

# Prime Algarve Rentals

## Guest Feedback: Last updated 10 September 2010

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 2010 I took on a large number of properties quite late in the season. Happy reading! Caroline Page

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	Veryuseful	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	Nothing to add	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 <b>[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]</b>	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 <b>[Note from Caroline: These have now been ordered and will be available from 28/08/07]</b>		Yes	The option of a welcome pack ( Water/Milk/Cereal/Tea/Coffee/Sugar) could be useful <b>[Note from Caroline: I did offer this at the beginning of the year but guests didn't take it up - will be offering for 2010]</b>	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 280807)	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.
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. (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.

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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 Garden Villa	Very Well	Great.	Excellent	Excellent	Very clean	Very good.	Yes	Very satisfied	The maid service is useful	Yes			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	Excellent	We had alot of our own information from previous years.	Spotless	Fantastic having the benefit of a daily maid service - a real treat on holiday!	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.	Yes	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 reaurants you recomanded.	Very clean	almost perfect (but we would have preferred unlimited golf)	Yes		perfect place.	Yes	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
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 Garden Villa	Superbly	Emails were answered quickly	Very useful	none	Spotless	none	Yes	Very satisfied	none	Yes	none		A great resort - upmarket (without being snobby) resort with lots to do and really nice people there. Definitely recommended

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Boavista Garden Villa	Very Well	Caroline was excellent at replying to our initial enquiries before we booked, once we had booked the communication was also excellent.	Very useful	We used it a lot and all the recommendations were great.	Spotless	Regular maid service was a treat.	Yes	Very satisfied	The villa was fantastic - just a couple of very small things, though. The cutlery was quite flimsy - some spoons were coming out of their handles! Also we noticed that Boavista has good recycling facilities, so it would be good to have 3 small bins in the kitchen so guests can separate rubbish easily. It might also be useful to have a set of brief notes on how the main appliances work - not all of the appliances had user manuals. (Note: A full review will be made when villa empty to replace the necessities for 2011)	Yes	See above comments.	We had a great stay. The villa and the resort were excellent - spotless and and spacious with great facilities. Caroline was easy to contact and acted really quickly to fix our DVD player! Boavista is also really well located for great beaches and Lagos itself. We had a fantastic holiday and can highly recommend both the accommodation and the area.
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 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.[Note from Caroline: This feedback relates 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.

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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 appartment 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 recomended and will certainly look to stay again!
Boavista Golf Apartment	Superbly	Very Professional and very pleasent.	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 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.
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 (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	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.
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 helpful	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.

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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)
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. <b>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!</b>	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 accommodatin g	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 everthing 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!

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	Veryuseful	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 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 person 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.

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	Veryuseful	Spotless	Nothing to add	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 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! <b>Note from Caroline: There is also one basket in each bathroom but additional ones have been put into bedrooms and lounge for 2010</b>	Excellent	Nothing to add	Spotless	Nothing to add	Yes		Nothing to add	<b>Yes</b>	Nothing to add	
Boavista Golf Apartment	Superbly	n/a	Very useful	The driving instructions were invaluable and also the information pack was very useful.	Spotless	The apartment was very clean when we arrived and very welcoming	Yes	Very satisfied	The apartment was very well equipped with superb fitted kitchen. I cant think of any improvements needed.	Yes	The apartment was very well equipped and a good spacious apartment, perfect for our family.	Absolutely brilliant holiday. Caroline was just superb - she even took on a tour of the 'local restaurants' in her car so we could go to the non tourist restaurants (don't think she ever eats at home given the number she showed us). Love the apartment, loved the place and Prime Algarve brilliant.
Boavista Golf Apartment	Superbly	No problems with the booking at all	Very useful	n/a	Spotless	n/a	Yes	Very satisfied	n/a	Yes	n/a	Thanks for your excellent service and great apartment.
Boavista Golf Apartment	Very Well	None, very happy with the whole process.	Quite useful	This was our second year and therefore the question is N/A. However I do remember the pack from the year before being quite useful	Spotless	Spotless when we arrived and cleaned everyday	Yes	Very satisfied	Good facilities. A barbecue would be good. <b>(Note: a bbq can be put in BV apartments on request where they do not exist)</b>	Yes	Nothing to add	We spent a superb family week at your apartment. The facilities were superb, the location fantastic and the available activities in the surrounding area were plentiful. Would love to come again.
Boavista Golf Apartment	Very Well	As last year, Caroline handled the booking really well, with very prompt responses, and was helpful in advising us on accommodation as we were with another family.	Very useful	Again, very happy with the information provided.	Spotless	Again no comment required other than to confirm that the apartment was spotless.	Yes	Very satisfied	As the apartment accommodates 4 another couple of sun beds for the patio would be nice. <b>(Note: to be addressed in 2011)</b>	Yes	We found the accommodation to be excellent.	Caroline. We had a great relaxing holiday at Boavista in the superb accommodation you provided. The swimming pool was excellent and I enjoyed the game of golf despite poor driving on my part. We thought Lagos and the surrounding area had something for everyone. We did eat out a lot and did not have a bad meal with most excellent and very good value. We have visited the Algarve previously staying in Albufeira and Vilamoura but this holiday in Lagos has been the most enjoyable. We will I am sure visit the Algarve again and you will be our first port of call to find accommodation in the Lagos area. Thank you once again.

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	If my partner had had his way, we would have claimed squatters' rights!
Boavista Golf Apartment	Very Well	thank you	Very useful	As we stayed at the same apartment last year, it was very straight forward	Very clean	As we expected, everything was in order, and very clean and tidy	Yes	Very satisfied	Everything was as expected, unfortunately the microwave didn't work, but that really wasn't a problem as we didn't need it. (Note: Microwave now fixed)	Yes	We thoroughly enjoyed our stay again at Boavista, and found the resort, and our apartment excellent, and very well cared for.	This was our second stay at Boavista at Lakesview apartment, and as last time, the accommodation, and surroundings were superb, and we do hope to return soon. We love the Algarve climate, and the people are very friendly and helpful, overall another excellent holiday! Caroline as usual was great - she's getting to be a real friend!
Boavista Golf Apartment	Very Well	N/A	Quite useful	bit more up to date info would be useful	Spotless	thank you	Yes	Very satisfied	and more	Yes	thank you	great resort and apartment, thank you
Boavista Golf Apartment	Superbly	Your support and those who you also suggested we talk to was superb	Very useful	N/A	Spotless	N/A	Yes	Very satisfied	N/A	Yes	N/A	Amazing apartment, view and facilities! My 4 year old would have stayed in the pool for 2 weeks straight, if allowed. And the Club House staff were incredibly helpful and patient (and they just spoil children!)
Boavista Golf Apartment	Superbly	Very professional.	Very useful	Driving instructions were very comprehensive.	Very clean	n/a	No	Very satisfied	Lacked bread knife (Note: addressed for 2011)	Yes	It served all our needs.	Caroline was extremely helpful with all aspects of our holiday, both in dealing with the booking and when queries arose during our holiday. We would definitely book with you again.
Boavista Golf Apartment	Superbly	E mails were responded to immediately	Quite useful	I appreciate how difficult it is to keep information current, particularly on things like restaurants. The pack provided a really good overview.	Spotless	We liked the daily maid service!	Yes	Very satisfied	We appreciated the loan of your BBQ and golf clubs thanks very much.	Yes	Really well appointed apartment.	A really first class experience from the moment we enquired about the apartment to when we returned home. Everything was professionally handled by Caroline before, during and after our stay. I have no hesitation in commending Prime Algarve Rentals to future potential guests.
Boavista Golf Apartment	Superbly	Emails were prompt and contained all information required	Very useful	Excellent attention to detail	Spotless	Excellent	Yes	Very satisfied	Hairdryer was the only thing we needed. (Note: this had gone missing with previous guest and this guest didn't advise wasn't one. Now put into the apartment)	Yes	Balcony light didn't work and was fixed immediately.	We were overwhelmed at the luxury of the apartment. You don't expect to be as comfortable as home when on holidays but this was just amazing. My son was so impressed with the massive TV and SKY. We even had Irish TV channels to really appreciate the great weather as we glanced at the forecast for home. Thank you Caroline for making our holiday so perfect.
Boavista Golf Apartment	Superbly	Caroline's assistance made everything very easy.	Very useful	Great directions	Very clean	Apt was very clean and furnished well	Yes	Very satisfied	Forgot my hairdryer and Caroline kindly lent me one for the 10 days of our holiday.	Yes	Perfect accommodation for myself, husband and our two girls. Great pool and very well maintained	We had a fantastic holiday. Caroline met us at the apt and showed us around. Apt was very clean and fully equipped. Caroline was very helpful. I would recommend Caroline and Boavista to friends. Thanks
Boavista Golf Apartment	Superbly	Your help with any query was greatly appreciated.	Very useful	Restaurant selection was great, but would be good to know if there were any restaurants locally who could deliver food, for example pizza or chinese (Note: point taken for 2011 information pack where suggestions will be included). I appreciate this is not for everyone, but sometimes an easy option if you have small children with you, who need an early night!	Very clean	no further comment	Yes	Very satisfied	Above and beyond to supply golf clubs for Paul too!	Yes	Apartment and views ideal	Super - couldn't fault anything at all in terms of location, quality of apartment and nothing wrong with Caroline's service - she goes beyond the call of duty!
Boavista Golf Apartment	Superbly	very professional & easy to deal with.	Very useful	We found the resort easily and visited some of the recommended restaurants which were very good.	Very clean	Maid service was excellent.	Yes	Very satisfied	Facilities in the apartment were excellent.	Yes	Home from home	An excellent holiday at Boavista Golf Resort. We will definitely be going back.

