



F.A.Q's  
**FREQUENTLY ASKED  
QUESTIONS**

DISCOVERY HOTEL  
MANAGEMENT

 +351 289 243 000  RESERVAS@EDENRESORT.PT  WWW.EDENRESORT.PT

### **Which type of accommodation is available in the Resort?**

One Bedroom Apartment  
Two Bedroom Apartment  
Two Bedroom Townhouse Three Bedroom Townhouse  
Four Bedroom Villa with private pool

### **What are the sizes of the accommodation available?**

One Bedroom Apartment – 70 sqm  
Two Bedroom Apartment – 94 sqm  
Two Bedroom Townhouse – 142.72 sqm  
Three Bedroom Townhouse – 170 sqm  
Four Bedroom Villa with private pool – 209 sqm

### **How many persons sleep in the different accommodation?**

One Bedroom Apartment – 2 Adults + 2 Children (Sofa Bed) or 3 Adults (1 in the sofa bed)  
Two Bedroom Apartment – 4 Adults + 2 Children (Sofa Bed) or 5 Adults (1 in the sofa bed)  
Two Bedroom Townhouse – 4 Adults + 2 Children (Sofa Bed) or 5 Adults (1 in the sofa bed)  
Three Bedroom Townhouse – 6 Adults + 2 Children (Sofa Bed) or 7 Adults (1 in the sofa bed)  
Four Bedroom Villa with private pool – 8 Adults or 6 Adults and 2 Children

### **Does the Resort provide extra beds?**

Extra beds are not provided.

### **Which type of beds can you find in the accommodation?**

Most of the one bedroom apartments are twin bedded.  
The two bedroom apartments and townhouses have one room with a double bed and a twin room.  
The three bedroom townhouses have two rooms with a double bed plus one twin room.  
The four bedroom villas have two rooms with double bed plus two twin bedded.

### **Where are located the different accommodation types in the complex?**

The one bedroom apartments are all located on the first floor and only a few are close to any of the pools. The two bedroom apartments are all located on the ground floor and only a few are close to the pools.  
The two and three bedroom townhouses have two floors internally and are all located around the different pools, but not all of them have pool view.

### **What is the difference from a two bedroom apartment to a two bedroom townhouse?**

The main difference is that the townhouse has an upstairs floor where the two bedrooms with en-suite bathrooms are placed, which allows a more spacious living room area downstairs, while the apartment has only one of the bedrooms with en-suite bathroom and all the rooms are located in the ground floor.

### **Can the guests upgrade from the different types of accommodation?**

Yes, upgrades are possible, depending on availability and payment of an extra charge.

### **What are the Resort's service hours?**

A: The Resort is open 24 hours per day. Check-in is from 4:00pm onwards and Check-out is up to 11:00am.

### **Can the guests have an early check-in or a late check-out?**

Depending on availability and payment of an extra charge late check-out may be confirmed. Request must always be done in advance. Late check-outs can only be confirmed on departure day. Early check-ins are not available.

### **Where can guests store their luggage while they wait?**

The Resort has a luggage room in the Reception area and shower facilities in the SPA for late departures.

### **How far is the Resort from Faro Airport?**

The Resort is located 40 kilometers from the airport, 45 minutes by car.

### **Can the hotel organize transfers?**

If we receive the request via e-mail with the flight details, number of passengers, pieces of luggage and if travelling with children their ages, we will be happy to assist our guests.

The associated costs of this service are determined according to the current tariff upon booking.

### **How far is the Resort from the center of old town or beach?**

The Resort is located 2 kilometers away from the center and Albufeira's main beach, which are 25 minutes walking distance, 5 minutes by car.

### **How far is the Resort from the new town (the strip)?**

The Resort is located 4 kilometers away from the new town, 10 minutes by car.

### **Does the Resort provides a courtesy bus?**

The Resort provides daily free transportation 4 times a day throughout the year to the center/beach.

### **Can the guests make arrangements for taxis, airport transfers or excursions from the Resort?**

Excursions and transfer services can be organized by the Reception at normal office hours.

The taxis can be requested at any time.

### **Is the Resort wheel-chair friendly?**

The Resort is not suitable for guests with severe mobility restrictions.

### **Does the Resort allows pet animals?**

No.

### **Does the Resort provide laundry service?**

The Resort does not provide laundry service. As alternative, there is an outside launderette located 500 meters from the Resort.

