

Prime Algarve Rentals

Examples of 2007 Feedback for Boavista and Quinta Melody / Quinta Petra

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 our 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 pride in feedback I receive, and work closely with my housekeeper to ensure every guest's holiday is as perfect as it can be. 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 useful?	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 This will be published on my web site - your contact details will NOT be published.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 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 surrounding area was beautiful 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!
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.
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, Quinta 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!!
Boavista Resort Apartment	Very well		Very useful	Brilliant - we used many of the recommendations for food and found them first class.	Spotless	Could not have been better	Yes	Very satisfied	Wonderful position	Yes		We thoroughly enjoyed our stay in this lovely apartment which 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.

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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
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! Absolutly 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]	
Quinta Melody	Superbly		Very useful		Spotless		Yes	Very satisfied		Yes	Internet access would be very useful although appreciated your letting us use Boavista's [Note from Caroline: Broadband access will be available from November 2007]	
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.
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 relateed 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	Superbly	We had a wonderful time! If my husband had his way, we would have claimed squatters' rights!	Very useful		Spotless	Very useful	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.
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
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		Spotless	Veryuseful	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	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 Golf Apartment	Superbly	Considering the short deaqdline 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

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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.
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.
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!) Excellent accommodation in a fabulous location. Very highly recommended and will certainly look to stay again!
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 all 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]
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	Absolutely brilliant	Very	Excellent	Spotless	Never had such good directions	Yes	Very So good it was unbelievable	Nothing I can think of	Yes	Everything Caroline said it would be, and more	A superb holiday - and we're very grateful to Caroline for finding it for us
Quinta Melody	Superbly	Excellent	Very	Excellent	Can't be faulted	Easy to find with Caroline's directions	Yes	Cracking place	Nothing I can think of	Yes	A true oasis - we have already rebooked	We really hit gold with Caroline - and Quinta Melody. We have rebooked and booked a larger villa of Caroline's for an extra family visit this year

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