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	Veryuseful	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 Golf Apartment	Superbly	no additional comments	Very useful	We tried a few of the restaurants listed and they were very nice. Restaurant Atalaia (opened on 1st July) was very nice with great food and service at reasonable prices.	Very clean	We found one hair in the bath. Caroline went ballistic at cleaners (wish we hadn't mentioned it!) but at least she keeps on top of her staff	Yes	Very satisfied	WiFi/internet was great	Yes	Yes	Yes, as written in the guest book.
Boavista Golf Apartment	Very Well	Caroline was exceptionally helpful and answered any pre holiday queries promptly	Very useful	no additional comments	Spotless	no additional comments	Yes	Very satisfied	no additional comments	Yes		The apartment is perfectly equipped, you feel at home, nothing is missing. Although we are not golfers we think that if you are looking for relaxing holidays with as much of night life as you wish but not in front of your sleeping room windows Boavista is a perfect place to spend holidays at. The area is very well preserved, a beautiful and quite place and you can reach centre of Lagos within 5 minutes by car. We enjoyed both spending time in our small garden as well as on the swimming pool. And west Algarve is one of most beautiful places in Europe we have
Boavista Golf Apartment	Superbly	We booked by email and the response was immediate.	Quite useful	We did not drive to the villa and used taxis to get around so did not use this information (although I am sure it was helpful)	Spotless	everything was immaculate	Yes	Very satisfied	the kitchen was exceptionally well equipped	Yes	2 very small points - we did not realise there were extra towels in the villa until the end of the stay and it would have been good to have known that they were available (Note: point taken!)	An absolutely fantastic villa with all you could possibly need. The pool was very large and the kitchen was exceptionally well equipped. Caroline was unbelievably helpful. It was one of the best places I have stayed. Many thanks!
Boavista Golf Apartment	Superbly	n/a	Very useful	The car hire company you suggested was excellent. (World Car Rentals) On request,they supplied us with a wheelchair which was an enormous help.	Spotless	Like home from home.	Yes	Very satisfied	Everything we needed was there.	Yes	The maid service was just right, not too intrusive and they were so pleasant.	This was our second visit to Boavista and it certainly will not be the last. The resort and accommodation are first class and Caroline made us feel most welcome. We would highly recommend you to anyone visiting the Algarve.
Boavista Golf Apartment	Superbly	n/a	Quite useful	We enjoyed the recommended dolphin seafaris trip.	Very clean	n/a	Yes	Very satisfied	The internet facilities dont require a charge or to purchase a as the whole building has wireless internet connection (Note: this is only in apartments 61 a-d)	Yes	n/a	Excellent apartment and a great area, Caroline made the bookings very easy it really was a home from home for our stay.
Boavista Golf Apartment	Superbly	Caroline Page was v attentive with emails - don't know whether she ever closed	Very useful	x	Spotless	x	Yes	Very satisfied	x	Yes	x	Super holiday. Couldn't have wished for more.
Boavista Golf Apartment	Superbly	First class service throughout	Very useful	Substantial	Spotless	spotless	Yes	Very satisfied	Other than a cloth to use for wiping tops down etc.	Yes	superb	A very spacious, comfortable apartment
Boavista Golf Apartment	Superbly	n/a	Very useful	N/a.	Spotless	N/a.	No	Very satisfied	Microwaveable dishes would have been useful. Also, hairdrier & teapot.	Yes	N/a.	Highly recommended.
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	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

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	Veryuseful	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 Resort Apartment	Superbly		Very useful		Spotless		Yes	Very satisfied	Superb ccommodation, absolutely 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 ordered)	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.
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/wirina/heatina svstems 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

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
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 omission 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
Casa Brisa do Mar	Very Well	Nothing more to say	Quite useful	n/a	Spotless	n/a	Yes	Very satisfied	n/a	Yes	The dishwasher doesn't work very well but Caroline got sorted immdiately. ...	Casa Brisa do Mar is a lovely holiday home and very well equipped.It is in a great location for the village and the beach. Very convenient for people with children and those who like to walk.
Casa Brisa do Mar	Superbly	No additional comment	Very useful	We used the beach and restaurant guide quite a lot.	Very clean	It was just as we hoped.	No	Very satisfied	We felt it would be useful to have mirrors over the chest of drawers in each bedroom to enable make-up and hair drying. (Note: to be investigated with owner for 2011)	Yes	Very comfortable.	We thoroughly enjoyed our stay at Casa Briso do Mar. The location was very good as were the restaurants nearby. Caroline was very helpful at all times. We would definately consider booking with Prime Algarve Rentals again
Casa Brisa do Mar	Superbly	It all went very smoothly with no problems	Very useful	No additional comment	Spotless	No additional comment	Yes	Very satisfied	No additional comment	Yes	No additional comment	It was our first time booking outwith an abta bonded agent. We took a risk. The risk paid off ten fold. This was the best holiday experience we have had. We discovered the description of the accommodation to be modest. All communication prior to our travel was answered fully and promptly. The service during the stay was exceptional. Reading the visitor book one discovered there was many repeat visitors. I can understand why, and hope to be one.
Casa Brisa do Mar	Superbly	Very quick and helpful responses to our questions prior to leaving.	Very useful	We used directions, which were very useful - but did not do sightseeing so did not really use info on region	Spotless	The villa was clean and inviting	Yes	Very satisfied	It was wonderful to have a villa that felt more like being in someone's home rather than a rented place. It was really nice to have little bits like washing liquid, dishwasher tabs etc.	Yes	We really loved the villa	This villa was superb in every way. Couldn't have wished for better.
Casa Brisa do Mar	Superbly	Very smooth and painless!	Very useful	A good reference guide	Very clean	As stated above, very clean	Yes	Very satisfied	Nothing further to add	Yes	However, could not get used to the fact the villa accommodation was "upside down" but understand why as it makes the most of the beautiful views !!!!	The villa was a real home from home and we thoroughly enjoyed ourselves. Every amenity was there, we just added food. All in all, we were very satisfied with the property.

