

## WELCOME TO PALHEIRO VILLAGE

Dear Guest,

The Management and all of the team at Palheiro Village wishes you a warm welcome to Palheiro Nature Estate and to the beautiful Island of Madeira!

Please allow us to inform you some of the facilities that are available for your enjoyment within the Palheiro Nature Estate:

The swimming pool with changing facilities is located at the “Forum” building.

The “Sala Carvalhal” is a multipurpose room with WIFI, TV, reading material, meeting facilities and a seating area, as well as snooker table.

Other services available: The Palheiro Golf Course, Palheiro Spa, Palheiro Gardens, Club House Restaurant, Casa Velha Restaurant, Tea House and Big Game Fishing by Balançal.

For additional information on opening hours, and services please check the timetable sheet in this folder or contact our reception located at the Palheiro Golf Clubhouse.

Wishing you a most enjoyable stay at Palheiro Village.

The Management,

## YOUR VILLA/APARTMENT

- Your accommodation is privately owned and non-smoking.
- Please turn off all appliances, lights, and heating, when not in use.
- WIFI is complimentary for Palheiro Village guests.
- To maintain the property in good condition, please avoid consuming any food or drinks in the lounge area and the bedrooms as the furnishings are very easily stained. Also please keep a record of any damage/breakage which might occur during your stay.
- The remote control opens both barriers at the entrance or exit of the Palheiro Village. Please just press digit #1 to open the barrier and it will close automatically.
- If you have arrived outside reception opening hours, please check-in on the following day and bring your Passport or ID.
- On your departure, please ensure that all doors and windows are closed.
- Keys and remote control must be returned, and we kindly request that any waste is disposed in the rubbish bins near to your Villa/ Apartment.
- Kindly fill up our internal survey and provide us your feedback regarding your stay.
- The towels in your room are for pool use. We encourage reuse. For exchanges, contact reception. A €15 fee applies for lost or unreturned towels. Thank you for helping protect the environment.

## GENERAL INFORMATION

### OPENING HOURS

**Banks:** Monday to Friday 08h30 - 15h00  
**Main Shops:** Monday to Friday 09h00 - 13h00 / 15h00 - 19h00  
Saturday 09h00 - 13h00  
**Shopping Centres:** 10h00 - 22h00

### PHARMACIES

**Closest Pharmacy:** Garajau | 291 935 795  
**24hr Pharmacy:** La Vie Shopping Centre (Funchal)

Some over-the-counter medicines are available in supermarkets, look for the specific check-out till, with a counter/cabinet alongside it, saying «Bem Estar».

### SUPERMARKETS

The nearest supermarket is at Cancela. Turn left out of Palheiro Village, go down to the roundabout, take first exit turning right down the hill. “Pingo Doce” supermarket is on the left hand side in the Cancela Park shopping centre and if you follow the road and turn right you will find “Continente” supermarket.

\*TIMETABLES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE, PLEASE CONTACT RECEPTION FOR FURTHER INFORMATION.

## USEFUL TELEPHONE NUMBERS

PORTUGAL COUNTRY CODE (+351)

### PALHEIRO NATURE ESTATE

Palheiro Village Reception (09:00 - 18:00)	291 790 030
Palheiro Village Security (18:00 – 09:00)	917 964 513 or 291 630 057
Palheiro Golf	291 790 120
Palheiro Golf – Restaurant Clubhouse	291 603 747
Hotel Casa Velha do Palheiro	291 790 350
Palheiro Spa	291 790 352

### HOSPITAL & CLINICS

<b>Emergency</b>	<b>112</b>
Hospital “Dr Nélio Mendonça”	291 705 600
Poisoning	808 250 143
Policlinic Caniço	291 934 504
Clinic Santa Catarina	291 700 000
Clinic Santa Luzia	291 200 000
Madeira Medical Centre	291 003 300
Dentist – Dr. João Bonal Silva	291 230 673

### AIRPORTS

Madeira	291 520 700
Porto Santo	291 980 120

### TAXI

Cátia Oliveira	291 776 914 or 912 488 818 or 912 488 820
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## BUS TIMETABLES

### SERVIÇO URBANO | URBAN SERVICE

☎ 291 705 555 > geral@horariosdofunchal.pt > [www.horariosdofunchal.pt](http://www.horariosdofunchal.pt)



**HORÁRIOS**  
DO FUNCHAL

TRANSPORTES PÚBLICOS, S.A.

