses and recommendations of suitable villas	Excellent	-	Very clean	-	Yes		Yes			The accommodation and service was superb from start to finish I would have no hesitation in recommending Prime Algarve Rentals and the Garden Villa to anyone wanting a great experience.
Boavista Garden Villa	Superbly	We felt very fortunate to be offered super alternatives when our first choice property was unavailable for our required dates.	Excellent	We had a lot of our own information from previous years.	Spotless	Fantastic having the benefit of a daily maid service - a real treat on holiday!	Yes		Yes	Great villa in a lovely location with super views and easy accessibility to Lagos and a good selection of beaches. Handy having the golf club and tennis nearby.	Very well equipped - everything needed for cooking in, plus extras for the beach!	A great family holiday on this modern golf resort in an excellent location. Caroline went the extra mile to make sure we had super accommodation and even helped us out when we had a hire car debacle on day one - that's what I call good service!!
Boavista Garden Villa	Superbly	You are very kind to answer very quickly	Excellent	We used more of the restaurants you recommended.	Very clean	almost perfect (but we would have preferred unlimited golf)	Yes		Yes	perfect place.	kitchen equipment could be in better quality	Houses with unlimited golf Caroline has been doing her best to get this for guests but at the moment the management of Boavista will not offer. Having said that, golf at Boavista is the cheapest on the Algarve and on a course which is the best so I suppose we can't complain! We also appreciate that a lot of people don't want to play golf from dawn to dusk like we do. We had a fab time and Caroline was outstanding (even took my novice son out to play golf with her) but don't ever play with her in a match - she has the game and distance of a man and I got totally destroyed by her in our match

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Boavista Garden Villa	Superbly	*	Excellent	*	Spotless	*	Yes		*	Yes	*	Fabulous accomodation and spotlessly clean. We liked it so much that we hope to return in September. The booking was dealt with quickly and easily and when i had any questions about the resort/beaches etc they were answered straight away with a personal touch. Thank you for a memorable holiday
Boavista Golf Apartment	Superbly	We really appreciated the telephone and e-mail contact before the holiday. It made the booking more personal and was very reassuring.	Very useful	We ate in several of the restaurants that Caroline recommended and had some fabulous, very cheap meals. We found the whole information pack extremely useful.	Spotless	We found Barbara very friendly and helpful.	Yes	Very satisfied	The facilities in the resort and equipment in the apartment were exceptional. We could not fault anything.	Yes	We had an absolutely superb holiday and loved everything about the apartment, resort and surrounding area. We have decided that we need a "Caroline information pack" for all our holidays as we are usually terrible at picking good restaurants, but we had some fantastic meals this year.I went on your website for the first time yesterday and was very impressed. We can't thank you enough (please thank Barbara) and hope to be back again,	The apartment was like a home from home, only cleaner and tidier! It was everything we expected and more. This was one of the best holidays we have ever had. The personal way in which the whole booking was handed was excellent. The Boavista resort is superb and the staff are all very friendly and helpful and even in August it was surprisingly peaceful. The rsurrounding area was beuatiful with plenty to do and all the amenities you need. From our point of view the holiday couldn't have been improved in any way. We would definitely recommend to anyone. We would not hesitate in recommending this holiday. Thank you Caroline!
Boavista Golf Apartment	Superbly		This was the quickest response to any booking I have made.		Spotless	Very useful	The driving instructions were the best we have ever had.	All areas were well maintained and spotless	Yes	A teapot may be a useful addition to the kitchen.[Note from Caroline: This feedback relatess o a guest who booked through me for a neighbour's apartment when my own was full and have put this suggestion to the owner]	Very satisfied	It would perhaps be an idea for the owner to provide an umbrella for some much needed shade on the balcony, as I noticed the other apartments had them. [Note from Caroline - this report relates to a guest who booked through me for a neighbour's apartment when my own was full and I have put this suggestion to the owner]. Excellent accommodation in an excellent location within a very well managed resort.
Boavista Golf Apartment	Superbly		With the help of Car hire arrangements - Excellent.		Spotless	Very useful	Excellent	Excellent	Yes	The apartment has everything we required, very child friendly for our 15 month daughter.	Very satisfied	The apartment is excellently furnished & well placed, the only downside for us was the road noise during the day from the construction traffic going up & down the road, it was a very busy road.We loved the apartment. It was furnished so well and very child friendly for our 15 month daughter along with a cot and highchair supplied. Booking was so smooth along with b ooking our car hire for us. Would book again. [Note from Caroline: In relation to the construction noise, during this particular stay, the construction traffic during the day between 9 and 11 and 1 and 3 related to the new club house/spa/restaurant/health club being built which is now complete and will be opening in autumn 2007 for guests' use)

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Boavista Golf Apartment	Superbly	Considering the short deadline we were very grateful for your immediate response	Very useful	Although we had visited the area before there was still new things for us to see and do that were presented in the information pack	Spotless	The apartment was great and it was lovely to be met and shown around by Marian and Tom who were very welcoming.	Yes	Very satisfied	It had everything we needed and more.	Yes	We had another great holiday at Boavista. In our view the pool complex at Lakeviews was better than when we have stayed at Fairviews Village	Everything was perfect - location, accommodation, administration, facilities and of course cost! A great week's holiday and we shall be telling our friends about Boavista and Prime Algarve Rentals
Boavista Golf Apartment	Very Well	very well very efficient	Very useful	very useful particularly restaurant info	Beautifully clean		Yes	Very satisfied	Yes	no comment	We just felt it would be nicer if the swimming pool was a little closer to the apartment. But having said that the holiday was perfect in every other way. (Note from Caroline: a swimming pool will eventually be built right next to the apartment - currently there are problems with planning permission)	We all had a fantastic holiday the resort catered for all our needs we shall be returning!!!
Boavista Golf Apartment	Superbly	Excellent	Very useful	Excellent	Excellent		Yes		Excellent	Yes	Very satisfied	Not sure that the air con was working particularly well - couldn't get the temperature down to a more comfortable level. [Note from Caroline: the aircon is modern on the wall units and works fine. The aircon system is the same as every other property at Boavista and some people get the knack immediately of working it others not (I am one of those that hasn't got the knack!) If any guest is struggling with it, then Barbara will be more than happy to pop round and show guests how to do it! Excelleng accommodation in a fabulous location. Very highly recommended and will certainly look to stay again!
Boavista Golf Apartment	Superbly	Very Professional and very pleasant.	Very useful	Helped us find the wonderful beach about half an hour west through Aljezur called Praia de Amoreira.	Spotless	Perfectly clean	Yes	Very satisfied	Very pleased will certainly come back again in 2009 and maybe later this year	Yes	Caroline I think you were very helpful and a wonderful host. We enjoyed our round of Golf with you and look forward to another game soon - and thank you so much for pushing the boat out for us!	'Boavista Resort, once visited certainly never forgotten' All the staff very freindly and made the kids feel equally welcome.
Boavista Golf Apartment	Superbly	Absolutely faultless - Caroline handled everything for us and was always on hand to help out where she could.	Very useful	Directions from the airport were so easy to follow and we used it every day for recommendations of beaches/restaurants and places to visit. I passed it on to some friends when we left and they also said how useful it was.	Spotless	Spotless says it all!!	Yes	Very satisfied	I wholeheartedly recommend anyone to use Boavaista and Caroline!	Yes	One tiny thing was the loose toilet seat - Caroline explained this was a common problem at Boavista though so it didn't bother us. Only one small recommendation would be the throws on the sofas, once you'd sat on them you had to re-do them but really not a big deal at all. Accommodation is perfect.	We loved our holiday at Boavista and would certainly recommend anybody to go. Caroline was superb - from our initial communication via email right through to meeting and welcoming us in Portugal - absolutely faultless - thank you so much - we had a great time.

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Boavista Golf Apartment	Very Well	none	Very useful	none	Clean enough	Because of mix up with careways, cleaners had to clean around us - not ideal but wasn't Caroline's fault as she had obviously done her job with the owner's management company - they just didn't do theirs!	Yes	Very satisfied	first week towels changed midweek, second week not changed at all! Please change the management company (Note from Caroline: done for 2008 as both myself and the owner were horrified about the mix up on arrival and the lack of a mid stay proper clean)	Yes	It would have been good to know what functions were going on in the clubhouse as not all guests play golf! (Note from Caroline: I have recommended to Boavista management for 2008)	very comfortable accomadation,lovely resort and good location and Caroline was superb.
Boavista Golf Apartment	Very Well	good	Quite useful	satisfactory	Spotless	spotless	Yes	Very satisfied	home from home	Yes	none	It was just as lovely as the first time,we all had a wonderful time just perfect!!!
Boavista Golf Apartment	Very Well	Caroline is an extremely pleasant and accommodating person to deal with.	Very useful	Excellent info pack - referred to it constantly. We would never have found Papagaio without it! One small error in information is that the tennis is not free for guests - it is 6 euros to book the court.	Spotless	The standard of accommodation in terms of cleanliness was fantastic. We have rented many villas and this apartment was perfect.	Yes	Very satisfied	Have told everyone here how good it was.	Yes	Can't think of any.	We loved it so much that we bought our own place whilst there - so sadly won't be staying with you again but will be recommending you to all our friends and family
Boavista Golf Apartment	Superbly	Excellent booking process with a nice personal touch.	Very useful	Directions and information were excellent.	Spotless	Apartment was spotless and homely.	Yes	Very satisfied	The accommodation was superb except for the uncomfortable pillows!	Yes	n/a	The apartments and facilities on site were excellent and the staff in the Clubhouse were brilliant with the kids. The only downside for us was the location. It took us a good 50+ minute walk (kids in tow in pushchairs!) to get to the nearest Intermarche so a car is definitely required.
Boavista Golf Apartment	Superbly	good e-mail comms	Very useful	absolutely necessary to give newcomers like us to Portugal an idea of what to see and do	Spotless	no issues whatsoever...cleaners were thorough and unobtrusive	No	Very satisfied	Would definitely visit again	Yes	The only thing we did not like was the pool area...it needs "landscaping" i.e. a few well placed trees to act as a wind-break. Even on hot days it was very exposed and cold when the wind was blowing (Note from Caroline: these guests stayed during some of the windiest days ever known in the Algarve so am not surprised it was a little uncomfortable for them - it was for everyone during these days wherever one was!)	lovely apartment, all aspects of a family holiday well covered, lovely aspects from all balconies..make sure you visit the beaches nearby...Praia de Camilo and Burgau are delightful!
Boavista Golf Apartment	Superbly	v good	Very useful	we did not get lost	Spotless	as required	Yes	Very satisfied	very	Yes	i see no problem	I would highly endorse this accommodation