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	Veryuseful	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!
Casa do Pescador	Superbly	As this was our honeymoon it was important we chose the right place! Caroline was exceptional in guiding us to what we said we wanted and even found us a chaper place than our budget (that's honesty for you as she could have told her Pescador cost what we could afford!)	Very useful	Directions were superb We arrive in middle of night and found it no problem.	Spotless	Nothing could be faulted and Isabel the maid was great	had everything we could expect and wanted	Excellent	YES	Definitely - and we'll be bringing junior with us next time !!!	This villa is exceptional. The views are just to die for and we hardly moved from the villa or the pool which is right beside the villa and has a stunning view over the atlantic	Apart from the views this was absolutely the perfect holiday home. We hardly ventured away from it during our two weeks and it was just so peaceful and relaxing. A hidden gem and one we're not going to tell anyone about (although we will recommend your services Caroline - the wine/champers/chocolates on arrival were a lovely touch as was the getting together of basic supplies when our flight was delayed)
Casa do Pescador	Superbly	Confidence all the way to part with hard earned cash!	Very useful	We found the pack invaluable on our first visit to the Algarve.	Spotless	n/a	Definitely - we bbqed every night and there was everything we needed	Excellent		Definitely	can't think of anything. Total bliss.	This is a fantastic villa. The views are just breathtaking - you can pay four times as much or more and get just a quarter of the view. It seems the sea is right in your living room. Absolutely brilliant and the walk into Luz along the clifftops is breathtaking. Well done Caroline for finding this gem - we have stayed in many of your villas and this one definitely takes the 'top' award for views!
Casa do Pescador	Superbly	Very smooth at such a late stage.	Very useful	brilliant info	Spotless	no more to be said	Yes very well equipped	Excellent		Yes	this is such a lovely place - a piece of heaven is how my wife descrbed it!	There's nothing more we can say other than this was a real find for a holiday. We absolutely adored it here, from the vines at the back of the house (the grapes are lovely), the swimming pool was like something from a 'luxury homes in the sun' and the views ... a glass of wine with the sun going down will always be a lasting memory for us. And thank you Caroline - when we had the boiler problem you had that fixed within the hour on a Sunday
Casa do Pescador	Superbly	Everything very professional and confidence giving	Very useful	used every day!	Spotless	n/a	can't think of anything we didn't have	Excellent		Yes	can't think of anything	This was a most wonderful holiday. The villa, setting, location and service received was 110% We have always had a place with its own pool but unfortunately due to a late booking you had nothing available. We were therefore sceptical about this villa before we arrived but we loved every moment and will be back in the near future.
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. <b>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 ensconsed by the pool - they said no need for me to visit them as they were well settled and didn't want to be disturbed</b> 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

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
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.

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	Veryuseful	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!
Casa do Prado	Very Well	if there were any queireis they were dealt with very quickly	Very useful	Very thorough	Spotless	Fatima kept the villa spotless, her cleaning was very thorough. The pool was very well maintained - although some product to clean the tiles and remove the sun oil deposits around the pool would make the pool look stunning! (Note: calcium in water has been a problem in water this year which has been fixed by local council so when tiles recleaned shouldn't be a problem) The garden was well maintained. Well done!	Yes	It was better than average	Very well equipped - just like home - which was great! A double bed in the master room would have been nice!!! (Note: Available as an option for 2011)	Maybe	I would like to have been made aware of the road works before my visit - for the first few days it was very noisy - very early and until 9.30 at night! (Note: I (Caroline) would have liked to have known about these as I spoke with Camara at beginning season and they said the road would not be done this year. Upside is that the works lasted for a week and the new road (lane really) now provides very easy access to the beach so is a positive long term!)	Casa do Prado is an excellent venue for a holiday in Lagos. It is extremely well equipped - three large double bedrooms (although no double beds -!) (Note: there will be an option in 2011 for one double bed on request) It is extremely well maintained, inside and out. The pool is larger than average (which is great in summer). The new road makes access to the beach much easier than the track. It really is a home from home and well worth every penny.
Casa do Prado	Superbly	responsive to all enquiries.	Very useful	Clear driving instructions given and good information a	Spotless	Fatima was very good and extremely pleasant and helpful	Yes	Very satisfied	an extra padded sun chair would possibly help	Yes	the accomodation was of a very high standard	wonderful accomodation which allowed us to thoroughly enjoy our holiday. a real family feeling at this accomodation helped us feel right at home and we would love to return in the near future.
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!

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes	Definitely	Very satisfied	If my partner had had his way, we would have claimed squatters' rights!
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 process	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 the area)	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
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, lvely 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 definately 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.

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
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 info. Maybe the driving direction from the airport to the caza is a bit too detailed (our navigator was too slow to read and say the right direction...)	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 holidays.. Superbly	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!
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!	Defineately

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
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	Excellent, efficient service from Caroline Page	Quite useful	The info pack wasn't so helpful for families with small children. Especially the bit on restaurants, it would have been really helpful to know if each restaurant did a children's menu or what food was available for the little ones (Note: not sure about this comment as all restaurants will do children's portions/meals on request). We would have also found it useful to have one or two places that were good for vegetarians included (Noted for 2011 - a veggie friend is on case!): As veggies we would highly recommend Casa Granda in Burgau. It has a great selection of veggie dishes as well as fish and meat dishes for the carnivores. The atmosphere was great in there, a really quirky place, very atmospheric and welcoming. Couldn't recommend it highly enough. Italia in Lagos also good for veggies and carnivores a like. Antonios was really child friendly for the little ones with lovely waiters that really made the little ones feel welcome. Also a fantastic tank of crabs and lobsters to keep	Spotless	delightful accommodation. Much higher spec that we expected!	Yes	Very satisfied	had everything we needed and more! Might have been good to have one or two of those detachable bed rails for the little ones, there was quite a lot of falling out of bed! (Note: these are impossible to buy in Portugal - and I have tried everywhere!!!) most parents put bed against walls)	Yes	none	Casa Montaza is a total gem. Faultless villa, great views and acres and acres for children to explore/run around in. Best villa we have EVER stayed in

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Casa Montaza	Superbly	very quick reaction from your side, very good customer service	Very useful	M/A	Spotless	N/A	Yes	Very satisfied	N/A	Yes	Can't wait to book for next year (which we have done already!)	Excellent villa, extremely high standard. Caroline was extremely helpful
Casa Montaza	Superbly	Made this booking with Caroline (very efficient ) nothing was a prob. to her.	Quite useful	information on convenient supermarkets in the area would be a plus (Note: these are in the book!)	Spotless	The accomodation was spotless, and the house maid service by Lisa was excellent.	Yes	Very satisfied	...	Yes	...	Fabulous villa. Fabulous service. Fabulous views. Everything was just fab - sorry if waxing lyrical but a truly magical and wonderful holiday
Casa Montaza	Superbly	Caroline sorted my booking out very efficiently	Very useful	very useful to us	Spotless	spotless	Yes	Very satisfied	YES and more.Fridge was brilliant, water and ice just great!!	Yes	very satisfied, could not ask for more.	Casa Montza is a maagical place, everyone should experience this at least once in a lifetime !!
Casa Montaza	Very Well	Minor problems were dealt with promptly. Emials always answered quickly.	Quite useful	Could have been made simplier	Spotless	the villa was spotless	Yes	Very satisfied	plenty of equipment supplied including electrical and wifi which turned out to be very necessary(volcanic cloud)disrupted flights to arrange.	Yes	A wonderful villa, beautifully furnished	superb villa, wonderfull position with excellent facilities,and very caring owners in Elizabeth & Larry,cannot fault the villa,all provided a wonderful holiday. I have to add that we stayed at Montaza by mistake - we had booked another luxury villa with Caroline and building works started nearby. she alerted us to this fact (which we were most appreciative of) and offered Montaza as an alternative. Am really glad we took this opportunity as we had such a superb time here
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
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.