### 38 Cancela

#### ZN Industrial, T-38 e 39 (923)

Zona Industrial, D (923B)	ZN Industrial, T-38 e 39 (923)
Rotunda Cancela, T-38 (192)	CAM ZN Industrial, S2A (227B)
Antes CAM das Neves, D (194)	CAM ZN Industrial, S1A (227A)
Antes Miradouro Neves, D (196)	Cancela-Zona 35 (227)
Depois Miradouro Neves (198)	ESTR Aeroporto, Gaspar F (747)
Antes CZ Bica Pau (200)	ENT CAM Neves, C38, S (231)
	ESTR Aeroporto, Neves, S (233)
	Estrada do Aeroporto, S (235)
ESTR Camacha, Bica Pau, D (204)	ESTR Camacha, Bica Pau, S (239A)
ESTR Camacha, viaduto, D (202A)	ESTR Camacha, viaduto, S (239)
Estrada Camacha, 17, D (202)	ESTR Camacha, Poço CMF, S (237)
Depois CZ ESTR Camacha, D (180)	Antes CZ ESTR Camacha, S (215)
ESTR C Carvalhal, 253, D (178)	ESTR C Carvalhal, 196, S (213)
Antes Igreja S Gonçalves, D (1114)	S Gonçalves, Depois Igreja (1151)
Igreja de São Gonçalves (176)	Igreja São Gonçalves, S (211)
Depois Igreja S Gonçalves, D (174A)	Antes Igreja S Gonçalves, S (209A)
ESTR C Carvalhal, RIB, D (174)	ESTR C Carvalhal, RIB, S (209)
ESTR Conde Carvalhal, D (172)	ESTR Conde Carvalhal, S2A (207)
Antes Chão Loba, D (170)	ESTR Conde Carvalhal, S1A (205)
AV Santiago Menor, D1A (1234)	S Gonçalves, Depois Chão Loba (203A)
AV Santiago Menor, D2A (1236)	AV Santiago Menor, S6A (1325)
AV Santiago Menor, D3A (1238)	AV Santiago Menor, S5A (1323)
AV Santiago Menor, D4A (1240)	AV Santiago Menor, S4A (1321)
AV Santiago Menor, D5A (1242)	AV Santiago Menor, S3A (1319)
AV Santiago Menor, D6A (1244)	AV Santiago Menor, S2A (1317)
Antes C C Anadia, D (156)	AV Santiago Menor, S1A (1315)
Praça Autonomia, D (156A)	Rua da Infância (187)
Pinga (19)	<b>Pinga (19)</b>

Dias úteis Working days		Sábados Saturdays		Domingos e Feriados Sundays and Holidays	
Partidas de: / Departures from:					
Centro	Zona Industrial	Centro	Zona Industrial	Centro	Zona Industrial
06:15 a)	06:00 a)	06:15 a)	06:00 a)	06:30	06:00 a)
07:00	06:30 a)	07:05	06:40 a)	07:30 a)	07:00
07:30	07:00	08:05	07:20 a)	08:00	07:30
07:50	07:25	08:30 b)	07:40	08:50 b)	08:00 a)
08:10	07:50	09:00	08:30	10:10 a)	08:25
08:35	08:35	09:20 b)	09:00 b)	11:00 a)	09:10 b)
09:05 b)	09:05	10:10 a)	09:30	12:05	10:35 a)
09:30	09:40 b)	11:00	09:50 b)	13:05 a)	11:30 a)
10:00 b)	10:00	12:05	10:35 a)	13:35	12:35
10:25	10:25 b)	12:35	11:40	15:00 a)	13:30 a)
11:25	11:00	13:05	12:35	16:15 b)	14:00
12:05	12:00	13:35	13:10	17:15 a)	15:30 a)
12:25 b)	12:35	14:15 b)	13:40	18:15 a)	16:40 b)
12:35	12:50 b)	15:15	14:00	20:25 a)	17:45 a)
13:05	13:10	16:15 b)	14:40 b)	22:00 a)	18:40 a)
13:35	13:30	17:15	15:45	00:05 a)	20:50 a)
14:05 b)	14:00	18:15	16:40 b)		22:25 a)
15:00 b)	14:30 b)	19:05 a)	17:45		
15:30	15:30 b)	20:25	18:40		
16:00 b)	16:00	22:00 a)	19:30 a)		
16:35	16:35 b)	00:20 a)	20:50		
17:15	17:00		22:25 a)		
18:05	17:40				
18:35	18:35				
19:30	19:05				
20:10 a)	19:50				
20:40 a)	20:35 a)				
22:00 a)	21:05 a)				
23:30	22:25 a)				
00:20 a)					

a) Até / Da Cancela, paragem “Rotunda Cancela, T-38 (192)”

b) Até / Do Vale das Neves. paragem “Neves, T-38 (191)”

a) Até / Da Cancela, paragem "Rotunda Cancela, T-38 (192)"  
b) Até / Do Vale das Neves, paragem "Neves, T-38 (191)"