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Boavista Golf Apartment	Superbly	It was easy and effortless.	Quite useful	We thought that the latter part of the directions, the one telling you the location of the apartment once you're in the resort could have been a little more specific. We ended up in the drive of the last two apartments in the block. Maybe if you said that 61C was the middle drive of the block and the apartment is the one on the top floor might be a bit clearer after someone has driven all that way from Faro.	Spotless	Wonderfully appointed and spotless.	Yes	Very satisfied	Very satisfied indeed. It was also good to know that should anything have happened untoward then Barbara and Brian were just 5 mins away.	Yes	I think I've said it all in my comments above and below.	The whole booking experience with Caroline was effortless and we had an excellent holiday in an exceptional apartment.
Boavista Golf Apartment	Superbly	very efficient	Very useful	very helpful	Spotless	very very clean	Yes	Very satisfied	all wonderful	Yes	Barbara and Brian were lovely people, we have booked many holidays through Holiday Rentals but the service we received from you was the best so far!!!!!!	thank you so much for absolutely everything!
Boavista Golf Apartment	Very Well	Considering we had no car it went very well. Barbara& Brian were very helpfull.	Very useful		Very clean	Very comfortable.	No	Very satisfied	Sky TV was good.	Yes	We had no complaints.	Views from both bedrooms very inviting,the apartment was very comfortable and had everything you needed.Thank you for a very comfortable relaxing holiday.
Boavista Golf Apartment	Very Well	no issues	Very useful	no issues	Very clean	no issues	No	It was better than average	no issues	Yes	resolve the sofas in the living area - understand the reason for the covers but they are not very user friendly	Very good accommodation with an interested and responsive owner
Boavista Golf Apartment	Superbly	Very friendly and informative	Very useful	EXCELLENT	Spotless	very impressed with cleaning staff who did an excellent job	Yes	Very satisfied	Very comfortable	Yes	Maybe fans in bathrooms	Best apt we have ever stayed in,club house and resort excellent and Barbara and Brian couldnt have been more helpful.
Boavista Golf Apartment	Superbly	Caroline was very helpful throughout, giving advice and information as requested.	Excellent	.	Spotless	.	Yes	Very satisfied	.	Yes	.	Great accommodation and helpful local advice (eg beaches, restaurants, etc)

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Boavista Golf Apartment	Superbly	All the questions we had were answered fully and the booking process was very efficient.	Excellent	A very thorough information pack which helped us plan our holiday and find the apartment with no problems.	Spotless	It looked like a show home.	Yes	Very satisfied	Really comfortable, beautifully kept and one of the best we've stayed in.	Yes	Everything we needed and more. It's the first place we've stayed in (and we've stayed in a lot) that had a large selection of properly sharp knives. As someone who likes cooking from scratch this was superb. Also lots of storage and for once, a realistic number of coathangers.	We definitely hope to book with you in the future. Fixing the shutters on a Sunday was outstanding service! One of the best properties we've stayed in. It had everything we needed and more. From beginning to end the service we received was excellent. To be met at the property was a nice touch and all the extras (sky tv, wifi, proper kitchen equipment, towels, cleaning products and a few books and toys etc) were very much appreciated. Even the neighbours were lovely! A perfect holiday and just the sunny antidote to the drizzle in the UK we needed, we were only sorry we had to come home. Many thanks.
Boavista Golf Apartment	Superbly	nothing more to add....	Excellent	A mention of the golf stores in Lagos and Quinteria might be helpful. A map from the apartment to key facilities (supermarket, nearest beach etc etc) may be useful.	Very clean	perhaps the choice of colour of rugs in the bedrooms is not the best? as they do seem to have marked a lot - but a minor matter only	Yes	Very satisfied	Good quality fittings throughout. Loved having sky for the sport for the evenings we were in	Yes	We noted there were some bits n bobs for kitchen like a small cooking oil, coffee filter papers etc which were very useful. It would be good to have soem basics - like salt and pepper too. In soe places we have stayed there has been an understanding that the basics are there to be used and then when folk run out they replace for the next guests. may be more worry than it is worth however. Note from Caroline: As my apartment is tourist licensed I am not supposed to leave any food in an apartment on health and safety grounds - and I do get inspections!	We were delighted with the quality and comfort of the apartment, it exceeded our expectations in every way and nothing was too much trouble for Caroline or Nick. Garaging for the car was another bonus in the heat of the day. Check with Caroline before you book your golf - her local knowledge is excellent (as is her golf!). The Boavista facility is very good and the golf course a real pleasure to play.
Boavista Golf Apartment	Superbly	Caroline could not have been more helpful. She answered all my questions & concerns within 24 hours.	Excellent	We had many enjoyable meals from the list of restaurants & found some fantastic beaches.	Very clean	No comment	Yes	Very satisfied	No comment	Yes	No comment	A beautiful apartment in very relaxing surroundings.
Boavista Golf Apartment	Superbly	excellent communication	Excellent	Driving instructions were spot on. Even for an amateur navigator like myself!	Spotless	Were pleasantly surprised that beds made every day and apartment kept to clean throughout our stay	Yes	Very satisfied	great apartment with great views of lakes and fountains	Yes	It had more than we were expecting including usefull airer for wet clothes with pegs and iron and ironing board.	Excellent accomodation. Lovely views of golf course and Carolines own attention to service delivery made our holiday a memorable one that we would highly recommend. Thank you.

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Boavista Golf Apartment	Superbly	Caroline was very prompt in replying to any queries in the booking process, and was very informative.	Excellent	Everything was very easy and it was lovely to have Caroline meet us at the apartment with the keys, and with a welcome pack of food, as we arrived so late.	Very clean	We arrived quite late to the apartment, but everything was as we expected - very clean and tidy and accurate to the website pictures.	Yes		We thought the apartment was lovely, beautifully decorated and maintained, and would certainly stay again.	Yes	We should have pre-ordered a BBQ from Caroline, but as we were staying at an apartment, didn't expect one, however we purchased one from Intermarche which was fine and the kids enjoyed their BBQ nights!	We had a wonderful time at Boavista, the apartment was great, just like a home from home, and very well maintained, with everything we needed. The location of the Lakesview apartment is ideal, and very relaxing. We will be back soon!!
Boavista Golf Apartment	Superbly	None	Excellent	None	Spotless	None	Yes		None	Yes	Would love to have broadband in the accommodation. Note from Caroline: Some apartments (including my own) will have broadband in them in 2010 - if this is important check before booking	We have returned to the accommodation for three years now. The accommodation and resort are excellent. We will be returning again.
Boavista Golf Apartment	Superbly	fab location	Excellent	everything we wished for and abit more	Very clean	all concerned very accommodating	Yes		very satisfied	Yes	not needed	beautiful location but need a car. high standard of accommodation all staff concerned very accommodating and helpful. very happy to have stayed would recommend
Boavista Golf Apartment	Superbly	very efficient and informative responses. very easy to complete booking.	Excellent	-	Very clean	very impressed that cleaners came every day...a real holiday treat!	No		-	Yes	washing machine not working (laundry helpfully completed by owner and caroline page) Note from Caroline: Unfortunately sometimes things do go wrong and can't be immediately fixed. To help the guest I and the owner collected their laundry each day and did in our own machines until the washing machine could be fixed.	a truly great stay - and whilst we weren't happy with the washing machine not working, I couldn't believe Caroline came each day to collect the laundry, got it ironed and returned it the next morning.
Boavista Golf Apartment	Superbly	All responses handled very quickly	Excellent	All information sent was very accurate and we found some very nice beaches	Very clean	Apart from some glass behind sofa everything was spotless	Yes		Apartment was just like home from home	Yes	No improvements needed	Everything about the holiday was excellent, including payment, booking, apartment etc
Boavista Golf Apartment	Superbly	We booked 'last minute' and Caroline handled everything smoothly and efficiently. Communication was excellent with every query responded to very quickly.	Excellent	This could perhaps be in black print to save using expensive colour cartridges to print!	Spotless	No problems at all. Apartment v. clean and tidy.	Yes		No problems with the accommodation.	Yes	We mentioned that we would appreciate having a hairdryer and barbecue and Caroline made sure they were available when we arrived. There was even a teabag squeezer, much to my husband's delight as he usually takes ours!	We arrived in Lagos late in the evening after a dreadful 8 hour delay at Gatwick. Caroline met us with a meal and bottle of wine which was greatly appreciated and helped to get our holiday off to a better start after a fraught 12 hours beforehand. We will definitely book with her again. Many thanks Caroline - you really are a gem!

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Boavista Golf Apartment	Superbly	Our booking was handled very efficiently.	Excellent	We referred to the information several times throughout our stay and found it very informative.	Very clean	Cleanliness is very important to us in our holiday accommodation and this was to a very high standard	Yes		The accommodation was exactly as described on the website which is very often not the case. So, yes, we were very satisfied.	Yes	It was home from home	Superb! After a bad experience with another rental property abroad, Boavista restored our faith completely! It did exactly what it said on the tin!
Boavista Golf Apartment	Superbly	The personal service and care in the booking were very good indeed	Excellent	Could not be easier to find and all the information was accurate and very helpful	Spotless	Very clean and tidy	Yes		Could not be improved for us	Yes	Equipment was excellent and handbooks readily to hand!	Everything was exceptionalThe apartment was superb - very well equipped and comfortable. A wonderfully quite and lovely location with stunning views over the golf course and into the distant mountains and the sea.
Boavista Golf Apartment	Superbly	Find Caroline very personable, efficient, honest ,reliable and responded immediately without our even asking about small query re pool had made to cleaner. Really could'nt fault her delivery of service and this is consistent as this is our second stay under her care. Was also lovely to meet with her husband on both occasions	Excellent		Very clean		Yes		n/a	Yes	Excellent facilities, which had all been checked to be inworking order before our arrival including the daft but important to us request about satellite TV.	Can't see any real area for improvements. Would hope business flourishes continued judicious selection of quality villas and continued personal care.

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Boavista Golf Apartment	Superbly	Caroline : I hope you don't find this trivial, but the only thing the apartment lacked were waste paper baskets. I only saw the one underneath the kitchen sink! Note from Caroline: There is also one basket in each bathroom but additional ones have been put into bedrooms and lounge for 2010	Excellent	Nothing to add	Spotless	Nothing to add	Yes		Nothing to add	Yes	Nothing to add	
Boavista Resort Apartment	Very well		Very useful	Brilliant - we used masny of the recommendations for food and found them first class.	Spotless	Could not have been better	Yes	Very satisfied	Wondeerful position	Yes		We thoroughly enjoyed our stay in this lovely apartment wnich is very well appointed with all we needed for our holiday. The accommodation is very well cared for and beautifully furnished. We were very pleased that we had chosen to stay here.
Boavista Resort Apartment	Superbly		Very useful		Spotless		Yes	Very satisfied	Superb ccommodation, absolutly fantastic! As a back sufferer, the beds were of top quality which I appreciated.	Yes		Faultless! Absoltly stunning apartment which any golfer or non golfer would love to stay in. Breakfast on one of the patios overlooking hole 1 in the morning and then pre dinner drinks overlooking hole 17 was superb. Great location and real 5 * luxury accommodation.
Boavista Resort Apartment	Superbly		Very useful		Very clean		Yes	Very satisfied	The toilet seats were a bit wonky. {Note from Caroline: I have had a maintenance person to look at fixing this. The problem is minor and new seats are on order}	Yes		The location was great and very entertaining first thing in the morning looking at the tricky first green and the impossible 17th in the evening which was index 17 and should have been at least3! great course, great accommodation and highly recommended
Boavista Resort Apartment	Superbly	Speedy and personal touch was very much appreciated at the early stage of the booking.	Very useful	The recommended Car Hire Company was ideal and made the transition from airport to car almost effortless & extremely helpful.	Spotless		Yes	Very satisfied		Yes		A pleasant and relaxing holiday was had by all of us. The apartment is furnished beautifully with all amenities at hand and wonderful views from each window and balcony. Having access to the garage for storing the golf clubs was an added bonus. Thank you to Caroline for the care and attention given to us to make our holiday memorable.