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
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.	
Casa Papa	Very Well	holiday was superb, casa papa was a villa very close to all amenities, beach was at most a ten minute leisurely walk. call to bastista for fresh local bread each morning a five minute walk. villa at a quiet area with superb pool, kids loved to spend time each day at pool even if we went to beach we still used pool.	Very useful	Really comprehensive information. We referred to it often.	Very clean	n/a	Yes	Very satisfied	n/a	Yes	n/a	Absolutely superb villa and location. We will definitely rebook for another year.
Casa Papa	Superbly	booked with confidence and very helpful	Very useful	followed directions and found villa on first attempt, this area is quiet traffic wise compared to other areas, village atmosphere as compared to big town	Very clean	no cheap bed linen here, the real thing, cotton sheets and duvets, cotton towels and more in the closets if needed. loads of glasses, ware etc and even some ice in freezer.	Yes	It was better than average	just as described. any problems, one call to caroline which was answered promptly, was sorted there and then.	Yes	we had a problem with a neighbour who began some work on his house at 8 am after a week of our stay, caroline spoke to him and and sorted it (Note: next door neighbor was doing his bathroom - now finished- and put on hold his tile cutting to a changeover day)	enjoyed villa, central to all shops, beach, and restaurants etc. italian amiaci restaurant deserves special praise, home cooked food, wide choice available to all family, but be prepared to wait for special requests. casa papa like a home not a rental... and Caroline was truly superb (real impressed with getting the next door neighbor to stop his bathroom improvement!)
Casa Papa	Superbly	Amazing the speed which you responded to enquiries/queries. Very impressive	Very useful	We loved the restaurant recommendations - saved a lot of time and money	Spotless	n/a	yes	Very satisfied	more than as described on ad. You undersell this villa Caroline !	Definitely		The whole experience was a pleasure - from the first contact with Caroline through to the speedy return of our damage deposit (same day and was in bank before we got home). A totally impressive villa and service. Recommending to everyone!

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Casa Papa	Superbly	Very quick and painless	Very useful	Super reommendations - and good to have handy telephone numbers	Spotless	n/a	yes	Very satisfied	A really lovely villa in a superb locaton	Yes		It was great not having to hire a car. The transfer company that Caroline recommended were spot on there and back (they know where all her villas are so no delays there) and we were in the pool within an hour of getting in the car. <b>Superb!</b>
Casa Papa	Superbly	Speedy goncalvez type service	Very useful	n/a	very clean	n/a	yes	Very satisfied	very well equipped . A real home	Yes - have already rebooked	A memorable holiday - thank you Caroline!	A great villa in a convenient location - the beach and everything was so close but we were able to stay out of the justle and bustle as the villa is in a very quiet location and <b>unoverlooked</b>
Casa Papa	Superbly	have never booked a private villa below - always been a package holiday. A great experience and one to repeat based on this experience	Quite useful	We know the area well and could probably write the pack ourselves! Having said that we still found some new places to go so it shows Caroline's done her research!!!	Spotless	n/a	yes	Very satisfied	We tend to eat / bbq each night and everything we needed was there (apart from a set of high quality chef's knives - although do have to state that my husband is a chef and probably what was there would be more than sufficient for the average cook)	Yes	A super holiday. The best villa we have stayed in in Luz (and we have been coming for 20 years).	Excellent location (it was great not to have to have a car) and the views are stunning. Many a happy glass of champers in the evenings watchinf the sunset. Not only b est villa ever stayed in - you're defintely the best agent we have dealt with Caroline and will be in touch for our winter stay
Casa Vista Atlantico	Very Well	n/a	Quite useful	The restaurant recommendations were very good.	Very clean	N/A.	Yes	Very satisfied	N/A.	Yes	N/A.	Great relaxing holiday. Villa in superb location - peaceful, quiet, luxurious and within easy reach of Lagos. Caroline was great when our car broke down (even offered us loan of hers - which we didn't take as it was too new a Mercedes for us!). Great holiday, great agent. <b>Recommending to all our friends</b>
Fairways Villa (42)	Superbly	Regular prompt and helpful communications helped to build trust quickly.	Very useful	Found villa easy, it gave a good insight of many places we visited during our stay	Spotless	very well presented	Yes	Very satisfied	Everything we required and kitchen was very well equiped, BBQ was functional but could have been better (Note: this is going to be replaced for 2011)	Yes	excellent villa	Excellent service from Caroline, great villa, could not have asked for more made our holiday very special. Thanks again.
Fairways Villa (42)	Superbly	Easy,courteous transaction.	Very useful	N/a	Spotless	N/a	Yes	Very satisfied	N/a	Yes	N/a	The service you provided was personal and we felt you made yourself very much available to respond to any query we had, both whilst making the booking with you or after we arrived at the villa. You kindly arranged for the barbecue to be repaired promptly the next day and you offered to bring an alternative that evening, which we did not require. Thank you for being there and ensuring our holiday was a success. As you know it was a family holiday to celebrate both our parents 70th birthdays and to be so close to the health centre, spa and club house made it al very easy. Thank you again for all your helpful
Fairways Villa (42)	Superbly	Easy and excellent service	Excellent	Health club was superb	Spotless	None	Yes		Accomodation was superb	Yes	None	Would recomend "Prime algarve rentals" without hesitation
Fairways Villa (42)	Superbly	Caroline was brilliant - emails at 2 am in the morning to answer questions!	Excellent	Found the villa easily - even my wife could navigate with them!	Spotless	Villa was superbly presented	Yes	Very satisfied	Can't think of anything	Yes	None	This really was a wonderful villa. TVs in every room were a real bonus and the pool (with loungers for everyone - rare!) was great. We hardly moved from villa and restaurants on Boavista. A great holiday and one we hope to repeat. Special note Caroline: thank you so much for linking our girls up to other of your guests of the same age. they had great nights out in Lagos and it really made the difference to their holiday to make some new friends and we felt they were very safe with the

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	Veryuseful	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!
O Convento	Very Well	Everything went very smoothly.	Quite useful	A bit too much information -perhaps a bit more selective .e.g top ten restaurants etc (Note: you can't please everyone!!!)	Spotless	Couldn't fault it. Very clean and after the first week the towels and bedding were changed for fresh ones.	Yes	Very satisfied		Yes	Really top class apartment and fittings.Pool was fab-good to have spare sunbeds though.Extra bits like CD/Radio, beach umbrellas, coolbox etc left by others very handy, saved us money and used gratefully.	O Convento was a great apartment. Fitted out to a high standard and satellite TV particularly appreciated by the kids. Communal pool visible from the balcony so we could enjoy a cup of tea while watching the kids enjoy themselves. Great location for the bus station (2 mins), town centre (5 mins), beach (10 mins). Good tip for an easy trip to the beach is to take the little 'Vai Vem' ferry from the main 'avenida' across the river - only 60 cents per person each way. Also the 'Fresco' cafe opposite the apartments does really fresh, tasty and reasonably priced	
O Convento	Very Well	Qick response to any questions and to changes in our flight details	Very useful	The information pack told us all we needed to know	Very clean	Clean and fresh	Yes	Very satisfied		Yes	Smart and Stylish. All the amenities of home but with the added bonus of the sun.	We had a wonderful holiday in Lagos and will definitely be back. The apartment was superb and the location was very conveniently situated.	
O Convento	Superbly	Very fast response to all correspondance	Quite useful	As we didn't have a car we were restricted as to how much of the info we could use. If we had a car I would have said the info was very usefual.	Very clean	It was perfect	Yes	Very satisfied	Just one small thing, as we were four ladies we could have done with extra mirrors so that while was in the shower the other could have a mirror to dry the hair and do makeup.	Yes	Just another mirror and maybe a parasol for the balcony on a morning.	The apartment is everything you could ask for, spacious beautifully kept, clean and airy. It is in a great position within easy reach of the town and the beach. It also has a very nice pool area with plenty of sun loungers....no having to get up early to put your towel out. Would have no hesitation of booking this apartment again.	
O Convento	Superbly	All queries handled quickly and most helpfully.	Quite useful	Didn't need to use directions in the end as our driver knew the apartment block	Spotless	Very clean	Yes	Very satisfied	With regards a mattress for travel cot, you can buy the correct size on www.kiddiecare.co.uk and they deliver anywhere for a standard charge, no matter what size the order. Best to use original cot mattress for sturdy base, and then fit extra mattress (for comfort) on top. Having said that, our son slept fine, just a little squashed!!	Yes	Apartment met all our expectations	We had a fantastic time staying at O Convento, and so did our 17 month old. The apartment is fantastic, very family orientated complex and a lovely peaceful spot too. The cafe opposite is great for breakfast and snacks, the marina and Lagos town centre are both just short stroll away. We would definitely consider staying in the gorgeous apartment again if we were to return to Lagos. Highly recommended!!	
Ocean Villa	Superbly	As above	Very useful	N/A	Spotless	Beautilly presented villa	Yes	Very satisfied		Yes	Absolutley stunning property. Really did have everything you needed and more.	We had a wonderful holiday at Ocean Villa, we cannot thank Caroline enough for her help in making the arrangements. We would recommend you to anyone thinking of a villa holiday in the Algarve. Hope to return soon!	
Ocean Villa	superbly	very quick and responsive	Very useful	A great guide book you have there Caroline!	spotless	luxury at its best	Yes	Very satisfied	n/a	yes		A truly great villa and superb location. We are very fussy people and we could not find a single thing wrong with this villa. When the icemaker went Caroline came out late on a Saturday night (1 am) to get it fixed so our dinner party did not get spoiled. Absolutely superb villa and superb Service	
Ocean Villa	Superbly	Everything went like clockwork	Very useful	We forgot the guidebooks but didn't need as Caroline's pack had everything one needed	Spotless	presentation of this villa was faultless - even down to the beautifully arranged lifestyle magazines	Yes	Very satisfied	n/a	Yes	Cannot be faulted	A really luxurious villa, if anything undersold in the advertising/on Prime Algarve's website. A truly magnificant home and one we will return to.	