Início carreira  
Starting point



Término  
Terminus



Paragem  
Bus stop

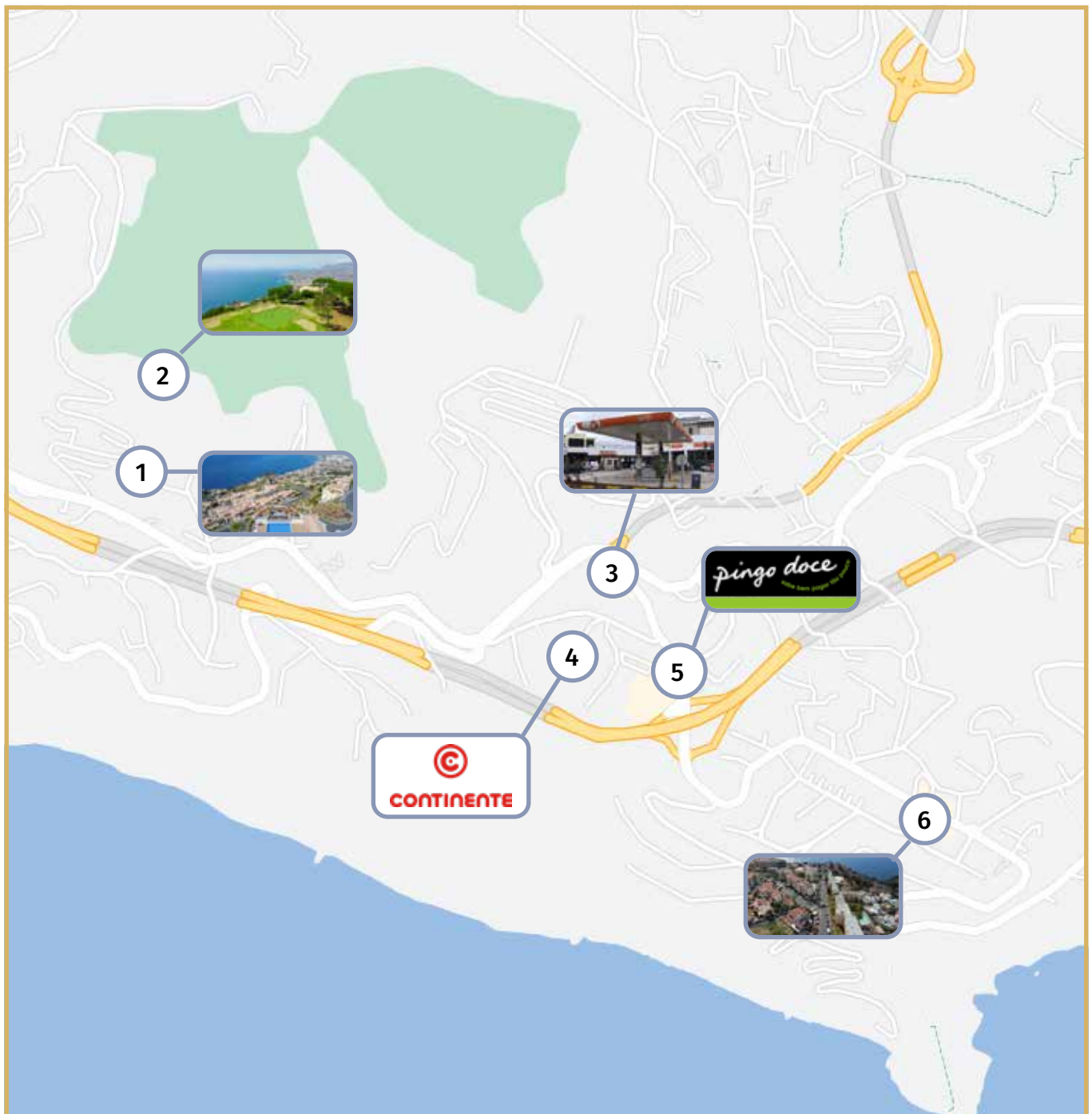


(A) Código de Paragem  
Bus stop Code

**Não se efetuam viagens no dia 25 de Dezembro.** É efetuado o serviço de Sábado nos dias 24 e 31 de Dezembro, 3ª feira de Carnaval e 5ª feira Santa.  
**No service on 25<sup>th</sup> December.** On 24<sup>th</sup> and 31<sup>st</sup> December, Mardi Gras and the Thursday before Easter, the service will run to the Saturday timetable.