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Boavista Resort Apartment	Superbly		Very useful		Spotless		Yes	Very satisfied		Yes	Caroline the only thing that did not suite us was when you go into the apartment you get a smell of smoke, as we are both none smokers it was a little unpleasent for us, but otherwise we had a great holiday/ [Note from Caroline: Previous guests had broken the rule and smoked in the apartment - smoke detectors are now installed to prevent same happening again]	
Boavista Resort Apartment	Superbly		Very useful		Spotless		Yes	Very satisfied		Yes		As a health and safety professional, I am always hyper critical of lurking dangers. Absolutely first class build/wiring/heating systems etc.
Casa Brisa do Mar	Superbly	N/A	Excellent	N/A	Spotless	N/A	No	Very satisfied	N/A	Yes	One minor problem with no gas for the BBQ. Note from Caroline: guests told me on leaving that they had had no gas for bbq which meant there was nothing I could do about it at that stage which was a real shame.	N/A
Casa Brisa do Mar	Very Well	All very easy to book.	Excellent	No problems follwing the directions to the villa	Very clean	It was clean and was nice to have soap and dishwasher tablets ready.	Yes		Super	Yes	Very well equipped, a really lovely place to stay.	A lovely place to stay with great views of the sea. Th house is very large for a 2 bedroomed property and of a very high standard. The pool and gardens are also lovely. We had a super week here.
Casa Brisa do Mar	Superbly	N/A	Excellent	N/A	Spotless	N/A	Yes		N/A	Yes	A couple more sun beds would have been nice and a parasol	None its perfect
Casa Brisa do Mar	Superbly	I left it quite late to organise accommodation, and found your website. One phone call confirmed availability and I was promptly sent the booking form by email and everything was completed and confirmed within two days	Excellent	The instructions were accurate and easy to follow from the Airport to the villa. After a quick phone call to notify my departure from the Airport, I was met on arrival at the villa, and settled in within half an hour. Excellent service.	Spotless	It was like a home from home. My wife Barbara and I said we could easily live there. Very clean, tidy and comfortable.	Yes			Yes	The only ommission was there was no hairdrier, however after a brief phone call a hardrier was promptly delivered. Otherwise there was nothing more we could have wanted.	Casa Brisa Do Mar was our first experience holidaying in a villa. The accommodation was excellent. Making the booking was so easy and we were given a friendly and helpful service by Caroline and Jackie who met us on arrival. We had a great holiday in Luz, and would definately book with Caroline again. Thanks, Iain and Barbara, Ayr, Scotland

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Casa do Prado	Superbly	Caroline was very helpful and dealt with my queries quickly and was extremely professional. The easiest booking I have made.	Excellent	These were a god-send! They made our life very easy and also interesting. Certainly took the advice on the beaches and places to eat.	Spotless	It was also kept very well by the maid, Fatima - she was lovely.	Yes	Very satisfied	A car is definately required as it is down a country road which provides Prado with its superb position (ie totally private and quiet)	Yes		It would be handy to know what time the maid and gardener comes, just so you are prepared and avoid embarrassing situations. Note from Caroline: this is normally provided on check in but on this occasion, the cilents arrived very early and the maid let them in. On contacting the guests (as I hadn't heard from them - not realizing they were happily enscensed by the pool - they said no need for me to visit them as they were well settled and didn't want to be disturbed The villa is stunning. Very quiet, extremely clean and for a relaxing holiday, this villa provides everything you need.
Casa do Prado	Superbly	Caroline was very friendly in her emails & everything was very clear & easy to follow	Excellent	the driving direction were really clear	Very clean	very clean - the pool was cleaned twicw a week & the villa as well	Yes	Very satisfied		Yes	even more - the music & films were a bonus we did not expect & the kitchen was really well equiped	Brilliant. We loved it. Will be back next y ear
Casa do Prado	Superbly	Fast and very efficient. I felt like a valued customer and was confident I was getting a great holiday for my family.	Excellent	.	Spotless	It was very clean and the maid service was wonderful	Yes		It was a perfect holiday and felt it was tailor made just for us on first contact. I was given fantastic advice during the booking stage and would love to go back one day in the future.	Yes	It had more than expected	Yes, just one. The website shows the property with 2 hammocks in and these have obviously been taken downOur first visit to Portugal and not our last. A truly wonderful experience. The villa was absolutley beautiful and definately stood by its name, Casa Do Prado (house of meadows). A real home from home, cosy and secure, peaceful and tranquil. The dusty path at the side of the road is a lovely walk to the beach, saw many Hoopoe birds and Azure magpies along the way. It was overall a truly perfect holiday.
Casa do Prado	Superbly	Caroline was very helpful and when the original villa we wanted was booked she sent us other options which turned out to be better. Also she was helpful in moving the entry time forward to suit us.	Excellent	The driving instructions were very useful. They were incredibly simple to follow and we had no problems finding the villa.	Spotless	Casa Papa was spotless and beautifully presented	Yes		Lovely big villa in a very nice area.	Yes	The only thing was slight problems with the televisions.	Perhaps a CD player. Other than that everything was great. Casa Papa was a lovely spacious villa in a lovely quiet area. It is very well presented and was spotless on arrival. The surrounding views were beautiful. My girls enjoyed sunbathing both on the roof terrace and by the pool. Caroline was very friendly and helpful and was most accomadating throughout our stay and booking.

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Casa Montaza	Superbly	Fantastic attention to detail, which left nothing to worry about.	Very useful	We found it quite difficult to navigate about at first, lack of signs mainly, so it might be helpful to have a map that directs you to places of interest, restaurants, beaches etc by the quite by roundabouts, as they are so distinctive.	Spotless	It was beautifully presented with a real wow factor.	Yes	Very satisfied	The thing that I liked about the accommodation is that it is obviously a well loved and thought out home as opposed to a purpose designed holiday let.	Yes	I think that the website is brilliant with the fabulous pictures and information.	The service, standard of accommodation and attention to detail in order to make our holiday perfect was second to none and beyond any that I have experienced before and I have been on alot of holidays! Casa Montaza is a beautiful house and really individual in terms of the lovely decoration and the added extras that make it so special (I loved having a bath for two in a bathroom with the most incredible view, whilst having a glass of fizzy with one of my fave CD's piped in and even candles provided !!). Its also in a fabulous location., a little bit out of the way but within easy distance of all amenities, shops, beaches etc. It wasn't easy to go home . (Note from Caroline: Casa Montaza feels 'out of the way' as it is so totally private - but is just a 10-15 minute walk into town and the marina/beaches)
Casa Montaza	Superbly	Caroline was very helpful with all enquiries and delt with them quickly.	Very useful	Photos of land marks en route to villa were extemely helpful. Our taxi driver was able to find the villa easily.	Spotless	Beautiful!	No	Very satisfied	The villa certainly had the 'wow' factor! Would definately stay again- maybe next year!	Yes	Aircon or fans in all rooms would have made our stay unbeatable.Most rooms had fans but master suite did not.Other than that this was a superb place. highly reccommended!!	The best villa i have ever stayed in! Caroline made everything run smoothly and Elizabeth was on hand to help with everything we needed in resort. overall the holiday was superb!
Casa Montaza	Superbly	An amazingly quick and efficient booking process - a real find for busy people like us!	Very useful		Spotless	Can I please import your cleaner to my home please?	Yes	Very satisfied	Casa Montaza cannot be faulted - everything is there and it is a truly well loved home	Yes	None that we can think of	This villa truly has the wow factor ... It is unbelievable in every way and we have now booked for our son's honeymoon
Casa Montaza	Superbly	Brilliant booking p rocess	Very useful	A real easy start to the holiday with this pack - especiallyt the restaurants to avoid (which include some of the best known in lagos)	Spotless	Unfaultable	Yes	Very satisfied	This is a beautiful true home from home (or rather dream home from home - I wish my home was as nice)	Yes	Nothing is missing	From the wine fridge in the master, the the views, the pool, the peace, privacy - everything is just perfect here. If someone doesn't have a good holiday here it certainly wouldn't be the fault of the accommodation which is perfect in every way.
Casa Montaza	Superbly	So quick and efficient - wish everyone was the same!	Very useful	-	Spotless	What else can you say about perfection>	Yes	Very satisfied	I don't know how to describe Casa Montaza ... It is just perfect	Yes		This was our first holiday together and it was just stunning ... In fact so much so that my boyfriend proposed to me on the terrace (it was just sooo romantic) and we are getting married next year ... We will be honeymooning at Casa Montaza (Caroline: are you free on 21 March to come to our wedding?)
Casa Montaza	Superbly	Excellent	Very useful	-	Spotless	110% perfection	Yes	Very satisfied	could not have been bettered	Yes	One very small point - the pool was rather warm	A wonderful, wonderful, wonderful holiday - what more can we say other than thank you Caroline and Elizabeth ... After 40 years of marriage we felt as though we were on a second honeymoon