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	Veryuseful	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!
Ocean Villa	Superbly	n/a	very useful	we brought our nanny with us on holiday and her sense of direction is usually very poor but she was able to get us to the villa without a mistake. A real compliment to the driving directions and other information sent	Spotless	Outstanding villa	Yes	Very satisfied	nothing to add	Yes			This really was a superb villa of the utmost quality. Exceptionally furnished and equipped and the family had a relaxing break with Caroline on hand to help with anything we needed. Highly recommended to our friends already
Ocean Villa	Superbly	I was in a real hurry to get holiday sorted and Caroline was exceptionally quick at answering queries/confirming booking and payment so I 'could tick off my to do list' very rapidly	Very useful	n/a	Spotless	Immaculate	Yes	Very satisfied	There is nothing that could be improved in this villa	Yes	A real home from home		We live in a lovely home in the UK and I have never found a holiday villa that surpasses it. This one did! So much we are looking to buy a similar villa on the Reserva nearby. A true quality home which is evidently a real home and furnished with significant taste and flair. The heated pool was lovely and the lounge area around the pool and on the terraces was perfect for sundowners. Cannot fault this villa in any way (and my wife and I are very particular!) and Caroline's service was outstanding it was like having my PA on holiday with me as she handled all our restaurant bookings, activity trips and liaised with our aupair to provide alternative baby sitting on her days off. Great holiday, and a great experience.
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, 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 recomended 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.

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	Veryuseful	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!
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, Saterday 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]	
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	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!!

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	Veryuseful	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!
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: <b>Cleaning materials/washing powder/dishwasher powder etc is normally provided (and was in this case) so not sure what happened here!</b> )	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. <b>(Note from Caroline: Pool will be fully refurbished during winter 2008/09)</b>	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.
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 descibed 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 different to Ben Bom)	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 evything 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!

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	Veryuseful	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!
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. <b>Note from Caroline: added for 2010</b>	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
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 vedry 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.

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	Veryuseful	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!
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!
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 prefred 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
Quinta Melody	Superbly	Very smooth, easy booking process.	Very useful	Directions were spot on & very helpful. Also information on local supermarkets & restaurants were a great help.	Spotless	Clean, comfortable accommodation.	Yes	Very satisfied	All facilities were excellent, as expected.	Yes	Excellent accomodation, well furnished, plenty of seating areas, good sized swimming pool & BBQ facilities! The Villa was very cozy & traditional & had every thing you needed. Excellent location for local supermarket & fabulous restaurants! Also to make our stay complete, the weather was fantastic!! Would definately stay here again!! We have been waiting to get into Melody for four years (it is always booked out early - not surprising) and have stayed at Caroline's other villas in each of those years. Those holidays/villas were great - but Melody absollutely took the biscuit!!! And thanks Caroline for letting us stay in your home when we had to change flights back - more than could ever be expected!!!	We thoroughly enjoyed our stay at Quinta Melody 17th - 31st August 2010. The accomodation was set in beautiful, private, peaceful gardens & had an excellect large swimming pool & BBQ facilities! The Villa was very cozy & traditional & had every thing you needed. Excellent location for local supermarket & fabulous restaurants! Also to make our stay complete, the weather was fantastic!! Would definately stay here again!! We have been waiting to get into Melody for four years (it is always booked out early - not surprising) and have stayed at Caroline's other villas in each of those years. Those holidays/villas were great - but Melody absollutely took the biscuit!!! And thanks Caroline for letting us stay in your home when we had to change flights back - more than could ever be expected!!!
Quinta Melody	Superbly	None	Very useful	Very helpful and clearly written.	Spotless	The house was very clean, well equipped and welcoming.	Yes	Very satisfied	Everything we needed was on hand, it made for a really stress free holiday.	Yes	I was very pleasantly surprised by the size of Quinta Melody as the booking site pictures really don't do it justice.	Our family had a great holiday and we'd happily return again. The information on the area Caroline and Nick provided was invaluable and really helped make it the relaxing, stress free holiday we wanted. Sky TV is a real bonus, especially if you have children.
Quinta Melody	Superbly	Extreemly Professionally	Very useful	None	Spotless	None	Yes	Very satisfied	None	Yes	We have stayed at Quinta Melody three times now and it is evident that the villa is maintained to a high standard. The Kitchen looked fantastic now it had been refurbished and it was a real bonus to have a TV in	We have stayed at Quinta Melody three times now and each time we have had a thoroughly good holiday and have not wanted to leave! It's always a challenge when you have regular guests as the owner can get complacent - but this isn't the case with you Caroline and we return each year with anticipation of improvements you 've made since the last visit (Note: in 2011 there will be a large flat screen TV) Hope to return soon!

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	Veryuseful	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!
Quinta Melody	Superbly	/	Very useful	No problems with directions and info	Spotless	spot on	Yes	Very satisfied	Caroline I know this is absolute trivia but thought I would mention it. the on suite shower head doesnt clamp to the rail and keeps dropping. some small cereal bowls would have been helpfull I feel this is so petty hope you dont mind. <b>(Note: this has now been fixed)</b>	Yes	Villa fantastic location superb	From our first e mail enquiring about Quinta Melody to our last day was first class, the Villa was fantastic in a superb location and nothing was too much trouble for Caroline. the whole package was great we had a wonderful time.
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 Montinho	Superbly	I have selected Quinta Caroline though we actually stayed at Quinta do Montinho but that was not in the options	Very useful	We did not get lost	Spotless	All as at home	Yes	Very satisfied	As above comment	Yes	All the cmforts of home	The villa was superb, fab views and very comfortable, everything we required for our family. Would certainly go again. We were very impressed with Caroline - when the TV went wrong you immediately replaced with a better one from your own home. That's real service (and helped with the kids immensely)
Quinta Montinho	Very Well	Regular contact was made in between booking times to ensure everything was all ok.	Quite useful	Driving directions were not very clear for the last mile or so. I would suggest including Lat and Long coordinates of locations on the directions for those with Sat Navs. <b>(Note: driving directions improved. Guests should note that Sat Nav is not very reliable in the Algarve hence why the coordinates not given - had one guest where i had who ended up on the way to Lisbon once!)</b>	Very clean	No extra comments	Yes	Very satisfied	No extra comments	Definitely	No extra comments	A great location for a relaxing stay.
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 reccomened it. the housekeeper and gardner (George and Barbara)very kind and helpful

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	Veryuseful	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!
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. 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 nort 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

