



HOLIDAY INFORMATION SITA XIII 2020

PRIOR TO ARRIVAL

If you have booked accommodation with SITA you will be at one of the following addresses. If you are unsure where you are staying please check your statement and e-mails from us or call us on 07794 674 453

Onsite

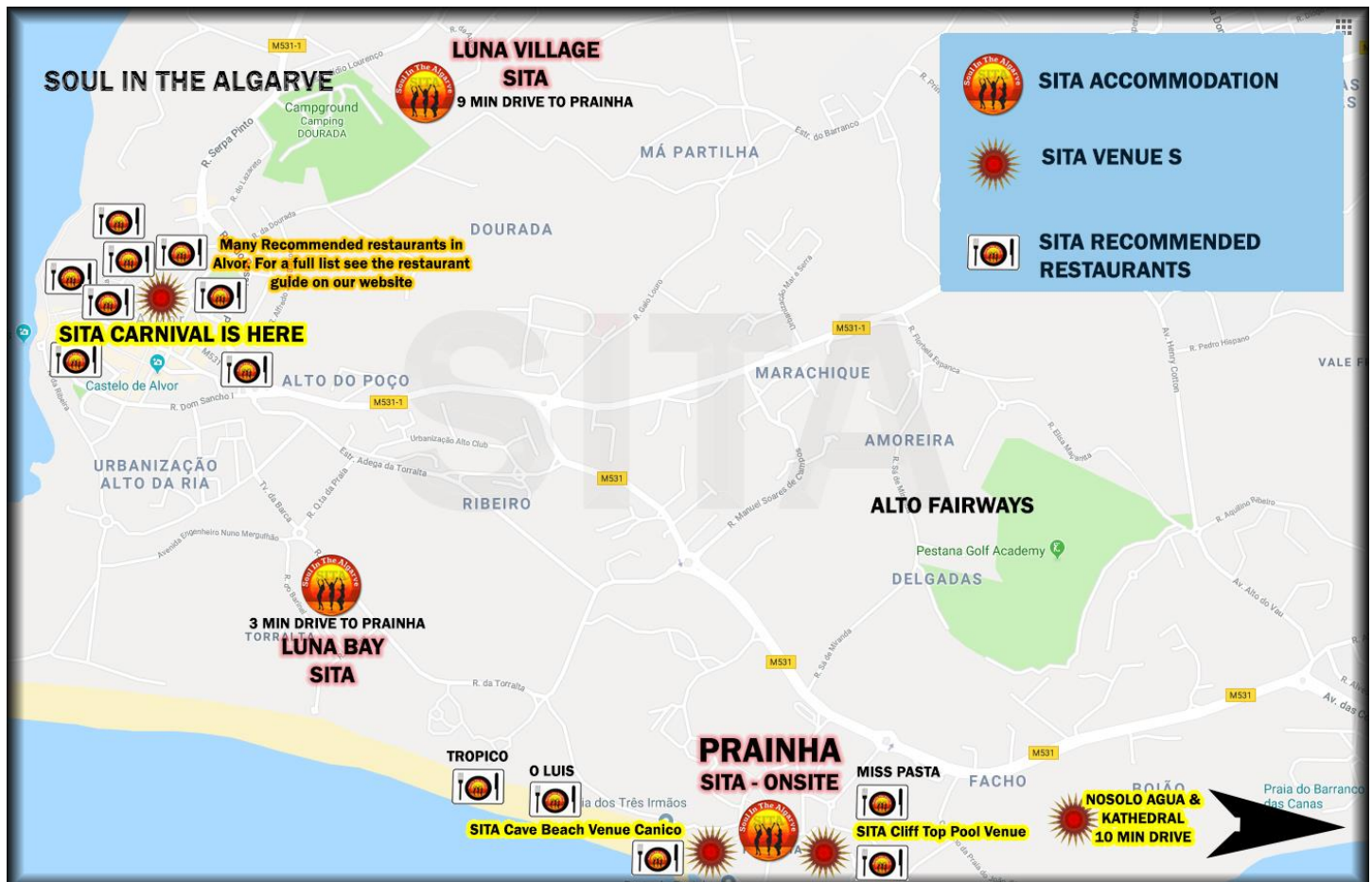
1. **Prainha Clube & Village** Praia Dos Tres Irmaos-8500-072 Alvor- Algarve- Portugal.
Tel +351 282 480 000 / +351 282 480 023 [MAP](#)

Offsite

2. **Luna Alvor Village** Sítio da, 8500-053 Alvor, Portugal
+351 282 402 250 [MAP](#)