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Casa Montaza	Very well	Has never been better	Very useful	Excellent	Very clean	There were ants on the terrace (Note from Caroline: Unfortunately ants are around in Portugal - as in any hot country. They are very small in size and respond well to ant spray or powder when spotted)	Yes	Very satisfied	Exceptional in every way	Yes	There is nothing other to say other than 'wow' on all fronts	See previous
Casa Montaza	Very well	Very efficient and confidence giving	Very useful	Brilliant information	Spotless	Definitely the best villa we have had in Europe (or anywhere else for that matter)	Yes	Very satisfied	Nothing to add	Yes	Nothing - other than perhaps champagne on arrival to celebrate our choice!	We were very suspect about the feedback for Casa Montaza - can anything be as good as described. It is even better and even the pictures on the website (which is very good) do not do it justice ... It really is a case of seeing and believing A wonderful place with absolutely nothing that could be improved ... our family will definitely be back
Casa Montaza	Superbly	Very efficient and friendly- I think the way your website is set up makes the organisation open, friendly and personal.	Excellent	The directions were spot on- esp addition of photos. The info on the area and restaurants was with us all the time and was well used after 2 weeks!	Spotless	Very clean, lovely touches like slippers and robes	Yes	Very satisfied	Wow, wow- we are reluctant to tell anyone else about Casa Montaza as it was so perfect and we felt very lucky to be staying there- a real treat.	Yes	Especially loved the wine fridge!!! The 4 person bed was a real bonus! Mattresses very comfy - not often found in rented accommodation.	We have never been to Portugal but were bowled over by the Western Algarve. Casa Montaza exceeded all our expectations and we felt like we had won the lottery- the view over Lagos would never cease to charm me. Caroline sorted out the booking and any requests promptly and the personal contact is reassuring. Elizabeth, the Villa's owner, gave us such a warm welcome and was around throughout our stay making sure everything was spot on. We will definitely be returning and are thinking about saving for our own place out there- take us a while to get anything like Casa Montaza- in the meantime we'll keep buying our lottery ticket! Thanks from all.
Casa Montaza	Very Well	n/a	Excellent	Everything was covered	Very clean	n/a	Yes		n/a	Yes	The accommodation felt more business-like and less personal than last year, although that is probably only to be expected the longer the property is let. Still beautiful though.	Our second trip and we'll be back for a third next year
Casa Montaza	Superbly	-	Excellent	Very useful with good infos. Maybe the driving direction from the airport to the caza is a bit to detailed (our navigator was to slow to read and say the right directions :))	Spotless	-	Yes		-	Yes	-	A wonderful holiday in a majestic caza! I loved the kitchen :)
Casa Montaza	Superbly	Handled by Caroline Page even the booking was like a part of my holydays.. Superbly handled!	Excellent	n/a	Spotless	n/a	Yes		n/a	Yes	A broom would have come handy sometimes... But maybe we just couldn't find it.	Casa Montaza was the most beautiful home one could imagine. The booking was handled very professional by Caroline Page and the Algarve is easily one of the most beautiful places on earth!

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Casa Montaza	Superbly	Absolute perfect support. Very good response to individual inquiries.	Excellent	Very detailed. Some comments (see that? - ignore that) made us smile during the long drive :)	Spotless	Everything was clean.	Yes		Everything was as expected, almost all even better than that.	Yes	Nothing missing that I could think of.	Flawless support, friendly owner - it was a pleasure.
Casa Montaza	Very Well	All was Ok	Excellent	We arrive there perfectly with your information	Very clean	It was very clean	Yes		very satisfied. We are thinking about come back next year	Yes	The equipment was totally suitable	Casa Montaza is probably the best place to spend our family holidays in the "Algarve". The pool, the beautiful view, the rooms, the garden... This house is a place I'd recommend without doubt.
Casa Montaza	Superbly	Friendly and helpful.	Excellent	Perhaps my only observation would be that there were rather a lot of words to read on the travel directions which meant when turnings were close together there wasn't enough time to read the instruction and we missed a turn. Also it would perhaps be useful to put the mileage distance between each stage of the journey so that the driver can prepare for when a turn might be coming up.	Spotless	It was wonderfully clean. I am particularly fussy about pillows and bedding and it was all spotless.	Yes		It was great.	Yes	And more.....!!!	The location and standard of Casa Montaza were fantastic. A 15 minute easy stroll takes you to Lagos Marina and town where there are lots of great cafes, shops and restaurants. Casa Montaza itself has everything you would need for a great holiday, secluded and peaceful it makes for a fantastic 'get away' destination but is also brilliantly placed for getting out and about to all the other wonderful places in the Algarve. The villa is spotlessly clean and so spacious with a great pool (heated to a comfortable temperature to suit each guest's preference!). We couldn't have asked for anything better than Casa Montaza.....
Casa Montaza	Superbly	Caroline is very customer focused and covers every detail to make things run smoothly.	Excellent	good directions to villa	Spotless	great	Yes		It was perfect for our needs for 4 people and has every facility at hand	Yes	The villa was out of this world!	Definateley
Casa Montaza	Superbly	Booking the cars from the airport, the car hire and the golf for us was superb, more than we could have expected.	Excellent	We didn't use it too much as we got a lift to the house, but guests that arrived in their own hire car managed to find the place no problems!	Spotless	The accomodation was fantastic, with food there on arrival, which was greatly appreciated by a hungry mob!	Yes		Casa Montaza was a wonderful place to spend our Honeymoon.	Yes	Again, the lending of the golf clubs was really nice of you, and the house was amazing.	Casa Montaza was a wonderful place to spend our Honeymoon.
Casa Montaza	Superbly	Personal approach was brill	Very useful	Essential to ensure one gets into the holiday mode immediately	Spotless	elizabeth, the housekeeper and Caroline were just brilliant	Yes	Very satisfied	Nothing could be faulted	Yes	None that we can think of	Caroline - you are just amazing and what you did for us to celebrate our wedding anniversary blew my wife's mind. A truly excellent and faultfree holiday - and we look forward to coming back next year

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Casa Montaza	Very well	the only problem was email broke down - which as it turned out was my fault as I changed my email address and didn't let Caroline know	Very useful	A real bonus to not have to buy an out of date guide book	Spotless	Best ever stayed in	Yes	Very satisfied	Everything was just perfect	Yes	None that we can think of	A real find of a home to stay in - the best we have ever had for a holiday and great value too ... I suspect the prices might go up in the future as it is truly underpriced
Casa Papa	Very Well	no problems	Excellent	Driving directions very clear. Info pack comprehensive and informative and very helpful - thankyou for that. We left a copy in the villa	Very clean	All fine	Yes	Very satisfied	Suited us well	Yes	TVs not easy to work out how to use them. If Sky not reliably available maybe that should be clear. Note from Caroline: This villa has sky. However, sky is sometimes not available at this and any other villa on the algarve as sky is technically illegal in Portugal and from time to time the signal is blocked. Do be aware of this for any villa booked in Portugal	We've just returned from a lovely relaxing holiday at Casa Papa. This was ideal for us. We felt very well looked after by Caroine and all the team. Thank you for all of your help and advice and prompt resolution of all problems. Especially those caused by us! A highlight was the golf and thanks for your advice and help re arranging that. If we return to the Western Algarve we'd certainly be planning to stay in one of your properties again.
Casa Papa	Superbly	We very much appreciated the individual approach and personal attention we got.	Excellent	No questions left...	Very clean	Fine!	Yes		The accommodation was what we hoped for or even better!	Yes	Everything was there, all was thought of, except for one small item: tablets for the dishwasher...	We very much appreciated the individual approach and personal attention we got. Especially various additional advises, suggestions and arrangements were exceptional!
Casa Papa	Superbly	Excellent	Excellent	Excellent	Very clean	Very good	Yes		Loved it	Yes	All good	Trusted agency.....
Casa Papa	Very Well	N/A	Excellent	N/A	Spotless	N/A	Yes		N/A	Yes	Some spare light bulbs and batteries would have been useful.	
Leanda Heights	Superbly	Easy and excellent service	Excellent	You may want to consider adding something more about local gym facilities. There are several around. Boavista rates are good.	Spotless	None	Yes		Accomodation was superb	Yes	None	Would reccomend "Prime algarve rentals" without hesitation
Quinta Melody	Very well		Very useful		Spotless		Yes	Very satisfied		Yes		We enjoyed a lovely week at Quinta Melody. The villa was excellent and very well equipped. We look forward to staying there again. Thanks for making our stay so enjoyable.

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Quinta Melody	Superbly	Very much liked the phone call after booking. Very comforting to know that we were not dealing with a machine!!	Very useful	Directions to find Quinta Melody were first rate. We drove straight there!! Info pack in villa quite good but perhaps could do with some detail about locations of nearby beaches and a detailed map of Lagos. (Supermarkets, Pharmacy's etc)[Note from Caroline: Such information is in pack but apparently some of the pages were missing on reprint. All there now]	Spotless	Congratulations to Barbara and her team!	Yes	Very satisfied		Yes		For an away from it all holiday, Quita Melody must be considered. This lovely villa is extremely well equipped and cared for. The surrounding area (Lagos) has some lovely interesting bars and restaurants and the Algarve's superb beaches are only a very short drive away. Don't think about this one, BOOK IT!!
Quinta Melody	Very well	I like the fact that it is so easy to use.	Very useful	Caroline is really helpful.	Spotless	Amazing! Wish Barbara would come to my house!	Yes	Very satisfied	Fantastic, private accomodation with loads of character. Great position, the pool area in in the sunshine all day and into the early evening. Little touches like the umbrellas and beach mats are a great idea.	No - we will not return to the area	We never go back to the same place twice however I would recommened the villa to friends and family.	The villa is beautiful,very well maintained and equipped. Ideally placed close to Lagos and the motorway for easy exploration of the area. I recommend a visit in May so you can benefit from the fabulous relaxing smell of the honeysuckle hedge! We had a lovely, peaceful holiday in the lap of luxury.
Quinta Melody	Very well		OK	If you like Italy-Mediterrane Cosina please visit the Restaurante LA BELLA VITA at the Algarve Club Atlantico in Cavoeiro. The cook is Andrea Fusco. Open Tuesday,Wednesday and Thursday from 18:00 to 23:00. Friday, Saterdag and Sunday from 13:00 to 15:30 and 18:00 until 23:00. We know Andrea Fusco since many year. He was in our area in Germany for a long time.	Very clean	Barbara was a competent,friendly and helpfull person.	Yes	It was better than average	Hairdrier in bathroom didn't work [Note from Caroline: Two hairdriers, one in each bedroom have now been provided.]	Yes		It is a beautiful and comfortable place. Thank you Mrs. Caroline Page, that we could be your guests. Best regards and a nice weekend
Quinta Melody	Superbly		Very useful		Spotless		Yes	Very satisfied		Yes	Internet access would be very useful although appricated your letting us use Boavista's [Note from Caroline: Broadband access will be available from November 2007]	