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	Veryuseful	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!
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 touched 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 e 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 particulaly 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 accomadation, 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 definately recommend Quinta Petra and we will definately 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 want we needed. Qunita 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 a eating/drinking places to enjoy.
Quinta Petra	Superbly	n/a	Very useful		Very clean		No	Superb	As we never drink tea, we missed a coffee making machine	Yes	/	
Quinta Petra	Superbly	n/a	Very useful	Everything was perfect.	Spotless	Everything was perfect.	Yes	Very satisfied	Everything was perfect.	Yes	Everything was perfect.	Quinta Petra will remain in our heart forever. We were looking for an accomodation exactly like this. It is such a fantastic and beautiful, elegant place. We had known that it must be this heaven after looking those pictures, but nothing could compare the experience. We could live there forever all along our life... The house is furnished elegantly, the pool is beautiful and the mature garden, the palms and flowers make this place like a small „palace“. Really, this is a dream home.
Quinta Petra	Very Well	excellent communications from Caroline, most helpfull	OK	n/a	Very clean	Barbara was most helpful.	Yes	It was better than average		Yes	n/a	A gem of a villa. Totally private, convenient and very well maintained. A glorious holiday in a glorious setting
Quinta Petra	Superbly	It was very easy to book our holiday online and all queries were answered quickly.	Very useful	loads of info provided.	Spotless	spotless	Yes	Very satisfied	A minor point but it would have been good to have some plastic glasses for use outside so as to avoid any possible breakages around the pool area. (Noted)	Yes	Having stayed in many villa's in the Algarve this has to be one of the best. Lovely private villa in a superb location. Couldn't fault it!	Having stayed in many villa's in the Algarve I would have to say that Quinta Petra has to be one of the best. Lovely private villa in a superb location. Couldn't fault it! Caroline has also been a pleasure to deal with. Thanks for everything!

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
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' gems in Evora	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!
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

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	Veryuseful	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!
Villa Carol Ann	Superbly	Fantastic Villa, we all love it. Such a joy to have so much space, and with 6 girls getting ready to go out the extra bathrooms were a bonus. So well equiped and clean. The pictures on line do not do the villa justice.	Very useful	Although we know the journey from Faro to Vilamoura , it was helpful to have the exact route to the villa and the helpful details of shops etc.	Spotless	Everything was very clean and tidy.	Yes	Very satisfied	I don't think we would add anything to the villa. It was perfect for us. We have stayed in villas many times and Villa Carol Ann was by far the very best. Everything that we needed was there and all in good working order.	Yes	The accommodation was comfortable, clean and tidy.	We were three generations of the same family staying Villa Carol Ann. It was by far the best villa that we have stayed in and we have stayed in many, some also in Vilamoura. On arrival, it was very clean and tidy and the 'welcome pack' was very welcome as we arrived late in the day. The pool was great with lots of outside space and a bar b que. We were able to relax around the pool without being on top of each other. There was lots of comfortable pool furniture. It was an added bonus to have a garage, which meant the car, although having air con was always cool to get into and was very easy to unpack shopping. Also, another bonus was the table tennis which we enjoyed. All the bedrooms and bathrooms were very clean and comfortable. We loved the decor of the villa and the thoughtful touches of colour, ornaments and especially the photos of Caroline with the professional golfers. The men of our party were very impressed! We loved everything about the villa and all of us would love to return for another holiday. Many thanks to Caroline.
Villa Carol Ann	Superbly	Everything was very smooth, precise and efficient	Very useful	n/a	Spotless	So clean and well equiped.	Yes	Very satisfied	We could not find a light switch to light up the pool that would have been nice to sit at night.(Noted)	Yes	Cant wait to book it for next year.	Fantastic Villa, beautiful, spacious, clean, all you could want and more. 5 Star accommodation for 3 star prices, cant wait to book again for next year.
Villa Carol Ann	Superbly	booking was smooth	Very useful	Especially useful when arriving in the dark.	Spotless	Fantastic	Yes	Very satisfied		Yes	Would definetly recommend to friends/family	A beautiful villa in a peaceful setting close to many restaurants/attractions. Highly recommended.
Villa Carol Ann	Superbly	It was easy to book on line and all the relevant information was emailed accross well in advance	Very useful	Superb service	Spotless	very clean thanks	Yes	Very satisfied	fantastically well equiped	Yes	will recommend	fantastic accommodation and ideally placed for the golf in Villamoura. We went onto a larger four bedroom villa in our 2nd week with friends and no-where near as nice as Villa Carol - we really missed our home from home of our first week. Would recommend to friends and we will endeavour to visit again.
Villa Carol Ann	Superbly	Very pleasant and very helpful - I asked loads of extra questions about golf, spa treatments etc and all handled very well.	Very useful	Directions were very easy to follow.	Spotless	The villa was spotless	Yes	Very satisfied	The facilities were super and all of a high quality	Yes	The villa was very well equiped, we didn't have to buy any extra bits and pieces.	The villa was lovely, a real home from home, the pics on the web site really don't do it justice. Would definitely recommend it for either families or couples who want some peace and quiet but be near to everything in Vilamoura.
Villa Carol Ann	Superbly	x	OK	The instructions for gettign the key were great but we didnt use the directions pack as we got a taxi to take us straight there	Spotless	Everything we could have hoped for	Yes	Very satisfied	Nothing to add	Yes	The accommodation was amazing and much bigger than we were expecting. Great value for money	We had an amazing time staying in Villa Carol Anne during April. Despite the weather, we had a great holiday and the villa was much bigger and more luxurious than we expected. During our stay we were affected by the Volcano distruprtion and Caroline helped us so much and was very flexible to ensure we had accommodation sorted. Thank you once again for all your help
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	Superbly	Prompt reply to emails, texts and calls	Very useful	x	Spotless	x	Yes	Very satisfied	and more!	Yes	delighted	What a fantastic house! Really took our breath away. Possibly the best place we've ever rented. Brilliant

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	Veryuseful	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!
Villa Castelo	Superbly	Excellent handling lots of information and all questions answered	Very useful	Used the pack to find restaurants.	Spotless	Didnt have any concerns about the cleanliness.	Yes	Very satisfied	The kitchen was really well stocked, didnt need anything extra (and we Love to cook!)	Yes	Very satisfied	A really spacious and comfortable villa that accommodated a big family of various ages exceptionally well. The kitchen was well stocked with everyting we needed to be able to cook at home and the outside eating area was fabulous. The pool was a big enough to accomodate everyone on hot days, lovely.Caroline was just superb - we thought she was more of a host than an agent (ie booking restaurants, day trips etc). Fabulous!
Villa Castelo	Superbly	When we first looked at the villa and needed more info Caroline replied by e mail within a very short time and once we decided to book everything was handled smoothly and without fuss.	Very useful	Passed the instructions to the taxi driver at the air port and he found the villa in 1 go.	Spotless	Lovely	Yes	Very satisfied	More than enough.	Yes	It was slightly further away from the town (10 mins to walk in, 15 to walk back) than we had anticipated but the villa was excellent and the service was exemplary.	We stayed in the Villa Castelo and had a wonderful time. The villa is exquisite giving a nice view over Lagos. The furnishings and decoration are tasteful and of very high quality. We found the service from Caroline excellent and would highly recommend the villa to anyone wanting a relaxing stay in superb surroundings.
Villa Castelo	Superbly	Over all excellent accommodation	Very useful	Our information pack contained everything we needed and more to make our holiday run smoothly .	Spotless	Our villa was very clean when we arrived . Our pool was cleand twice whilst we were there and bed linen was changed midway through our stay.	Yes	Very satisfied	Overall we could not think of anything else which was needed as the everything was there already .	Yes	Our villa had that wow , wow factor and far surpassed our expectations .	We stayed at Villa Castelo in Lagos in June 2010 . When we arrived quite late on Sunday evening Caroline was at the villa to meet us as promised . As she took us in to show us round everyone just went wow, as the pictures on the web site were nothing to seeing the size and quality of Villa Castelo . We were a party of 6 adults and two small children and each bedroom was ideal for our needs . The master bedroom was very spacious with a massive private walled balcony , the kiddies bedroom and the adjoining bedroom were almost like a private apartment . and a further bedroom on the ground floor was also well equipped . There was everything in the villa that anyone could possibly need and outside was equally as good with a large pool with steps at one end making ideal foryoung ones and ample sunbeds . There was a large covered area ideal for kiddies and adults alike when the sun became too fierce . We had no car and found this no problem at all as it is only a few minutes down into town . Although it was uphill back to the villa this didn't cause a problem and with taxis readily available on the sea front
Villa Castelo	Superbly	.	Very useful	A detailed street map of Lagos in the Villa would be helpful (Noted)	Very clean	BBQ was very dirty but Caroline got fixed immedately (different maid to usual who overlooked the cleaning of same but was fixed within half an hour of arrival)	Yes	Very satisfied	Nothing everythere was there	Yes	Box ticked speaks for its self - Excellent	Villa is in an excellent location, with wonderful views, over all couldn't fault the service you provide and would have no hesitation in using your servies again. Lagos is a beautiful place for a holiday
Villa Castelo	Superbly	No problems at all.Very professionally handled	Very useful	.	Very clean	.	Yes	Very satisfied	.	Yes	.	Exceptional service every step of the way - the best villa agents we have ever used!