Offsite

3. **Luna Alvor Bay** Praia De Alvor, 8500-053 Alvor - Algarve, Portugal
+351 282 460 250 [MAP](#)



Addresses of all of our venues

NoSoloÁgua Portimão Marina de Portimão, Bloco 4, Loja 1, Portimão, PortugalAv. [MAP](#)

Katedral Club - Tomaz Cabreira - Praia da Rocha, 8500 Portimão Portugal [MAP](#)

O-luis Beach - Praia dos 3 Irmãos, 8500-088 Alvor - [MAP](#)

Canico, Cave Bar - Prainha, Restaurante 8500-072 Alvor, Portugal - [MAP](#)

Cliff Top Pool- Piscina Atlântica - Aldeamento Prainha Club, Portimão, Portugal [MAP](#)

Miss Pasta - Aldeamento T, 8400-079 Portimão, Portugal - [MAP](#)

Tropico - Praia do 3 Irmaos, Alvor, Portimao 8500-013, Portugal - [MAP](#)

Alvor Harbour - Marginal de Alvor, 8500-023 Alvor, Portugal [MAP](#)

Accommodation & Apartments

Please check the accommodation type & which site you have booked, and fully read the description on the website. We will **NOT** be able to change your accommodation on the day of arrival as this event has fully Sold Out. We will try to ensure the apartments for our group are clustered together. However we cannot guarantee this.

Your accommodation should be ready on arrival, however please be patient if your room is not quite ready, as the hotel may have had a guest checking out that morning.

Booking Flights for Transfers

You will need to book your own flight to Faro Airport in Portugal then supply us with your flight details no later than 10th Feb, so we can book you onto a transfer. To be eligible for one of our transfers we recommend an early morning flight out on the Specified starting day of the event and a late afternoon/early evening Return flight (on the specified end day of the event) We can only provide transfers at the discounted rate stated at other times if a minimum of 12 people are arriving at Faro at the same time. We can always help you with transfers at other times but this will be an additional cost. Speak to us directly if you would like a transfer arranged outside of the times and we can give you a cost for this. (The cost will depend on how many are landing at what time) Faro Airport is a 50 min drive from the resort. The cost of a taxi is approx 90 -100 Euros each way. The discounted cost of our return transfer is £40 return per person for Airport and is based on the share of a 53 seater coach. Please note this cost is estimated and subject to change. Club Transfers are £15pp-£25pp.

Travel Insurance & Health

Please be aware that you will need to take out travel Insurance to book onto this event. Soul in the Algarve cannot be held responsible for any losses, Accident, Illness or injury. We have had 3 instances over the years where a customer ended up in Hospital & was admitted for 3 weeks plus, for various reasons If any had not taken out Holiday Insurance they would have been left with a bill for £10,000 plus!., Insurance should also cover you for any cancellations to your booking.

You can pick up insurance online for as little as £10 [Click here for post office travel insurance](#) The European Health Insurance card (EHIC) entitles you to emergency treatment whilst visiting Portugal. To obtain this card you will need to [click this link to apply](#) or call 0300 330 1350 This is a free service. Remember this does not replace your travel Insurance

Club Passes **NO PASS NO ENTRY**

There is strictly NO entry to any of our events without your events pass. If you have booked with us your pass is included, and will be issued to you when you arrive (more info on this below) Anyone found aiding or abetting someone without a pass into our venues will be asked to leave immediately by our security. We reserve the right to refuse admission to any our events, even to pass holders under these (but not limited to these) circumstances.

Passport Visa

No visas are required for holders of British Passports. Holders of most Western European Passports do not require a visa. If you do not hold a current British Passport, please check with your airline. It is advisable for your Passport to be valid for at least six months on departure.

Supermarket

Continente is a huge hypermarket 10 min drive away from all of our hotels. And will have everything you need .[Click here for the map](#) There is also a Lidl opposite. If you are after an even bigger shopping experience a further 5 min up the road you can visit [Aqua Shopping Mal](#) With Jumbo supermarket, Primark, Zara, Next, and many more!

WI FI

With the new tariffs from the UK phone companies, we no longer feel that it is necessary to supply the wifi boxes from the previous years. Please check with your provider, but most companies now let you use your phone in Europe for no additional cost. There is NO wifi in Prainha village, but there is in reception, and in the onsite venues. There is Wifi at Luna Villages & Luna Bay Hotels.