DE/HF - 11.03.2021

## CANCELA AREA MAP



- |  |  |
|--|--|
| 1. Palheiro Village                        | 4. Supermarket Continente                        |
| 2. Palheiro Golf Clubhouse                 | 5. Supermarket Pingo Doce                        |
| 3. Rotunda, bomba de gasolina & Multibanco | 6. Garajau - Pharmacy, restaurants, bakery, etc. |



## PALHEIRO NATURE ESTATE MAP



## PALHEIRO GOLF

The 18-hole, par 72 championship, golf course designed by renowned golf architect Cabell B. Robinson, meanders through a pristine environment of maritime pine and botanical woodland embroidered with lush, sub-tropical vegetation.

At nearly 500 m (1640 ft) above sea level, the location is blessed with dramatic views of Madeira's mountainous skyline and the vast Atlantic Ocean.

Please contact the reception for further information on the existing special golf prices and to book your tee time or golf lesson.

**Palheiro Village:** (+351) 291 790 030

**Palheiro Golf:** (+351) 291 790 120





## THE VISTA BALANCAL RESTAURANT

Indulge in a culinary journey with breathtaking views of Funchal Bay at our newly renovated restaurant Vista Balancal. Chef Gonalo Bitabota and his team have expertly crafted a modern Portuguese menu with a fusion of Mediterranean and Asian flavours. Our commitment to sustainability is reflected in our use of seasonal ingredients, mostly sourced from local suppliers. Chef Gonalo promises an unforgettable dining experience that exceeds expectations. Perfect for romantic dinners, business lunches, or post-golf meals and a perfect spot also for remote working with a good cup of coffee and a local pastry or two!

Our menu and our beautiful restaurant are sure to leave you satisfied and impressed. Let us elevate your dining experience.

**Tel:** +351 291 603 747



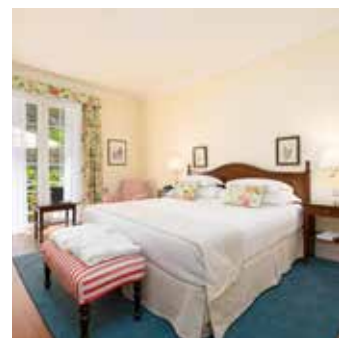
## CASA VELHA DO PALHEIRO

The Casa Velha do Palheiro is a celebrated five-star country house hotel. It was formally a hunting lodge built by the 1st Count of Carvalhal in 1801 as a summer residence. Today, the hotel is a member of the Relais & Châteaux establishment and provides 33 rooms and 5 suites.

The Casa Velha restaurant is an option for a delightful breakfast, a light lunch or dinner with an elegant atmosphere. Advance booking is required.

Smart casual dress code is recommended. Please contact the hotel reception for further information.

**Tel:** +351 291 790 350



## PALHEIRO GARDENS

The original owner, the Conde de Carvalhal, planted many trees on the estate and laid the foundation to the Camellia collection; many of his early plantings can still be seen today.

The garden is a Mecca for Camellia lovers, the main flowering season being from November to April. Visitors may be surprised to see typically English trees such as Oak, Beech, Chestnut and Cedar growing alongside Eucalyptus, Araucaria pines, Metrosideros, Liriodendrons and the tallest of them all a magnificent California Redwood planted in 1904.

During your visit, enjoy a light snack at the Tea House, serving homemade cakes and sandwiches, soups and beverages.

A discounted entrance price is available for Palheiro Village guests. Please contact Palheiro Village reception for further information and to buy your ticket.

**Tel:** +351 291 793 044





## PALHEIRO SPA

Within the hotel ground there is a Spa offering a variety of treatments and massages, one outdoor and one indoor swimming pool, fitness room, sauna and steam bath.

A discounted Day Pass for the Spa facilities is available for the Palheiro Village guests.

Advance booking is required.

