

Prime Algarve Rentals

Guest Feedback: Last updated 30 September 2008

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 2008 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 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 This will be published on my web site - your contact details will NOT be published.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	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 lounger 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	Absolutely 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	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.	Yes	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. <i>(Note from Caroline: I am hoping to be able to offer a different credit card system for 2009)</i>	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	absolutely "gob smacked" when we first entered the villa, definitely a very lovely villa and location.	Yes	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 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 handled 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!
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. <i>[Note from Caroline: This feedback relates to a guest who booked through me for a neighbour's apartment when my own was full and have put this suggestion to the owner]</i>	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. <i>[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].</i> Excellent accommodation in an excellent location within a very well managed resort.

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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 booking 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)
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.

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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 Boavista 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.
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.

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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 <i>(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!)</i>	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
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.

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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 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 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.
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]	
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 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 accomodation 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 accomodation 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 recommended!!	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?)

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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
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	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
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
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 appreciated 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	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

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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. wonderfull villa for a wonderful holiday. I would certainly reccomened 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 accomadation 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!
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 turing 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	Thre was an initial problem with the annexe. 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. times at three in the morning, it was a bit disturbing. 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	I think it would be advisable to mention the depth of the pool at this Villa, it does drop away quite sharply. Not that it bothered us, but in case of a family with maybe youngsters? Finally 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), including Lagos and Luz Bay this is a must, you will not be disappointed.
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?)

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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!
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 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. The towels which replaced the first were not of such good quality (Now fixed)	Yes	It was ok	We realise we were the first guests and the improvements above would help. We were disappointed by the noise from the building work at the site on the corner of the road and at the house opposite which did interfere with our relaxation. (Note from Caroline: building work now complete)	No, we will return to the area but not to this accommodation (Caroline - can you make us some recommendations for next year please)	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 us. 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	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 back
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.

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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 directions 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
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 ropertes 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

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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	the villa was absolutely fantastic. Shame about the road and the building site next door. Not as peaceful as hoped. (Note from Caroline: Building work now complete)	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!"
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.

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Villa do Afonso	Very Well	A VERY PERSONAL SERVICE	Very useful	I DO HOPE THEY RE-SURFACE THE ROAD TO BURGAU 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
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 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 whole heartedly - 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
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.
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.

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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;
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

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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 Vista Verde	Superbly	Very efficiently dealt with	Very useful	Perfect directions, and very useful local insights	Spotless	Very clean, well looked after property	Yes	Very satisfied	Great accommodation	Yes	none	Lovely location, a great property with everything you could need for a relaxing break. Usually the property can make or break a holiday, this made the holiday, we all loved it.
Villa Vista Verde	Very well	Very easy and straightforward	Very useful	Great for first timers	spotless		Yes	Very satisfied	Facilities in villa and resort were second to none	yes		Were concerned originally about being non golfers at Boavista. As it turned out we needn't have worried as the resort is as well set up for holiday makers as it is for golfers. Indeed, the fact that it is on a golf course means that there's no overcrowding of villas/apartments and the views all round are superb from every angle. Neither place or villa could be faulted and we will certainly be back next year as it is a superb place for families with children
Villa Vista Verde	Very well	Faultless paperwork.	Very useful	Helped us get settled in in record time	spotless	Caroline was superb	Yes	Very satisfied	Nothing could be improved here	Yes	Wonderful holiday - best in Portugal to date	this really was a find - as was Caroline. Everything worked to plan, the car hire were great and were in the villa within 1 hour fifteen minutes from landing. After that, we had an absolutely superb holiday and there is nothing I could suggest to improve it - other than having the booking form for next year the table for completion before leaving !!!!! thank you Caroline - after some bad holiday experiences you have restored our faith in travel companies
Villa Vista Verde	Very well	Caroline - you are absolutely the best	Very useful		Spotless		yes	Very satisfied	The only thing i would suggest is that coals are provided for the first bbq	yes		Caroline you were truly excellent ... After all the problems that we had before arrival, you really sorted everything out from clothes through to food through to toiletries. The villa was even better than on the website and once we calmed down from our travels (to which you were instrumental) we had a brilliant time ... I dont know how you manage to look after so many villas and guests so well, but our friends who were staying elsewhere at the time have said exactly the same as us -we just wonder if you ever sleep> Again, thank you for such a wonderful experience and we have recommended you constantly to friends and family ...