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Quinta Melody	Superbly	All very smooth	Quite useful	We would recommend Praia do Ingrina for snorkelling, Praia do Cordoama for surfing (beware the dirt track and parking). Antonio's at Porto do Mos provided an excellent last night meal. Driving instructions excellent - just one comment - take 1st left after Bem Bom and it takes you right up to the door.	Spotless	Barbara is brilliant!	Yes	Very satisfied	Very well equipped	Yes	We would certainly return if we visit the Algarve again.	Excellent. First visit to this part of the Algarve. Thoroughly enjoyed it and Quinta Melody was very relaxing. If you are prepared to travel 30 to 45 minutes, you can easily get away from the crowds and find nice beaches, even in the height of the season, so Lagos is an excellent situation.
Quinta Melody	Superbly	well handled	Very useful	informative	Very clean	The villa was fresh and clean	Yes	Very satisfied	just,THE BEST.	Yes	the shower in the master bedroom didnt work to full,unless it was baking hot,seemed that something was wrong with the mixer valve. (Note from Caroline: now fixed)	"SIMPLY THE BEST".One of the best holidays we have had,villa superb,area beautiful,Caroline,the hostess with the mostest!,she was wonderful!Highly recommended and we have already booked for next year .
Quinta Melody	Superbly	Everything went according to plan	Very useful	Only disappointment was that there was no access to the beach by foot from the villa (due to the path being closed off by the builders) Note from Caroline: Path is now open.	Spotless	no comment	Yes	Very satisfied	no comment	Yes	no comment	Our family had a wonderfully relaxing holiday at Quinta Melody. The pool was beautiful, surrounded by a wonderful garden. Private and peaceful. Just what the doctor ordered!!
Quinta Melody	Superbly	First class - I have inquired about villas in the past and have waited so long that I have eventually booked elsewhere - you are on the ball and am sure you have responded immediately you have been contacted [golf course permitting !!]	Very useful	The best information / directions we have been given	Very clean	A serious shortfall was the lack of cleaning materials - I like spotless bathrooms / mirrors / kitchen and am happy to clean between the weekly cleanings. (Note from Caroline: Cleaning materials/washing powder/dishwasher powder etc is normally provided (and was in this case) so not sure what happened here!)	Yes	Very satisfied	Really satisfied - the accommodation was superb - all good sized rooms, well laid out - lovely outside etc.and very private.Car parking below the pool would benefit all [particularly you] although it was nice not seeing the car.	Yes	Have the gardener [who was very pleasant and considerate]advise on the hibiscus trees to the roadside of the pool-they have sadly been neglected Maybe they can be pruned properly and revived. I am sure you have seen the top 2 courses of pool tiles; they were not a problem but I would be concerned that water will be getting down the back and cause more of a [potentially expensive] problem. (Note from Caroline: Pool will be fully refurbished during winter 2008/09)	A well managed villa of high quality accommodation and equipment set in completely PRIVATE garden / pool setting.Quiet,peaceful and classy locality but only minutes from Lagos old town and several lovely beaches.Less than 5 mins to motorway giving easy access to whole Algarve.The villa was superior to its advertised description.I have immediately re-booked for next year.

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Quinta Melody	Very Well	nothing to add	Quite useful	just a little too detailed in places and there was confusion about whether we need to turn left or right at certain landmarks. suggest that you follow the driving instructions to the letter from the reference to Ben Bom restaurant to the villa and also to the nearest beach.	Spotless	nothing to add	Yes	Very satisfied	was exactly as described in the marketing on the internet	Yes	maybe leaving some audio cd's in the villa...	We stayed 2nd week of June where the weather was very kind to us.From the first point of contact to handing the keys back the communication was very clear and prompt. We wanted a relaxing week and by staying at the Quinta Melody that is exactly what we got. Although not required Barbara and Brian made themselves available and were very easy to talk to. what made this villa holiday different to other villa holidays was the attention to details such as providing bath robes. We will be back.
Quinta Melody	Superbly	Very efficient	Very useful	Very detailed	Spotless	Immaculate	Yes	Very satisfied	Couldn't have been better	Yes	Just one very small point - the shower unit in the main bathroom was broken - works as shower but not bath	We loved the accommodation and location. Very quiet and peaceful. Lovely secluded pool and garden area. Very well equipped for a superb holiday. Thank you Caroline and your staff.
Quinta Melody	Superbly	Cant have anything to complain about here can I?	Very useful	Proberbly too much detail in directions to villa. Did go wrong once though but it was only at the last roundabout (the resturant name signposted was differant to Ben Bon.	Spotless		Yes	Very satisfied		Yes		Chris Deb Steve and Cathy would unanimously recommend a stay in Melody. Secluded, attractive with everything you could wish for for a peaceful holiday break.
Quinta Melody	Superbly	Faultless paperwork.	Very useful	Terrific driving instructions and information pack.	Spotless	Immaculately clean.	Yes	Very satisfied	Quinta Melody was eveything we'd hoped for and more. Clean, comfortable, quiet and very secluded, yet not isolated. We had a really great time.	Yes	Caroline, you've got it all spot-on. Customer service & satisfaction. Your Caterpillar training shows through!	Caroline Page's properties are as impeccable as her paperwork! You know from that very first e-mail contact that everything will be just perfect!
Quinta Melody	Very Well	Contact with Caroline was all done by email and worked extremely well	Very useful	Most comprehensive and full of useful information	Spotless	A standard of cleanliness that was maintained throughout our three week stay	Yes	Very satisfied	The friendly welcome from Barbara and Brian set the tone. If only their customer focus could be transferred to some of the companies who supposedly offer 'service'. The central heating, quality of furnishings including the use of many rugs on the tiled floors all added to a cosy and homely atmosphere. We loved it.	Yes	Cant really think of any	Lovely relaxing holiday in splendid accommodation. Caroline has looked at her offer through the eyes of a discerning guest and has got it right. We will be back, hopefully in 2009.
Quinta Melody	Superbly	Nothing to add	Excellent	You should add another button "extremely useful"	Spotless	Nothing to add	Yes	Very satisfied	Nothing to add	Yes	A small waste bin in each bedroom would be useful. Note from Caroline: added for 2010	For those who require a relaxing base for a holiday they need look no further
Quinta Melody	Very Well	.	Excellent	.	Very clean	.	Yes	Very satisfied	.	Yes	In the kitchen it would help if some extra chopping boards, spatulas could be provided. Note from Caroline: Added for 2010	A brilliant holiday, couldn't have asked for more and we've already rebooked for 2010

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Quinta Melody	Superbly	A very easy booking, professionally handled but with a real personal touch.	Excellent	The info pack gave us a taste of what to expect and made the settling in very easy. Driving directions were great - we were hampered by a closed road, but Caroline got us there safely!	Spotless	The villa was perfectly clean and well cared for	Yes		The villa was a real delight	Yes	We found everything we needed, it was a pleasure to stay at Quinta Melody	I've tried to think of anything that could have improved our stay, but honestly cannot think of any additional requirements! Our stay at Quinta Melody was fabulous. A lovely home in fantastic surroundings. The villa was obviously well cared for and Caroline's assistance was available when we needed directions etc., but certainly unobtrusive. The area was great and we would certainly recommend Caroline and Nick's homes to friends and family.
Quinta Melody	Superbly	I knew from the first e-mail exchange with Caroline that this was someone I could trust and who truly cared about the house. Every question was answered in detail.	Excellent	We drove from Lisbon to Lagos (roughly three hours) with no problem thanks to the very detailed directions.	Spotless	Our flight from New York had us at the house very early, but Caroline allowed us to drop our bags and take a tour while the cleaning was done. We were then allowed to check in earlier than expected.	Yes		The whole family loved the house. We wanted to move in permanently.	Yes	The pool area is even more beautiful than in the photos. It's just heavenly. Perfect for the children.	There's nothing to improve. Melody has everything a family could need and more. I would recommend Quinta Melody to anyone without hesitation. It is spectacular. Very authentic Portuguese architecture, very comfortable and with all modern cons, AC, satellite TV, microwave. Perfect.
Quinta Melody	Superbly	It was very easy to book up the villa using the website.	Excellent	The driving directions were great. The information on the area was very handy too.	Very clean	We were vedy pleased with the property.	Yes		We really enjoyed our stay at Quinta Melody	Yes	The dishwasher, hairdryer and washing machine were really handy. It was great to also have a cot and highchair for our son.	A brilliant place to stay we will definitely return!
Quinta Melody	Superbly	Fantastic Facilities, Very Clean and relaxing	Excellent	.	Spotless	.	Yes		.	Yes	.	A great place to unwind and relax. Great facilities and surroundings. Thanks well see you soon.
Quinta Melody	Superbly	Everything was handled superbly from start to finish	Excellent	The information pack had everthing in you could wish for including excellent recommendations on where to eat	Spotless	As discussed with Caroline ,the clean at the end of the first week was not carried out very thoroughly. However, she immediately got the cleaners back in (on a Sunday which I thought was impressive) and we were most appreciative.	Yes		Totally satisfied and you made us extremely welcome.	Yes	Everything you could need for an enjoyable holiday.Kitchen very well equipped.	Wonderful!

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Quinta Melody	Superbly	very friendly, yet professionally	Excellent	referred to info a lot throughout stay	Spotless	Very impressed by presentation of MELODY upon arrival, even the classical music, but I preferred the Jazz later.	Yes		surpassed all expectations, very spacious, grounds and driveway most impressive and peaceful. Villa furnished to high standard with lots of interesting features such as pictures and ornaments. Really beautiful.	Yes	dressing gowns a very nice touch	Melody has everything you could possibly want, and more. Caroline and Nick welcomed us with a lovely casserole in oven, red wine on table, a roaring log fire. Their hospitality continued throughout our stay nothing seemed to be a problem. They are great fun, and made our stay memorable, we were sad to leave. We would have no hesitation in recommending anyone looking for a villa that is a bit special, to book Melody at any time of year. We most certainly want to bring friends back again before long, and have been telling everyone about it since returning home. Many thanks to Caroline and Nick for such hospitality.
Quinta Melody	Superbly	Outstanding time at Melody	Best directions we've ever had - as well as written instructions pictures are included to help ensure you're on the right track - must have taken ages to do		Spotless	Very useful	Unbelievable how well equipped the kitchen and dining room were - and the bathrobes in the bathroom were a real unexpected bonus)	Excellent	Yes	Definitely	Very satisfied	On the web site we booked, it was one of the few rated as a five star property ... they were wrong ... there aren't enough stars you could give Quinta Melody. We were mind blown ... from the beer in the fridge when we arrived, to the attentiveness of Barbara the housekeeper to the way Caroline communicated with us every step of the way - best holiday experience we have ever had. Really got the impression that Caroline cared about our holiday ... and truly does do everything she can to make it the best. We have already booked for next year
Quinta Petra	Superbly	Everything went without a hitch - the car hire arranged by you was the icing on the cake!	Very		Spotless	So well presented and directions so easy to follow.	Yes	Spotless inside and out!	So well equipped we could have held a baquet for twenty!	Yes	Top of the range villa - superb inside and out.	A superb villa both inside and out - classy and so well well equipped - faultless!
Quinta Petra	Superbly	no	Very useful	no	Spotless	no	Yes	Very satisfied	no	Yes	no	the villa was very clean and tidy. wonderful villa for a wonderful holiday. i would certainly recommend it. the housekeeper and gardner (George and Barbara) very kind and helpful.
Quinta Petra	Very Well	.	Very useful	.	Very clean	.	Yes	Very satisfied	.	Yes	.	frequent traveller to Portugal. This accommodation was very good, located in a quite area but still close to shops, restaurants and beach. Had a great holiday.
Quinta Petra	Superbly	Very fast and efficient.	Very useful	Directions were very clear.	Spotless	Barbara was very helpful and friendly.	Yes	Very satisfied	Excellent villa -- couldn't be faulted	Yes	None that we can think of	The villa is a fabulous size, really spacious and the grounds are a pleasure to stroll in. A heavenly place to stay
Quinta Petra	Superbly	extremely helpful, prompt and professional	Very useful	It was wonderful - we followed many of the recommendations and found them all to be really accurate, this was extremely valuable	Spotless	Barbara is wonderful!	Yes	Very satisfied	Absolutely superb	Yes	Its just perfect	We were truly over the moon with our holiday, from the friendly efficient booking, stress free car hire and superb restaurant and area recommendations to the spotless beautiful fully equipped villa, a faultless holiday experience to be recommended to anyone!