Car Hire

If you would like to hire a car, and want a recommendation call us on 07794 674 453 before we leave,

Swimming Pools

There are swimming pools at 2 of our hotels. 2 onsite outdoor pools at Prainha and an outside pool at Luna Village

To the Beach

Access to the main beach we use at our onsite venue (Prainha) is by the New Buzio Apartments (path leading to main beach)

or to the private beach by lift through Canico, there is also a staircase to reach private beach)

Restaurants

Whilst all of our accommodation sites have basic cooking facilities, If you do not wish to cook, there are various restaurants we recommend

Onsite at **Prainha** 3 Restaurant's onsite, Canico, & Miss Pasta, The Cliff top pool & Hotel reception, Then a short walk to the beach & O luis & Tropic, You are entitled to 5% discount if you show your pass in the Restaurants in Prainha.

For **Luna**

There are many more in Alvor village & here are various other restaurants and some fantastic places to eat in [Alvor harbor](#). This is where we begin our carnival.

ON ARRIVAL

Airport Transfers

If you are booked onto a transfer with us you will be met from the airport. The person meeting you will hold a sign saying Soul in the Algarve. Your Name will be on their list.

Your transfer has been booked at a specific time based on the flight information you have given us. If you miss your flight, or have given us the wrong information or your flight information reaches us after the deadline of 10th February, If you turn up at a different time to the information we have, you will be responsible to pay for a transfer to the resort. Soul in the Algarve will not be responsible for the cost of this

Luggage on coaches

Increasing number of customers are bringing extra luggage We have had issues in the past fitting the luggage on the coaches as the allocation on the coach is 1 case plus a cabin bag case. **If you are bringing extra Luggage**

In the interest of fairness, those with an extra suitcase over the size of 56cm x 45cm x 25cm (cabin bag size) if space becomes unavailable. You may have to pay an extra fee in regards to transporting their luggage from the airport to the complex

Please Note

1. Those with one suitcase and one cabin size luggage will have priority boarding the coach.
2. In the instance of luggage overcrowding, those with extra luggage will be aided by a member of staff in transferring their luggage to their desired complex.

Thank you for your understanding and cooperation.

Your Return Transfer

If you are booked onto a transfer with us you will be collected from the Hotel reception **at least** 3 hours before your plane departs. Please Note : it may be more than 3 hours before you fly

You will need to check on the wall in reception for your transfer time Please do this on the day you arrive, then if there are any issues you can let us know. We cannot move or change your transfers, and rely solely on the information provided by you to book them. If you believe this to be wrong for your return transfer you must notify us on the day of your arrival. So we can check the information you have sent us.

A list of names and return transfer times will be on the notice board in reception on the days of arrival

If you have given us the wrong flight information or if you miss your transfer it will be down to you to make your own way to the airport & Soul in the Algarve will not be responsible for payment of these costs

Check in to your accommodation

1. Your accommodation address is on page 1 , If you have not booked our transfers you will be responsible for getting to your hotel and getting to the welcome party to collect your club pass.
2. If you have booked our Airport Transfers, you will be given your pass on the coach or when you arrive at your hotel by your SITA Rep.
3. On Check in to your accommodation a deposit of 250 euros per room will be required, this does not have to be cash, you can Leave an open Credit Card (which will not be charged) to cover this, so not to use your holiday money. All deposits / cc slips/ will be returned on checkout.
4. The group leader of each Apartment will need to collect everyone's passports of those who are in their accommodation and take them to the desk. (do this on the coach to be ready for check in)
5. The Party Leader will sign in on arrival and collect the keys for the Apartment

NEW Collection of your Club Passes

1. You can collect your Club Passes From our Check in & Welcome Party Only on Thursday 7th May Between 6pm – 12am The welcome party address will be e-mailed to you before you fly. You will be greeted with a complimentary glass of Sangria, or fruit cocktail if you arrive before 8pm (if you don't drink)
2. If you have booked transfers with us you will be given your events pass either on the coach, or when you arrive at your
3. If you have not booked our transfers you will need to make your way to Prainha Village SITA HQ Check in & Welcome Party on Thursday 7th May between 6pm – 12am
4. Please look after your pass. You will need to wear your pass to ALL EVENTS even onsite. We will not be able to give admission to people without Passes
5. Passes will need to be worn at all events. To gain entry to the clubs This is to ensure that we have no persons attending that have not paid for the event. There will be security on the door of the clubs checking passes. Lost passes will be charged at 40 euros for a replacement

Safety Onsite Venues and Ladies Foot wear

We have 2 onsite venues at Prainha that we **DO NOT RECOMMEND** that you wear heels or wedges to. This is for your own safety.