### **The accommodation has washing machine?**

No.

### **Can the guests request Cots and High Chairs for the accommodation?**

The Resort provides, free of charge, Cots and High Chairs when reserved in advance and subject to availability.

### **Does the Resort provide Pool Towels, Hairdryers, Irons and Kettles?**

The standard equipment includes irons, hairdryers and kettles. The pool towels are received on arrival and can be changed daily, on arrival ask us for further information.

### **Does the Resort provide DVD players?**

No.

### **Does the Resort provide foreign channels in the accommodation?**

The Resort provides cable TV, with a wide range of channels in different languages (Portuguese, English, Spanish, French, German).

### **Are safety deposit boxes in the apartments free of charge?**

Yes.

### **Does the Resort provide Free Wi-Fi?**

The Wi-Fi service is available free of charge in every accommodation and also in several public areas.

### **Is there a Gym available in the Resort?**

No.

### **What type of sports facilities are available in the Resort?**

The Resort provides a multisport area where guests can use either as a five-a-side soccer field or as Tennis Court.

All the equipment to practice those sports is available in the reception subject to a 20€ deposit, refundable.

### **Is the indoor pool available all year?**

Our indoor pool is heated from September until May.

### **How can the guests obtain information about SPA treatments?**

Detailed information and SPA reservations please contact: [spa@edenresort.pt](mailto:spa@edenresort.pt).

### **How can the guests reserve golf in the Algarve?**

If guests send us an e-mail with the desired golf courses we can send a quote and proposed starting times.

### **Which type of entertainment does the Resort have for the season?**

There is daily entertainment during high season for adults and children with evening activities (April-October).

During low season we offer 5 days a week of entertainment.

### **Which are the operating seasons and times of the Kids Club?**

The Kids Club operates from April to October.

The Kids Club opening hours are from 10:00am to 12:00pm and from 3:00pm to 5:00pm, free of charge for children from 4 years old up to 11 years old. The activities must be supervised by their parents.

### **Does the Resort have a crèche for younger children?**

No.

### **Does the Resort provide Babysitting?**

Yes, subject to availability and to an extra charge.

### **Can the guests hire a car and park in the Resort?**

Yes, car hire can be done through Reception.

Parking is free of charge in our resort.

### **How far are the local shops?**

At Eden Resort you can find our minimarket with a good selection of products and enough to suppress your holiday needs.

In town there are also other shops and supermarkets.

### **Can you exchange your board basis directly?**

Yes, we can locally upgrade your board basis and charge directly.

### **Are there restrictions for the all-inclusive guests?**

Our all inclusive system is under the bronze category, we offer a very good variety of local drinks and spirits, the main meals are buffet style and 2 times per day snacks.

Please contact us for further information.

### **Can you upgrade to a premium drinks package?**

Yes, we have created a package intended to all guests booked on all-inclusive basis that wish to enjoy Spirit drinks with Premium products, this has a daily cost and specific regulations, if you wish to know more about this, please contact us on arrival.

### **When all-inclusive guests arrive late or depart early how can they get their meals?**

We care about our guests comfort and should any late arrival occur, we will prepare a light meal pack including juices, fruit, yogurt, and sandwiches.

Concerning early departure, we proceed the same way however in this case guests should advise the reception in advance.

### **Can the half board guests swap dinner for lunch?**

Yes, just advise the reception with enough anticipation.

### **Are drinks included in the half board?**

Not included.

### **Is it possible for all-inclusive guests to order take away meals?**

Not possible.

### **Does the Resort cater for all-inclusive guest's wheat intolerant or gluten free allergic?**

We have a good variety of products for guests intolerant to wheat and gluten; In order to have this products available during your stay just let us know in advance and also when you arrive to the restaurant.

### **Is the use of swimming caps compulsory in the indoor pool?**

We do get asked about the rule regarding having to wear swimming caps in the indoor pool.

Yes, in order to maintain high standards of hygiene in this area it is mandatory that everyone wears swimming caps. This is applicable to babies, children and all adults.

### **Which equipment is available in the apartment?**

Our guests have at their disposal an iron, a hairdryer and a teakettle.

### **Our guests must bring pool towels?**

Upon arrival, all guests receive a token which gives them access to a towel that can be changed once a day.

If you have any questions, please contact us.



  
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