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes		Very satisfied	We had a wonderful time and have already booked. If my partner had had his way, we would have claimed squatters' rights!
Villa Castelo	Very Well	No comments	Quite useful	Found me a nice restaurant. (No Patio)Which you would never stumble across	Spotless	Beutifully presented	Yes	Very satisfied	Swimming pool superb	Yes	Absolutely no complaints.	I would recommend anyone thinking of going to Lagos to consider staying at villa castelo. Probably the nicest holiday home I've stayed in.
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 u seful	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 ina 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.
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	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

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	Veryuseful	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!
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. <b>Note from Caroline There were two but the last guests had packed it by mistake - now reinstated</b>	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.
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 boms 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: Unfortunately 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	Excellent	Quite useful	No comments	Very clean		Yes	Very satisfied	No comments	Yes	No comments	It is a wonderful Villa.
Villa da Naranja	Very Well	very helpfull	OK	Only really used the maps and thought it was useful to have emergency nos and location of supermarkets etc.	Spotless	Very good quality bedding and towels.	No	Very satisfied	We were expecting a hairdryer ( <b>Note: there is one</b> ) and cd player ( <b>Note: owners had put in an ipod station and taken CD player out - CDs can be played on the dVD player</b> ) . However the english satellite tv programmes, xbox and cinema were unexpected bonuses and brilliant.	Yes	Was larger than expected.	We had a very relaxed and comfortable holiday and although we were on the outskirts of Lagos we were able to walk into town and taxis back were very reasonable. Our teenage son and his friend enjoyed the villa, its pool table and swimming pool immensely and we found ourselves staying at the villa much more than originally intended.
Villa da Naranja	Very Well	Caroline Page was extremely helpful	Quite useful	yes	Very clean	very lean ,	No	It was better than average	None	Yes		lovely , villa , great hols
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!

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	Veryuseful	Spotless		There was nothing we lacked .... Indeed better equipped kitchen than at home	Excellent	Yes	Definitely	Very satisfied	If my partner had had his way, we would have claimed squatters' rights!
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
Villa do abroso	Very well		Very useful	Info pack was indispensible - 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

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	Veryuseful	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!
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. <b>[Note from Caroline: directions</b>	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!"
Villa do Afonso	Superbly	Very efficient and the recommendati on 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 recommendatio ns 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. <b>(Note from Caroline: This has now been planted and growing well!!!!)</b>	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.

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	Veryuseful	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!
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 resturants. Hilde is a joy.
Villa do Afonso	Very Well	Booking very easy and your responcees 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 alterantive 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 restraunts super	Spotless	Hilde was a lovely house keeper	Yes		The accomodation was truely 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 helpfull and the easiest holiday I have ever booked.	Excellent	The information sent via e-mail was very helpfull 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 equiped 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 helpfull as was Hilde the house keeper.
Villa do Afonso	Superbly	as above	Very useful	Made life a lot easier.	Very clean	The accommodati on was very tidy and clean	Yes	Very satisfied	The only problem we found was that the toaster kept tripping the electricity supply and we ended up using the grill instead (Note: this unfortunately is a common problem in Portugal where two phase electricity is	Yes	The villa was absolutely lovely.	We had a wonderful holiday at the villa and the instructions supplied by Caroline made our stay even better. We managed to visit most of the restaurants recommended and they were as good if not better than stated.

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	Veryuseful	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!
Villa do Afonso	Superbly	The booking process was very straightforward - you responded so quickly to our queries	Very useful	as above	Spotless	as above	No	It was better than average	The facilities and equipment were spot on.	Yes	It was just lovely.	Our stay at Villa Afonso was the most relaxing holiday we have had to date. The Villa is stunning and what with the pool and the barbie you do not need to go anywhere else (although the beach at Burgau is stunning). The quietness of the area was bliss and Burgau is a beautiful place. Overall lovely place for a relaxing and peaceful holiday.
Villa do Afonso	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.
Villa do Afonso	Very Well	Would have been easier if I could have paid for the villa online.	Excellent	Nice to know about the area and surroundings	Clean enough	Clean sheets and towels, but some dust. It was not a problem, I would not have commented on this if it was optional.	No		Had expected air condition otherwise very pleased with the villa. Hilda was very helpful and polite.	Yes	Air condition	We had a lovely holiday - thank you
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 Hilda	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	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. <b>Note from Caroline:</b> internet is	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

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	Veryuseful	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!
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 a very pleasant firm to deal with , very easy and helpful
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	
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	Caroline's response times were excellent and attention to detail was second to none	Very useful	Without the driving directions our taxi driver would never have found the property!Home owner had also left a guide to very local restaurants/attractions which was extremely	Very clean	Property was very clean and comfortable	Yes	Very satisfied	the accommodation has everything for a lovely holiday	Yes	Accommodation was lovely. and to a high standard.	We had a great holiday - everyone tried ( and succeeded ) in making our stay as enjoyable as possible!We would certainly stay in this or another property in the future.
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

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	Veryuseful	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!
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 int he 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 do Sol (Burgau)	Superbly	Always quick response to any queries.	Very useful	Driving directions from the airport were excellent, would have been lost without them - literally!	Very clean		Yes	Very satisfied	Some more pots and pans would've been useful (Noted and to be addressed for 2011)	Yes	We were pleasantly surprised to find that the villa was airconditioned and had a jacuzzi bath!	What a fantastic holiday home - we would love to go back! It had everything we needed and the pool was excellent. Well equipped it was like a home from home, thanks for such a wonderful holiday.
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 hepled us to enjoy the area	Spotless	VERY CLEAN AND BRIGHT	Yes		POOL WAS A GREAT BONUS	Yes	A HAIR DRYER MIGHT BE NICE (Note: there are two in the villa)	We had a lovely holiday.
Villa DoAbroso	Very Well	Booking and payment were straight forward and reponses by email were always prompt and	Very useful	Good instructions re directions and useful info regarding restaurants etc.	Very clean	.	No	Excellent		Yes	Always nice to have air con in all bedrooms.	Good location for golf and sports facilities. Quiet, clean villa.
Villa DoAbroso	Superbly	Very very efficiently. Caroline anticipated all of my questions so I never had a chance to ask them!	Very useful	Directions were clear and easy to follow. It was very handy to have some many helpful restaurant recommendations as it was easy to end up spending a lot in the usual, busy tourist places.	Spotless	Everything was beautifully clean onn arrival and we were able to enter the villa earlier than planned due to the efficiency of Caroline and the cleaners.	Yes	Very satisfied	Although we only needed it once, the Sky viewing card was not in the Sky box on arrival.(Note: Sky iw as made illegal in 2011 in Portugal due to european broadcasting regulations. Freeview is generally supplied instead. In one or two villas it is still possible to receive Sky through arrangements made outside of Portugal - if this is important to guests please enquire before booking)	Yes	We could not think of anything else we would have wanted to have in the villa.	We were two couples holidaying together at Villa Doabrosa and found it very spacious with all the facilities and items we needed. The villa is of a high standard in a good location with lovely outside areas for relaxing. The information and accurate restaurant recommendations provided by Caroline made the holiday so easy and enjoyable and allowed us to get the most out of our week away.