**Tel:** (+351) 291 790 352



## PROPERTY OPPORTUNITIES WITHIN PALHEIRO NATURE ESTATE AND ON MADEIRA!

If you are interested in purchasing a home in Madeira, you may be interested to know we have a range of apartments, villas and villa plots available within Palheiro Nature Estate as well as a selection of high-end properties outside the Estate for sale via our licensed real estate agency ImoPalheiro Lda.

Located on the south-facing hillside just below the Palheiro Golf Clubhouse, Palheiro Village offers the purchaser a superb location within a private condominium, with central facilities including large pool and pool deck with magnificent views over Funchal Bay, a full range of property management and rental services and access to the golf course and spa.

The properties comprise 1-, and 2-bedroom apartments and 3 & 4-bedroom villas, all designed and built to high quality standards. For sale on a freehold basis, prices for the remaining apartments range from €370.000 to €420.000, and for villas from €460.000 to €1.800.000. There is a full property management and holiday rental service available on site.

In addition, we have a limited number of individual villa plots for larger homes, custom designed to suit the wishes of the individual purchaser. We can assist in putting you in touch with experienced architects, project managers and contractors, who will accompany you in the process of plot selection, initial design development & continuing through detailed design, planning approval, construction and handover.

Our real estate agency ImoPalheiro Lda has a selection of unique properties for sale in Funchal and surroundings, ranging from period manor houses and established Estates to luxury city apartments and new countryside homes. For those clients serious about finding their dream lifestyle property on the island, or a development opportunity, ImoPalheiro also offers a property finding service, working in conjunction with a handful of professional and reliable local agents to deliver a friendly and competent service thorough the entire purchase procedure of viewing, selection, offer, contract and handover.

We invite you to browse our portfolio on [www.imopalheiro.com](http://www.imopalheiro.com)

For further information on any of these options, we would be delighted to meet and discuss your personal requirements.

We look forward to hearing from you!

Please contact ImoPalheiro Lda.:

Tel: +351 291 794 015 | [info@imopalheiro.com](mailto:info@imopalheiro.com)



## TERMS AND CONDITIONS

The Rental Company is the Agent acting for the Owner. The Owner means the Owner of the property being rented, who provides the Agent with the authorization to rent.

The Management Company means the representative in Portugal to administer and provide all the necessary private services to the guest on behalf of the Rental Company.

The Guest means the interested party in renting the property.

Therefore, every rental agreement and contract is made between the Owner and Guest, with the Agent acting purely as the Administrator and the Management Company as the Representative.

### PAYMENTS

A 25% deposit of the total cost quoted must be paid before a provisional booking can be taken (until this deposit is in place, the booking remains an enquiry only). If for any reason the deposit has not been made then the Agent has the right to cancel the booking and retain the 25% deposit. The deposit will be deducted from the total cost quoted to the Guest and the balance must be paid in full, prior to the arrival.

If for any reason full payment has not been made by the due date, the Agent has the right to cancel the booking and retain any money previously paid. The Agent will contact you once fully confirmed, and all monies have been received.

Please note that in line with Portuguese Legislation, a copy of all visitors' Passports or Identity Cards will be required for all Guests over the age of 10 years and kept at Reception, this also helps us to control maximum occupancy on behalf of the Owner.

### DAMAGE DEPOSIT

Guests are asked for a deposit against damages and are taken as follows:

T1 (1 bedroom apartment) = €250

T2 (2 bedroom apartment) = €350

T3 (3 bedroom villa) = €450

T4 (4 bedroom villa) = €550

Our main concern is to ensure that the apartments and villas remain in good condition.

Occasionally, if there is something broken or damaged, the deposit will be held until such time that the item has been replaced or the problem has been resolved.

### **CANCELLATION**

Deposits in respect of rentals are non-refundable. In the event of a cancellation the following charges (% of total), will be made. The charge is dependent on the date the cancellation is received in relation to the commencement of the rental period.

Please note that failure to occupy the accommodation booked or decline the property prepared upon arrival (by the Guest), will be deemed as cancellation by the Guest and the Owner reserves the right to resell all or part of the booking without prejudice to the right to collect the cancellation charges in full.

### **SECURITY**

Security in Palheiro Village is to a very high standard, providing an on-site foot patrol during the evenings, backed up by the firm Securitas mobile units and CCTV, to ensure everything is under control and all visitors to Palheiro Village have a restful and relaxing holiday. Inside the apartment/villa you will find a Rental Information Guide which contains useful information and important telephone numbers (24 hour call-out, doctors, dentists, security, etc). All apartments and villas have security locks on the front doors.