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Quinta Petra	Superbly	Very swift and efficient replies to any questions	Very useful	One item needing correction: after passing 'Ben Bom' the instructions said passing the brown wall take next left, this is the third turning on the right since the island, should be third left, otherwise brilliant.	Spotless	We hopefully left the villa clean and tidy and to Barbara's satisfaction. There had been a water leak from our toilet inlet pipe, made Barbara aware. (note from Caroline: now fixed)	Yes	Very satisfied	There was an initial problem with the annex. At approx 5.00 every morning there was a noise (humming sound) which interrupted my son's sleep. We eventually reported this to Barbara and found it to be the regeneration cycle of the softener unit. She adjusted the timer and thus alleviated the problem. However, overall, the villa was without question, extremely good. We thoroughly enjoyed our holiday and finally, may we add our sincere thanks to Barbara, she is not only very efficient, but pleasant and charming, well we think so.	Maybe	all the villa's we have fequented in the past, have supplied a Welcome Pack. Even just a few items would be nice? (Note from Caroline: Option for welcome pack will be reintroduced in 2009)	Quinta Petra is just a truly magnificent holiday retreat, more than we ever imagined. Superior accomodation and surroundings, do try the Sauna! With easy access to most places (by car or on foot), including Lagos and Luz Bay this is a must, you will not be disapointed.
Quinta Petra	Very Well	Bit of confusion over deposit but this has now been resolved.	Excellent	I suspect new road surfaces have been added recently which now allows easier access once beyond Ben Bom.	Spotless	My wife normally spends the first hour cleansing with disinfectant. She actually had to admit she could not find anything to criticise.	Yes	Very satisfied	There were several light bulbs OUTSIDE not working but unless inspection was carried out after dark it would be impossible to be aware. I did not report whilst there (maybe I should have done but you were so brilliant to us didn't want to add any more to your plate). Note from Caroline: this was at the end of the main season when melody had been booked all year - difficult to do a night time check when there are guests there so to all future guests, if something not working, let me know whilst you're here so I can fix)	Yes	n/a	This Villa lives up to its billing. Exceptional comfort with the most remarkable grounds. I could happily live there. (By the way Nick and Caroline are absolutely superb!)
Quinta Petra	Very Well	Caroline was very helpful particulaly with the flexibility of change over days	Excellent	xx	Very clean	xx	Yes	Very satisfied		Yes		A great holiday and we truly loved this villa

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Quinta Petra	Superbly	I was very impressed and pleased that Caroline agreed to let us have the villa from a Wed which greatly reduced the cost of the flights and fitted in with our family arrangements	Excellent	The restaurant details were very useful	Very clean	The villa was very clean	Yes	Very satisfied	We liked the extra touches like the bath robes and basic items in kitchen like sugar salt etc. Sky is a must for children in heat of day and for the footie fans!	Yes	The villa surpassed our expectations and even had Ac which we did not expect but as it happened was very welcome to put on in bedrooms before going to bed as the weather was particularly hot during our visit. Lighter bedding may have been useful in height of summer.	We love Lagos and that was our fifth visit and we'll definitely be back to Quinta Petra. Superb and thank you Caroline for everything you did for us which on two occasions went well beyond the call of duty at 3 am!
Quinta Petra	Superbly	Totally accomodating	Excellent		Very clean	Wonderfully clean	Yes	Very satisfied	Delighted with it	Yes		Villa was lovely, totally private and well equipped. Enjoyed the sauna at the end of the day. Loved it all
Quinta Petra	Very Well	Very efficiently	Excellent	We managed to find some of the places listed, we found some leaflets at the house which we could put the addresses onto the GPS system.	Very clean	Quinta Petra was very clean on arrival	Yes		Beautiful accomodation, we didn't want to leave.	Yes	There was more equipment than we expected, fantastic.	Beautiful property with all the facilities you could require. We had a very quiet, comfortable and relaxing stay, would definitely recommend Quinta Petra and we will definitely be returning. Thank you
Quinta Petra	Superbly	Booking was very quickly process.	Excellent	Driving directions essential & very clear with every point in detail.	Spotless	It was spotless	Yes		The villa had everything we wanted. The dishwasher was great no need to wash up. Mike was impressed that he had some sport channels & teletext to check on latest info on his football team.	Yes	We used the gym nearly everyday	We had a very enjoyable and relaxing holiday just what we needed. Quinta Petra had everything we wanted and more. The pool area is fantastic you just do not want to move away from it plus you are not overlooked. You are only a 5 mins drive (30 minute walk which we did often to walk off the holiday excesses!) from Lagos Old Town with a lot of eating/drinking places to enjoy.
Quinta Petra	Very well	As before, you made it so easy and so quick	Very useful	the addition of the photos in the directions was very well received	spotless	Barbara was superb - please pass on our thanks to her	Yes	Very satisfied	It was a pleasure to return	Yes, for the third time!		Quinta Petra is just a superb retreat ... An oasis with its gardens, and beautiful home ... The walks round the grounds were as beautiful as usual - I hate to think about the cost of the gardeners at Petra ... Only problem this year was that the microwave didn't work but you provided us with a spare within 15 minutes ... that says it all about the service you provide (I do wonder whether your store cupboard is a version of Currys?)
Quinta Petra	Very well	A pleasurable experience	Very useful	the directions were just great ... And the recommendations superb especially No Patio restaurant ... Martyn must be one of the 'undiscovered' chefs in Europe	Spotless	Barbara is an absolute gem	Yes	Very satisfied		Yes	A larger hairdryer would have been good - but when we mentioned it to Caroline one was provided within half an hour	Wonderful, exotic, peaceful There's nothing more to be said ... Best holiday we have ever had and have already rebooked with our parents for next year
Quinta Petra	Very well	Seamless transaction	Very useful	Pack was useful even for us who thought we knew everything about the Algarve	Spotless		Yes	Very satisfied		Yes		A hidden gem ... And a wonderful experience. You made our 40th wedding anniversary and the flowers you organised for my wife and the private dining just topped off a superb week ... You are getting a great reputation in the Algarve so do keep it up!
Sao Roque	Very well	Superb	Very useful		very clean	wonderfully clean	Yes	Very satisfied		Yes	Excellent holiday - thank you	A great villa for couples / families on a superb resort development. Loved the beach and pool and would like to return
Sao Roque	Very well		Very useful		spotless		Yes	Very satisfied	what a great place - we loved it	Yes		Resort is superb, very pretty, and well laid out. Loved the villa - it's nice to find a two bed villa as normally they're three. Suited us perfectly Will be back in touch!

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Vila do Afonso	Very well	Personal approach was very comforting as opposed to the larger holiday companies	Very useful	without it we would have been lost for days	Very clean	Some finger marks on the windows - I am being picky and given the amount of glass am not surprised some were overlooked	Everything we needed was there - a tumble drier might have been useful but the airer worked very well given the weather	Very satisfied		Yes	A really lovely holiday and one which we look forward to reliving in the future	Very spacious (it is four bedrooms) but Caroline was very honest that she didn't think, due to the bathroom layout, it would be good for eight people. We were six and had a whale of a time ... The beach at Velha da Cabanas is just awesome, and the West Coast a real discovery which we wouldn't have ventured out to if it wasn't for Caroline's encouragement... if you want to experience the real Portugal with all mod cons, this is the place to go
Villa Castelo	Very well	quick, informative, trustworthy,. Superb	Very useful	We had an airport transfer and driver found the place no problem	spotless	Fatima has to be the best cleaner in the world!	Yes	Very satisfied	Everything was as we expected (and our standards are very high)	Yes	Fantastic holiday and location and villa.	What a wonderful villa in a great location. Highly recommended and we will be returning (and we never go back to the same place twice although we'll be making an exception this time). Great that we didn't need a car
Villa Vista Verde	Very well	Excellent	Very useful	A superb addition to the holiday	Spotless		Yes	Very satisfied	No further improvements could be made		A truly great place to stay	The whole holiday worked very well for us in that I and my sons like to play golf and my wife and daughters like to sunbathe and shop. Between us we had the best holiday ever - it is just a shame Villa Vista Verde is only available for rental for such a short time each year as would definitely come back in the winter if available
Villa Castelo	Very well	Excellent	Very useful	Excellent as always	spotless	your usual standard!	Yes	Very satisfied	Great villa Caroline - a real addition to your portfolio	Yes		As we were your very first rental guests, we will always have a soft spot for you and your company Caroline and each year I expect a lowering of service as your company has grown. Four years later, the service gets better and better - don't know how you do it - but we loved our stay at Castelo and this is definitely a super addition to your portfolio
Villa Castelo	Very well		Very useful	Have never had such a great welcome and easy arrival	Spotless	Superbly clean - how one maid keeps such a large house spotless is amazing	Yes	Very satisfied	Couldn't fault the villa at all	Yes	We had just a great time here - we will definitely be back	Caroline, this new villa of yours is just fantastic. We've stayed in three of your other villas, all brilliant, but this one takes the biscuit. Loved everything about it and its location is superb. When we come away again with the family, we'll certainly come back to Castelo. In the meantime, will be in touch re just Liz and I's visit in February.
Villa Castelo	Very well	Everything was so easy and quick - I did at one time wonder whether you ever slept given your quick responses to my midnight emails!	Very useful	Directions so easy to follow - even for uninitiated	Spotless	Have never walked into such a clean villa inside and out	Yes	Very satisfied	Superb	Yes	A truly amazing holiday	We absolutely loved this villa. So close to town (and we know how difficult that is to find a villa with pool within walking distance) and there is absolutely nothing that is missing in the villa for a great holiday. Were really impressed when there some repair work started on a house at the end of the road - and you went and stopped it until we left so that it didn't interfere with our pool time. Great holiday, great service, you're a real find for our annual visits to Lagos.
Villa Castelo	Very well	Faultless paperwork.	Very useful	Again, faultless	spotless		Yes	Very satisfied	Above expectations - the photos didn't do it justice			It was like staying in a private mansion. We loved it - and thank you Caroline for being there to tell us where to go and get the best meals etc for the least price. Your local knowledge is amazing (especially for the Portuguese non tourist restaurants)
Villa Castelo	Very well	Clockwork service but personalised	Very useful	Went like clock work	spotless	totally clean - couldn't find a speck of dust	Yes	Very satisfied	A high quality villa for people used to high standards	Yes	Brilliant.	This is the fourth time we've booked with you, starting with an apartment and going to larger villas each year as more of the family come away with us. As always, you went the extra mile for us and this villa is really a top of the range villa. Well done!
Villa da Naranja	Superbly	no comments	Excellent	no comments	Very clean	no comments	No		no comments	Yes		Villa Naranja is really a fantastic design villa in a quiet part of Lagos. The villa is well equipped and ideal situated for the beaches and trips in the area.