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	Veryuseful	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!
Villa DoAbroso	Superbly	Very efficient.	Quite useful	I thought the generic info pack was very useful - I liked the comments you put in there against the restaurants - good and bad. It had a personable style and added to the pack's credibility.	Spotless	I cannot fault anything - everything was absolutely spotless - really really welcome when you have a 10 month old crawling all over the place!	Yes	Very satisfied	High chair and cot were there ready and waiting and we even had a nappy bin which we did not expect. We weren't expecting the dishwasher either so that was a bonus. I think it might be worthwhile listing all facilities for each villa on the website - I couldn't see them when I looked. But anyway, we had far more than we expected at the villa, which was wonderful.	Yes	Much bigger than we thought and very spacious grounds. The photos on the website did not do the villa justice!!!	Caroline was meticulous in all her detail and her website was incredibly informative. She gives you exactly what you need to feel confident in making an internet booking with a firm you haven't previously dealt with. I have already recommended the company to friends and family.
Villa DoAbroso	Superbly	It was so easy to book this villa, any questions i had was answered very promptly.	Very useful	Very helpful.	Spotless	Veryclean.	Yes	Very satisfied	A small safe for passports etc would be helpful (Note: Safes as policy are not offered in my homes due to difficulties with insurance companies)	Yes	Many thanks to Caroline for her very friendly and helpful advice during our stay.	Superb service, will return.
Villa DoAbroso	Superbly	The initial payment via paypal was a pain.	Very useful	We were able to give the driving instructions to our airport transfer driver which made it easy for him. We had a good idea of what was in the area beforehand which was very useful as we felt we already had our bearings.	Spotless	The villa was lovely on arrival.	Yes	Very satisfied	We had everything we needed for our stay and more then expected.	Yes	Absolutely lovely	This villa was better then expected, the pictures do not do it justice, this was our first villa holiday stay and we were impressed. We were never out of the pool in the day, we were a group of 6 including 2 kiddies who enjoyed every minute. We only left the Villa on a couple of occasions as everything we needed was right there. Villa spacious enough for us all not to be on top of each other, lovely outdoor bbq/kitchen area with lovely outside dinning. Just absolutley lovey, would go back next month if i could! Thanks very much to Caroline, who met us at the villa when we arrived and took us to the supermarket the next day to stock up on food and show us the location of the beach and supermarket, much
Villa Jardim da Meia Praia	Very Well	Superbly	Quite useful	Walking distance to beach was more like 20 than the stated 15 minutes!	Spotless	A lot of maintenance men just as we arrived but was super (Note: maintenance men arrived as on checking the villa before guests arrived I noticed gas was not working properly and thought best to get fixed asap!!!)	Yes	Very satisfied		Yes	Softer bed mattresses - but perhaps this is Portuguese standard?	Excellent accommodation - enjoyed by young and old.
Villa Jardim da Meia Praia	Superbly	Very responsive and helpful	Very useful	Very useful	Spotless	Spotless and also surprised and happy with cleaning services during our stay.	No	Very satisfied		Yes	Loved the beds - nice and firm for an old back!	Booked holiday late on the internet and found all details exactly has described on web page. Also found Caroline both friendly and professional in everything she did.

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	Veryuseful	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!
Villa Jardim da Meia Praia	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 Jardim da Meia Praia	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 Jardim da Meia Praia	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
Villa Jardim da Meia Praia	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 ...
Villa Magico	Superbly	All went very smoothly with very short timescale.	Very useful	Clear instrusions and the info pack was comprehensive and added a personal touch	Very clean	VERY clean	No	Very satisfied	t.	Yes	Great location and nicely laid out villa	Villa Magico is in an ideal location for those who want easy access to Lagos and Luz but also want the option of being able to enjoy the tranquility of the countryside. Very much enjoyed our time there and Caroline was most helpful
Villa Magico	Superbly	couldn't fault	Very useful	The directions were very clear.	Very clean	Very clean.	No	Excellent		Yes	A couple of windows very fiddly to close/lock. (en-suite and kitchen) Otherwise lovely villa with some beautiful furnishings and very well equipped.	Lovely, villa with open views at the rear which made a very relaxing environment. Within a few minutes drive of some gorgeous beaches with lots of activities. May not be ideal for smaller children due to lots of steps but for anyone else it has a luxurious feel.

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	Veryuseful	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!
Villa Magico	Superbly	na	Very useful	Very useful. I forwarded it to friends staying in Lagos. I suppose thats an ad for you!	Not very clean	I'm sorry to say that the kitchen is in need of a few hours cleaning. It just wasn't up to the standard I would expect, while the rest of the villa was spotless. I don't like to give you a negative comment as I could fault nothing else...(Note: new cleaners used for this villa - now	Yes	Very satisfied	. A few kids toys.( we left a skid board behind us and hopefully some other child will get to use that!)	Yes	I have booked properties through the internet for the last few years and it would be one of the better ones.	Really lovely holiday and a great location - Caroline you were superb (and sorry we caused you the hassle over the cleaners) but you did get sorted immediately for which we were grateful.
Villa Magico	Superbly	n	Very useful	na	Spotless	na	Yes	Very satisfied	the ville contained everything we needed and more	Yes	na	We really enjoyed our week staying at Villa Magico- it is a lovely place to stay and very well kitted out. We recommned using the blender to make Happy Hour fruit cocktails!!!
Villa Magico	Superbly	.	OK	n	Clean enough		Yes	It was better than average		Yes	n	We realy enjoyed our stay here - it was fabulous.
Villa Vista Boavista	Superbly	Very smooth	Excellent	A hard copy in the villa would be useful	Spotless	Didn't realise we had daily cleaning - very welcome!	Yes	Very satisfied	The double mattress in the main bedroom was pretty hard. This is better than being too soft but it wasn't very comfortable.	Yes		This is quite simply a stunning villa with the best pool around. It is quiet, relaxing and superbly equipped. We loved it!
Villa Vista Boavista	Very Well	Booking with Caroline was a pleasure	Very useful	None	Spotless	None	No	Very satisfied	Internet problems as you know but we appreciated your sorting as quickly as you could and the provision of dongles to tide us over.	Yes	None	We had a really lovely lovely holiday there. Lots to do and the villa and pool were great.
Villa Vista Boavista	Superbly	I am a travel industry worker, with many years experience in travel agencies. I never had such a superb experience like booking with Prime Algarve Rentals. Thanks a lot Caroline for such a terrific	Very useful	Very Helpfull	Spotless	Also the daily cleaning service was great.	Yes	Very satisfied	Especially kitchen facilities.	Yes	Villa was superb	We had a great holiday. Our Villa was superb. The teenagers enjoyed the club membership of the gym, pool etc. The daily cleaning service was also a welcome feature.
Villa Vista Boavista	Superbly	very well	OK	It is very much oriented to british people, which I understand, as most of visitors are from UK	Very clean	House was very clean	Yes	Very satisfied	House was perfect and met our expectations. It is very much recomended for a group of people or families.	Yes	We were delighted with our accomodation	Booking process : efficient House facilities: outstanding Area: Superb Algarve: Strongly recommended Prime Algarve Rentals: Fantastic experience

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	Veryuseful	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!
Villa Vista Boavista (11)	Superbly		Very useful	a	Spotless	a	Yes	Very satisfied	a	Yes	a	Had a fantastic holiday at the Boavista, the villa was lovely and made good use of the facilities available there. Would definteley recommend a stay there. We had a few minor issues (pool was getting too hot) not of our making and some which were (breakage of iron, need for an artist table) and you were absolutely superb Caroline with how you dealt with us. It was like having our own personal concierge (and with 150 villas to look after, don't know how you managed to do it!) A delightful experience all round and have recommended you to
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 facilites/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.