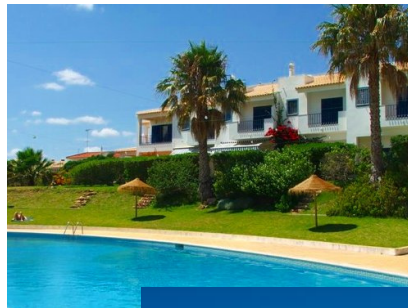


# Frequently Asked Questions



## FAQ - FREQUENTLY ASKED QUESTIONS

### **Who we are:**

We are a family run business that works with rentals in the Algarve for the last 22 years. We have direct ownership of most of the properties listed in the SuperAlgarve.Com and in rare cases we have direct management of the property. Therefore you are assured to be dealing with the person that has the direct responsibility for the rental property you are paying for.

You can count with us to find your choice, we have from luxury to more modest villas and apartments. **We provide the lodge to fit your budget, so that you'll have fantastic stay in the superb Algarve.**

### **Q1. How to book the apartments with SuperAlgarve.Com?**

#### **Step #1 : Reply to this email stating your wish to reserve the apartment.**

This will keep the apartment reserved in your name for a period of 24 hours to allow you to do a bank transfer

#### **Step #2 : make an international transfer to the account, 200 Euros**

IBAN: PT50001800000702834200184

BIC: TOTAPTPL

NAME: JOÃO MANUEL HORTA ANASTÁCIO

#### **Notes: for any doubts on the money transfer, take this in consideration:**

The IBAN is constructed as follows: Countrycode + NIB and in Portugal is a total of 25 digits = PT50 + NIB ( 21 digits)

The BIC represents the bank and is 8 alphanumeric digits ( TOTAPTPL)  
if your bank requires an 11 digit format, please add XXX and the BIC becomes TOTAPTPLXXX

#### **Step #3 : confirm the reservation by sending a prove copy of the wire transfer**

provide the receipt by one of the following methods.

- a) by Fax to our land line number + 351 289 501274
- b) by scanning and sending the email to [alugueres@superalgarve.com](mailto:alugueres@superalgarve.com)

## Question 2: After I book the apartment how to hi receive the keys??

The keys can be retrieved at:

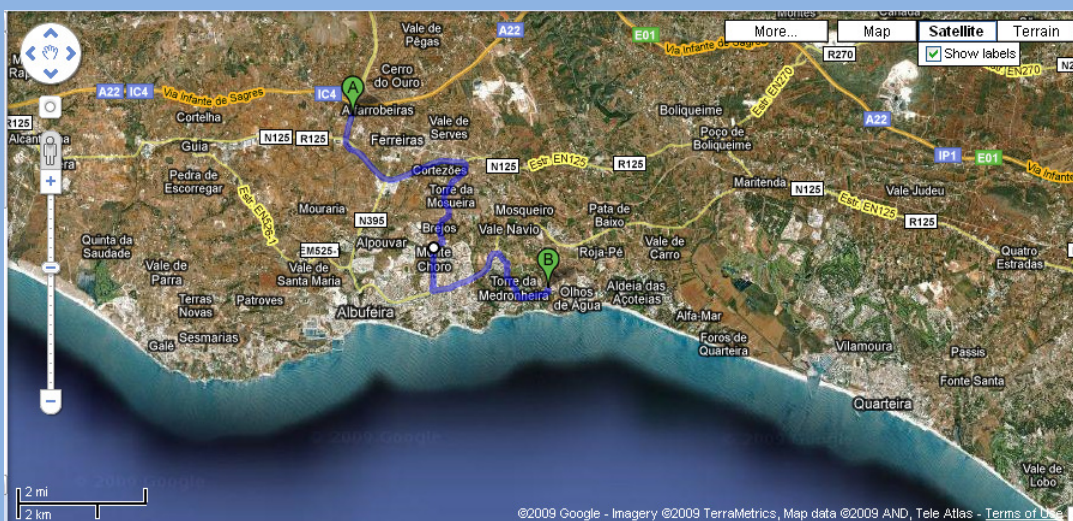
Destination address:

**Vivenda Anastácio, Torre da Medronheira, Olhos de Água  
8200 Albufeira**

On site you contact our personnel to retrieve the keys and they will host you to your apartment or Villa.

Call **Mr. João Manuel Anastácio ( +351 969 016 218)**

## How to get there exactly?



You may use your GPS to go directly to the location, by inserting the coordinates:

**GPS: 37.094061,-8.200028**

## Directions From the Faro Airport

1. Head **west** 0.1 km
2. Turn **left** toward **N125-10** 0.7 km
3. At the roundabout, take the **2nd** exit onto **N125-10** 2.9 km
4. Slight **right** onto the ramp to **Loulé/Lisboa/Portimão** 0.6 km
5. Merge onto **IC4** 2.5 km
6. Slight **right** at **Estr. IC4/IC4** 1.4 km
7. Take the ramp to **Faro/Almancil** 0.6 km  
Slight **left** at **Estr. EN125/N125/R125**
8. Continue to follow **R125** 15.5 km  
Go through 2 roundabouts
9. Turn **left** toward **Estr. EM526** 73 m
10. Continue straight onto **Estr. EM526** 3.3 km
11. Slight **right** at **Estr. EN526** 1.6 km
12. At the roundabout, take the **3rd** exit 0.6 km
13. At the roundabout, take the **2nd** exit onto **R. da Torre da Medronheira** 0.9 km  
Go through 1 roundabout
14. Continue on **Estr. de Albufeira** 0.1 km
15. Continue on **R. da Torre da Medronheira** 0.4 km
16. Continue on **Estr. dos Olhos de Água** 0.2 km
17. Continue on **Estr. de Olhos de Água** 0.5 km

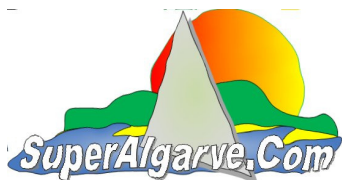
You'll find the Hotel "Vela Mar" on the right side of the road  
You are going in the right direction....

18. Turn **right** between the "**3 Marias**" and "**Assador**" Restaurants 63 m

You'll be in a short road, and you may stop at the second Villa on the left: **Villa Anastacios**

You reached your destination...

## Question 3: Who shall I call when I reach the collection spot?



www.superalgarve.com

2010

#### List of contacts of SuperAlgarve.Com

Sr. João Anastácio <i>SuperAlgarve.Com Representative</i>	(+351 96 901 6218) Fala: Portuguese, English, French, Spanish
Sra. Maria da Palma <i>SuperAlgarve.Com Representative</i>	+351 96 601 8478 Speaks: Portuguese only

#### Other contacts:

João J. Horta (urgency) <i>Website Manager</i>	+351 93101 3399 Fala: Portuguese, English, French, Spanish
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#### Address:

Vivenda Anastácio,  
Torre da Medronheira  
8200 Albufeira

Phone/Fax: 351 289 501 274

Site: [www.superalgarve.com](http://www.superalgarve.com)

Email: [alugueres@superalgarve.com](mailto:alugueres@superalgarve.com)

WISHING YOU THE VERY BEST OF YOUR VACATIONS IN 2010

Thank You ,

João Horta,

SuperAlgarve®

*The Green, Sun,Sand and Sea at the distance of a click*