### **LIABILITY**

The Agent, Owner and the Management Company are not responsible in any way for the loss or damage of any goods or personal belongings of the Guest and will be under no liability whatsoever in the event of cancellation, withdrawal or alteration of any arrangements or any losses or accidental expenses caused by reasons of war, civil strife, strikes, sickness, quarantine, bad weather conditions, natural disaster, technical problems of any description, terrorist activities, closure of airports, or any other circumstances beyond their reasonable control.

The Agent, Owner and the Management Company will not be liable for any injury, sickness, loss, damage or additional expenses or inconvenience directly or indirectly arising out of the design, structure, use or condition of any building or premises, their approaches or contents or mechanical and/or electrical services belonging thereto or out of any defect therein.

The Agent, Owner and the Management Company will not in any circumstances whatsoever accept responsibility for loss of life, personal injury, illness, or loss or damage to luggage or personal effects or consequential loss other than for the negligence of their respective employees acting in the course of their employment.

The Agent, Owner and the Management cannot be held liable for any actions of any persons (other than for the negligence of an employee acting in the course of his employment) or the failure of any failure of any public service(s) or supplies of a technical nature connected with the holiday arrangements over which they have no direct control. Liability is limited to the provision of accommodation as booked.

In the unlikely event, due to extraordinary circumstances that the accommodation should become unavailable after confirmation to you (and payment made in full), we will immediately advise you thereof.

In the event of the property being sold, every effort will be made to relocate and/or upgrade before refunding in full. Our aim will be to provide you with suitable alternative accommodation or a similar size and equal to / or better than the property booked. If the alternative is not found, you will be entitled to a full refund of accommodation payments having been received by us.

In the unlikely event of failure of electrically supplied apparatus, the Owner or Agent cannot be held responsible, but will endeavor to assist you when possible and will ensure that any extra payment made for this service is refunded.

#### **COMPLAINTS**

In the unlikely event that you should have a complaint whilst on holiday, please immediately inform reception, who will do their best to resolve any problem without delay.

Any claim against the Owner, Agent or Management Company must be submitted in writing within seven (7) days of the completion of the rental period. For anyone wishing to record any facts or points of view, every unit is provided with a guest book.

#### **UNFAIR TERMS & CONDITIONS**

If any of these Terms & Conditions are deemed by a court of competent jurisdiction to be illegal, unlawful or in any way unenforceable then the court shall have the power to reduce the scope and extent of that clause to such an extent as makes the clause legal and enforceable. Should this be the case then the remaining Terms & Conditions shall continue to have full force and effect. The Palheiro Village Condominium Rules & Regulations (available in every apartment/villa and on Public Notice Boards) will be always enforced.

### **ARRIVAL & DEPARTURE**

Check in for the apartments/villas is at 14H00 and check out is 12H00.

Please help us to ensure your apartment/villa is ready for occupancy by informing us of approximate time of arrival. Should your arrival be outside normal operating hours, then you must inform reception to ensure that the apartment/villa keys are left in a specially at the gate house, with security at the entrance of Palheiro Village, Estrada do Aeroporto. The minimum period of stay is 3 nights (5 nights in New Year). Occasionally, it is possible for the Guest to vacate the apartment/villa later and occupy earlier, please check with Reception for more details.

### **HOUSEKEEPING**

Maid service is provided once weekly, for all apartments and villas.

Maid service includes bedrooms, bathrooms, living room and floors. Once these basic daily duties are completed the maid will vacate the apartment. Washing of personal laundry, kitchen pots/pans/dishes and the cleaning of the BBQ (if one exists), are not part of the daily maid service, however if there is time, attention will be given to the kitchen. If the maids are turned away when they make their daily routine visit, we regret that they will not be permitted to return that day due to their scheduled work load.

On behalf of everybody concerned, may we take this opportunity to thank you for helping us to make Palheiro Village a wonderful place to stay for all to enjoy on holiday.

### **ACCEPTANCE OF TERMS & CONDITIONS**

Please note that upon making a booking with payment, you are accepting these – TERMS AND CONDITIONS.

For bank transfers:

Beneficiary: SERVISIB, Lda.

For international transfers IBAN: PT50 0010 0000 44957150001 46

Beneficiary Institution: BPI

Swift code: BBPIPTPL

**CREDIT CARDS** are accepted but might incur a charge of 3%, cheques in Euros and cash are accepted (all cheques should include bank charges).