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Villa da Naranja	Superbly	Cant fault	Very useful	Very very clear directions from the airport right up to the villa gates	Spotless	Couldnt fault how clean this villa was	Yes	Very satisfied	none	Yes	Cant think of any as everything was perfectly handled from the start	We thoroughly enjoyed our stay in this villa and it was everything we wanted for our holiday. Its a great location for anything you want to do or need.
Villa da Naranja	Superbly	We booked the holiday less than a week before we arrived and Caroline was superb in getting us organised during a very stressful time	Very useful	More advice on child-friendly restaurants would be useful	Spotless	The property was immaculate.	Yes	It was ok		Yes	As above	Caroline was amazing and sorted out our holiday at very short notice she also did everything she could to make our stay memorable and by the end of the holiday she was a friend - Thank you
Villa da Naranja	Superbly	Absolutely superb	Very useful	couldn't fault however hard I tried!	Spotless	Please thank the cleaners - they were great	Yes	Very satisfied	Superb villa - nothing to fault	Yes	We will be back	Have already booked for next year - villa is so well located and convenient (and hugely stylish!)
Villa da Naranja	Superbly	Excellent service - even at 2 am in the morning	Very useful	A definite plus this pack ...	Spotless		Yes	Very satisfied	We had a brilliant holiday and all your recommendations were spot on	Yes	Would have been useful to have used the garage	A really great time was had by all of u s. We couldn't have booked with a better person/company and have widely recommended you to all our family and friends
Villa da Naranja	Superbly		Very useful	You should copyright this pack!	Spotless		Yes	Very satisfied	Everything we needed was there and can't think of anything else we could possibly want	Yes	What a wonderful time we had. Your attention to detail and help was much appreciated	See previous
Villa da Naranja	Superbly	Very well	Excellent	Excellent info pack	Very clean	When the towels has been changed, from mistake they took some of our towels	Yes	Very satisfied	Internet access would be very useful	Yes	A hairdryer will be very useful. Note from Caroline There were two but the last guests had packed it by mistake - now reinstated	For sure, we'll revert. A big thank you from us Caroline for our wonderful holiday
Villa da Naranja	Very Well	Everything was done in a friendly and professional manner no complaints at all	Excellent		Very clean		Yes	Very satisfied	As we said villa superb, garden and surroundings excellent	Yes	Villa was stunning, upstairs bathroom needs a better light (couldn't see in the mirror to put contacts in)	Villa and service absolutely fantastic worth every penny. Will recommend to friends and family
Villa da Naranja	Very Well	Caroline was extremely helpful with all aspects of the booking	Excellent	Very useful, we found restaurants and other facilities we used were very good	Very clean	we were pleased to be able to walk into a nice clean villa	Yes	Very satisfied	Villa was very good resulting in a great holiday for us all	Yes	Facilities very good	It's hard to beat the quality of this villa.

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Villa da Naranja	Very Well	no problems at all with booking, caroline makes it very easy	Excellent	we found the pack excellent, tried out the restaurants like bom bombs and steak on a plate place which was great, the girls loved the steak on a plate shack! also the beaches you recommended like ana was superb,	Very clean	villa was clean and tidy on arrival	Yes		villa was great and girls loved the pool table	Yes	only one thing was that lights in pool wasn,t working so girls missed out on they,re midnight swim, which did me a favour really cos i would have had to have gone in too!! ha ha Note from Caroline: Unfortunatley I wasn't made aware of the lack of pool lighting when the guests were there otherwise I would have got fixed whilst they were there.	we have now stayed at two villas and they and the service that caroline provides has been excellent, the villas have everything you need for a great holiday and are spotlessly clean, caroline always makes herself available to you for any questions or problems you may have, the welcome packs are also great with lots of usefull information, a really great holiday was had by me and my family.
Villa da Naranja	Superbly	n/a	Excellent	Just one comment on the directions, after driving around after the first couple of days, its easier to get to the villa from the bottom at the school rather than going through the top of town and turning at intermarche.	Spotless	n/a	Yes		n/a	Yes	One thing which we almost bought and then didn't was a proper bbq set - thongs etc. The ones supplied are good, however I have the idea they're more for the kitchen!	Stunning holiday location, fantastic service by Caroline and thoroughly enjoyed the villa!
Villa da Naranja	Superbly	You really do go to the ultimate on behalf of your guests Caroline	Very useful	-	Spotless	Not a spec of dust anywhere!	Yes	Very satisfied	Wonderfully spacious and light and airy - and just love the outdoor lounge!	Yes	A mirror in the bedroom would be good (Note from Caroline: now provided)	Have already booked for later in the year
Villa da Naranja	Superbly	A painless and confidence giving process	Very useful	Don't know what we would have done with out the info pack - saved us buying a guide book!	Spotless	Couldn't have been cleaner	Yes	Very satisfied	A real stunner!	Yes	None that we can think of	A truly wonderful holiday and thank you for everything you did for us - including taking us to the hospital with our son at 3 am when he had an ear infection. Will definitely be beack
Villa da Naranja	Superbly	Painless and efficient	Very useful		Spotless		Yes	Very satisfied	A truly lovely stylish home to stay in - we were very happy	Yes	None that we can think of	As someone who has never booked on the internet before, you have truly given us confidence for the future and we will definitely be booking again.
Villa da Naranja	superbly		Very useful		Spotless		Yes	Very satisfied		Yes		This is the third holiday we have booked with you and again you haven't let us down. As always, you did everything you could to make it superb for us, even loaning us some clothes and other items when our luggage got lost
Villa Do Abroso	Superbly	Very efficient which made the booking easy.	Very useful	The drections made the drive easy.	Spotless	Could not fault the villa.	Yes	Very satisfied	Superb.	Yes	I don't think anything could be improved upon.	A lovely holiday made all the more enjoyable by Caroline's expertise and attention to detail.
Villa Do Abroso	Very Well	.	Very useful	.	Very clean	.	No	Very satisfied	.	Yes	.	Lovely villa, suitable for a small family. Brian was very helpful on our arrival, as it was a Sunday and he took me to find a supermarket that was open.
Villa do Abroso	Very well	superbly handled	Very useful	Excellent info pack - referred to it constantly.	spotless	Excellent holiday villa	Yes	Very satisfied	A sun umbrella would be good (Note from Caroline: now provided)	Yes	Nothing other than the sunbrella	A really lovely homely villa in a good location with excellent country views but just a few minutes from the beach. The bourgenvillea is just outstanding making it a lovely place to relax
Villa do Abroso	Very well	excellent	Very useful	Really useful info	spotless	We had a great time!	Yes	Very satisfied	A relaxing, quiet place to stay - thank you Caroline!	Yes	It was a superb holiday thank you very much	We really enjoyed the size and space / lightness of this villa ... We met the neighbors and had a really great time with them - so much so we have arrange to come back next year
Villa do abroso	Very well	have to say the best I have ever come across	Very useful		Very clean		yes	Very satisfied	It was superb	Yes	A lovely holiday	We will definitely be back - everything was faultless and Caroline's service second to none ... We particularly liked the local restaurant where we became great friends with the owners

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Villa do abroso	Very well		Very useful	Info pack was indispensable - thank you very much for this	spotless		yes	Very satisfied		Yes	We really enjoyed this holiday - the villa had everything that we needed and it was a great place for both parents and children given proxkmity to everything	See previous - thank you very much indeed Caroline for everything you did for us
Villa do Abroso	Very well		Very useful	I have sent separately some additions to your wonderful pack - I hope you find the useful	Spotless		Yes	Very satisfied		Yes	Your car hire company were excellent - we had a problem and within half an hour it was resolved. Very impressive	an impressive villa, impressive service, impressive company to deal with. Look forward to next time
Villa do abroso	Very well		Very useful		Spotless		Yes	Very satisfied		Yes		Just loved the bbq - we stayed 14 nights and apart from two shops we didn't move from the villa. Very relaxing, peaceful and a wonderful holiday.
Villa do Abroso	Very well		Very useful	Could you add some advice on what to order in Portuguese restaurants in the future?	Spotless		Yes	Very satisfied		Yes q	Truly excellent	Thank you for all the info on the surfing - we had a ball of a time and coming back to the villa in the evening for a bbq and drinks watching the sun go down was just superb ... Thank you for everything (my parents will be in touch with you to book in the next few days)
Villa do Abroso	Very well		Useful	We are old hands in Portugal but even we found some things we didn't know from your info pack	Spotless		Yes	Very satisfied		Yes	Definitely will be back	Loved the villa and location ... Would have been good to have been able to get a discount on the golf course next door (Note from Caroline: discounted golf will be offered on all p roperties in 2009)
Villa do Abroso	Very well	Excellent service - by far the best yet	Very useful	We especially liked your restaurant recommendations	spotless		Yes	Very satisfied		Yes		Nothing more to be said than excellent all round
Villa Do Afonso	Very Well	very helpful and informative	Quite useful	Directions were very comprehensive up to the last 10 minutes which were confusing because you cannot see the villa from the road when you are in the car. It would be easier to find if directions read something like the villa is the third house past the Viga offices. To enter the villa, you need to take the first road on the right past the villa and right again. The villa is the second house. The cost of the toll from Liston needs updating. It is now just over 18 euros. [Note from Caroline: directions amended accordingly)	Very clean	Hilde was very friendly. The bottle of wine and the caps for the boys were a nice touch.	Yes	Very satisfied		No, we will not return to the area only because we never go back to the same place twice	Nothing we can think about	Caroline - you are just superb. Never have we had so much care and attention provided to us to ensure we had a fabulous holiday. Thank you!"

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Villa do Afonso	Superbly	Very efficient and the recommendation for the car hire was very welcome.	Very useful	Very clear instructions, particularly once we arrived at Burgau	Spotless	Hilde was a bonus, her knowledge of the area, local restaurants, etc was excellent and all her recommendations were well received.	No	Very satisfied	We loved it.	Yes	None	Brilliant holiday and Caroline and Hilde make a great team!
Villa do Afonso	Superbly	-	Very useful	-	Spotless	-	No	It was better than average	lovely, immaculate, well equipped and superbly located accommodation!	Yes	A low hedge or other screening along the streetfront would help with privacy around the pool - folks strolling along the street are able to peer directly into the pool area, which is a little disconcerting. Not to disturb the view of the hill from the deck, only about 16-24 of height would be required. Just an idea. (Note from Caroline: This has now been planted and growing well!!!!!!)	What an experience! Pictures don't do the Villa justice - the interior is very large and immaculate, small touches such as top-end appliances and electric shutters abound, and the location is absolutely ideal for those who value privacy and a real sense of integration with the local culture, while all popular attractions and all sorts of private discoveries remain within easy reach. Our housekeeper Hilda provided a wonderful resource when needed. Everything went perfectly. We were a family of four, and the villa could easily have accommodated another family of similar size simultaneously.
Villa do Afonso	Very Well	A VERY PERSONAL SERVICE	Very useful	I DO HOPE THEY RE-SURFACE THE ROAD TO BURG AU SOON AS WE FELT IT'S POOR CONDITION PREVENTED US FROM MAKING SHORT HOPS TO THE VILLAGE.	Very clean	FLOOR A BIT DUSTY IN MAIN BEDROOM	Yes	Very satisfied	IT IS A LOVELY VILLA, IT WOULD BENEFIT GREATLY IF THE ROAD WAS IMPROVED (Note from Caroline: the road is a two edged sword. It is a lane so offers complete quiet and privacy - but there are plans to improve it in the future but not sure when!)	Maybe	Perfect	A VERY ENJOYABLE STAY IN VILA DO AFONSO. HILDE WAS VERY WELCOMING
Villa do Afonso	Superbly	very smooth transaction thank you	Very useful	very helpful and comprehensive	Spotless	Hilde was totally lovely and the hand done flower arrangements were charming	No	It was better than average	Fantastic holiday - thank you so much!	Maybe	Caroline - I had a fantastic holiday - the area is beautiful and the villa lovely and clean and a pleasure to stay in and Hilde couldn't be nicer.	Beautiful villa and a great location handy for the beach and lovely restaurants. Hilde is a joy.

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Villa do Afonso	Very Well	Booking very easy and your responses very quick.	Excellent	Information pack was very detailed but maybe too much to print off. An idea might be to have a copy at the property.	Very clean	Hilde had done a very good job and made us feel very welcome.	No	Very satisfied	We all enjoyed our stay there.	Yes	The internet connection was not set up so we had to ask Hilde if there was one. Hilde sorted it out for us. The showers were not very powerful (Note from Caroline: At the time of this guest staying, there was a local water shortage as we hadn't had rain for nine months which reduced water flow - unfortunately the opening of alternative water sources by the council happened late this year)	Fantastic property, great location, beaches stunning and locals friendly.
Villa do Afonso	Superbly	I was very impressed with your customer service	Excellent		Very clean	Pool and garden also very well cared for	No	Very satisfied	The villa itself was beautiful, as were the grounds	Yes		Beautiful villa, helpful housekeeper and excellent customer service. Car hire recommendation was great too.
Villa do Afonso	Superbly	Caroline was always able to answer my queries quickly and competently.	Excellent	The only extra information I would have liked would have been a statement stating expected total time of journey from the airport.	Very clean		Yes	Very satisfied	As above.	Yes		An excellent villa offering a relaxing family holiday. The area is well worth a visit.
Villa do Afonso	Superbly	Any problems dealt with quickly	Excellent	Found the recommended restaurants super	Spotless	Hilde was a lovely housekeeper	Yes		The accommodation was truly 5 star	Yes	all was ok	The whole family had a wonderful stay. A beautiful peaceful area and the stunning West Coast is just a short ride away. We had a wonderful holiday. Thank You.
Villa do Afonso	Superbly	Caroline was most helpful and the easiest holiday I have ever booked.	Excellent	The information sent via e-mail was very helpful and informative.	Very clean	Hilde did a fantastic job in such a short space of time.	Yes		Lovely villa beautifully laid out.	Yes	Although the kitchen was well equipped it could have done with the basics like saucepan lids and a few more serving dishes. Note from Caroline: this has been addressed for 2010	Caroline was most helpful as was Hilde the house keeper.
Villa do Afonso	Very well	superb service - thank you	Very useful	Directions were spot on	Spotless	Have never walked into such a clean villa - please thank Hilde	Yes	Very satisfied	Nothing could surpass our holiday here	Yes	Excellent	Lovely villa, superb views, complete seclusion - everything we wanted and more.
Villa do Afonso	Superbly	A stress free experience	Very useful	The directions were spot on - and your personal recommendations much appreciated	spotless		Yes		Wonderfully - especially at night when the villa is lit up to make a real romantic retreat - even with the kids we thought we were back on honeymoon	Yes	None I can think of	A very special place and a very special holiday ... The stresses of work seemed a lifetime away staying here ... It is just awful being back in the UK after such a wonderful time. Recommend the local restaurant wholeheartedly - and the coast and walks accessible directly from the villa were just awesome
Villa do Afonso	Superbly	couldn't have been better - even when I got in a muddle with my dates	Very useful	You should sell your pack Caroline ... Better than any Lonely Planet guide	spotless		Yes except one	Very satisfied		Yes	Would have liked to have seen more mirrors in the villa - with a wife and three daughters it was a bit of a scramble sometimes!	A great place for families and friends ... We had friends staying nearby in a much more expensive villa but they spent all the two weeks with us as they thought our accommodation was far superior ... The pool was truly luxurious and sitting out at night under the stars with nothing between us and the East Coast of America was an awesome experience ... thank you Caroline and we will definitely be back next year

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Villa do Afonso	Superbly	Caroline is extremely professional and I would highly recommend her service to everyone I know!	Excellent	The driving directions were excellent. Including the photographs was very helpful. Oh yes, and we loved "the roundabout with no purpose!"	Very clean	Everything was neat and clean.	Yes		It was even better than expected.	Yes	We were expecting there to be wifi at the villa as we have 2 laptops, but it was only ADSL which meant we could only use 1 at a time. It did not prove to be a problem, but I thought it worth mentioning. Note from Caroline: internet is now wi-fi.	We were really pleased with the villa. It was in the most beautiful setting and so peaceful and quiet. At night out by the pool we could hear the waves crashing on the beach. Hilde was wonderful and nothing was too much trouble. Burgau itself was the most picturesque village and the local beach was absolutely beautiful. We will definitely be back to the area again as we loved it so much. It was the most perfect relaxing holiday. I will be recommending it to all my friends! Thanks Caroline and Hilde.
Villa do Sol	Superbly	Rapid and efficient Information	Very useful	Efficient Information to come to the house	Very clean	The house was in perfect conditions at our arrival.	Yes	Very satisfied	The house was high-level, better of the awaited thing though in the web it was described very well.	Yes	I'd like that the offer of villas for pairs(couples) is more wide without losing quality and services.	Hello, our first experience with Caroline has been fully satisfactory, offers seriousness, guarantee and a high level of services. We will return to repeat the experience, the Algarve is a wonderful site to spend a few marvellous vacations since it offers of everything.
Villa do Sol	Very Well	no problems	Very useful	they were good instructions but we did find an easier route to villa once in Lagos. (Note from Caroline: I tend to provide directions that are as straightforward as possible rather than necessarily the shortest - when you are there you can find your own 'favorite' routes!)	Spotless	gwen and lisa who cleaned the property were very nice and helpful, thanks	Yes	Very satisfied	would recommend it	Yes	thanks for all your help	a very pleasant firm to deal with , very easy and helpful
Villa do Sol	Superbly	Caroline you were very helpful indeed and made booking the villa a breeze!	Very useful	Driving directions were excellent. Lots of info on restaurants and beaches we used a plenty.	Very clean	It was fine.	Yes	It was better than average	We loved the villa - great location, well equipped, lovely pool and great kitchen/BBQ. However as stated above the beds meant that sleeping wasn't all that comfortable. I wouldn't stay at this villa again for that reason but would definitely consider it if a few small changes were made - or would look at some of your other villas. (note from Caroline - bed 'hardness' or 'softness' is a personal thing - see other feedback for how comfortable the beds were found by other guests!)	Yes	See above	Caroline Page made the booking of the villa so easy and the information pack was full of useful information which we used a lot. The villa was well equipped and we had a fantastically relaxing time - lovely pool/kitchen/BBQ area. Amazing weather too!
Villa do Sol	Very Well	Caroline was absolutely brilliant in every respect, as was the accommodation(Very useful	the info pack was superb and really helped us find our feet at the beginning of the holiday	Spotless	Couldn't fault the cleanliness at all	Yes	Very satisfied	We look forward to coming back next year!	Yes	z	Accommodation very comfortable. Ideal place and location to recharge the batteries.
Villa do Sol	Very Well	everything was great	Quite useful	I forgot stuff at home so any problems were my fault, not yours.	Spotless	house was spotless	Yes	Very satisfied	the house suited our needs perfectly.	Yes	as stated above, the bed was our only issue.	the pool was awesome; location great;

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Villa do Sol	Very well	Amazingly efficient	Quite useful		Spotless		Yes	Very satisfied		Yes		Wonderful holiday - the villa is very comfortable, located right near loads of restaurants and we loved the pool. The decor is a great mix of traditional and modern and there was nothing that we didn't have that we needed. We look forward to returning
Villa do sol	Very well	very smooth transaction thank you	Very useful		Spotless		Yes	Very satisfied	Only that it was excellent all round	Yes	We had nothing that we needed that wasn't there	Excellent holiday - best we have had in the Algarve. The location, villa, immediate surroundings, convenience etc were absolutely fantastic. We had never been to this area of Lagos before and will certainly come back as it has a lovely peaceful holiday atmosphere with so much on the doorstep. thank you Caroline
Villa do sol	Very well	A pleasure to book with you Caroline you answered all our questions so patiently and so quickly	Very useful	A bonus that we would have expected to pay for!	Spotless	Please thank Lisa for us - she was great	Yes	Very satisfied	Well done for finding us such a lovely place to stay	Yes	Everything was there that one needed - you could see that it had been somebody's home as everything was so thoughtfully provided	wonderful ... There is nothing more we can say
Villa DoAbroso	Superbly	Caroline was so helpful in dealing with our booking - an amazing person who truly cares!	Very useful	-	Spotless	-	Yes	Very satisfied	-	Yes	-	Superb villa in a quiet area. Very spacious with a nice pool and garden area.
Villa DoAbroso	Very Well	Nil	Excellent	Nil	Very clean	Nil	Yes	Very satisfied		Yes	Nil	We stayed four times this year in this villa - what better recommendation for it!
Villa DoAbroso	Very Well	everything went smoothly	Excellent	we printed and used the information and it helped us to enjoy the area	Spotless	VERY CLEAN AND BRIGHT	Yes		POOL WAS A GREAT BONUS	Yes	A HAIR DRYER MIGHT BE NICE	We had a lovely holiday.
Villa Marreiros	Very Well	We really felt we could trust Caroline - and with so many detailed questions others would no doubt have told us to go elsewhere or just not responded but Caroline was very patient with us	Excellent	No comment	Very clean	Caroline allowed us to go into the villa early and that was really appreciated. She also enabled a late check out at no extra charge so we could enjoy our last day to the full	Yes		No comment	Yes	No comment	We really loved this villa. Stylishly designed and so near to the beach and restaurants (but not at a beachside price!). A great place and will definitely recommend.