1. Cliff Top Pool – This has a staircase leading down to it, and is set on a grass bank (wear flats or flip flops for your own safety)
2. Canico (cave Bar) This also has steps leading down, then a lift. This venue is also set on the beach
3. Be extra careful when visiting these venues with you footwear. Your safety is our first consideration.
4. Please help us to help you. Be responsible at all times.
5. At Soul in the Algarve we promote responsible drinking. If you do chose to drink alcohol, please do so in a responsible, safe, sensible, and healthy way.
6. Please remember if you have an accident whilst under the influence of alcohol you may not be covered by your holiday insurance company.
7. Soul in the Algarve cannot be held responsible for any accidents loss or injury's.
8. By booking on to this event you are agreeing with these terms & Conditions.

CLUB TRANSFERS

These are the coaches that will take you to the clubs in town and back on Saturday and Sunday and or to Prainha if you are staying at Luna, and have paid for this service.

We will issue you with a coach colour on the back of your Club Pass if you have paid for this service

We will allocate you a time for your coach colour. **Please turn up at the correct time for your coach**, and please be patient if you have to wait a short while. Pick up will be at the main reception of where you are staying

We will do all we can to make this run smoothly but we will need your help. If you have a red band you can only board the red band coach time and the blue bands can only board the blue band coaches, and so on please check the itinerary for your coach times and colours.

Coaches

Your Coach times will be in the information we give you when you arrive.

If you have not pre paid for your club transfers you cannot board the coaches, you can book taxi's at reception

Itinerary

The itinerary is subject to change without notification but all attempts will be made to contact you if any changes occur. All Information correct at time of printing – although changes may occur during the week, due to Weather Conditions, Tides, or anything else that may be beyond our control. We will always do our utmost to offer the best possible alternative, and to keep you informed should this occur. Soul in the Algarve cannot be held responsible for situations beyond our control. It is your responsibility to check the notice board in reception & your Mobile phone for Texts for possible changes to the itinerary throughout the week.

Customer Services

There will now be a SITA Customer Services table at all of our daytime events from 3 pm– 6pm. As well as asking questions you will also be able to, Purchase T-shirts, and Re-book for 2021 here.

No Smoking

As in England there is also a smoking ban in Portugal this started in January 2008 smoking is not permitted inside clubs or inside any public places. Please do not Smoking is **NOT** permitted in the outdoor venues, if under the Canopy

Polite Reminder

All the bar owners on and off site clubs have asked us to politely remind you that you are **NOT ALLOWED** to bring any drinks into the venues there will be security checking bags on the doors. Please remember the bare owners are there to make a living, we need to support the small businesses.

General

The total group size currently stands at approx 700. A cash machine is located in the Reception of Prainha , and in the town of Alvor The exchange rate is approximately 1.1 Euros to the pound. (correct at time of print, check internet for exact

SITA Carnival

Soul in the Algarve Carnival was Created by Vivy B in 2015 to celebrate **10 years of SITA**. It has now become a favorite since that day we have not looked back & the SITA carnival is now a hugely celebrated annual event in the beautiful fishing village of Alvor. SITA Carnival is one of the most talked about events of the week, at Soul in the Algarve, by both Soul in the Algarve attendees & locals alike. We dress up in Colourful Costumes and we parade through the cobbled streets of the beautiful fishing village of Alvor. We are the procession not the spectators. People travel far and wide to watch the SITA Carnival. It's a day NOT to miss. It's an Amazing Atmosphere. We dress up in colourful Carnival costumes & parade. We put this event on to say Thank you to the people of Alvor for welcoming us back each year. This is our very own Soul in the Algarve Carnival & we are the procession NOT the spectators! So colourful clothes & carnival costumes are a MUST!! For this day. SITA Carnival is now a much anticipated event by the Portuguese locals. This is so much fun and a Day NOT to miss. Its an Amazing Atmosphere.

Book Your Restaurant for Carnival Day

For Carnival day, it is best to book your restaurant in advance, to ensure you get a place. It is extremely busy on the day, you can make pre bookings with us for your favorite Alvor restaurant & desired time., [You can choose & book by clicking here](#) It is advisable to book early Menus & Prices are available to view on the website.

Theme Nights for 2020

Remember to pack your **outfits**

White & Gold Party

Carnival Costume (we are the procession not the spectators)

All Night Beach Party – Myths & Legends

The Mad Hatter Hats & Wig Party & Quiz Night (hats instead of wigs this year!)

Security

Although you will be on Holiday with 700 lovely Mature, Soul Loving People, As with any holiday, it is fundamental that you are as security conscious when out and about and or in your apartment or villa as you would be in your own home and own Country.

Although the below is common sense, the following guidelines should be used in reviewing your security whilst on any holiday or Trip. Soul in the Algarve or Prainha cannot be held responsible for any losses. You are responsible for keeping your personal belongings safe at all times.

Security Guidelines

- Place valuables--money, jewelry, airplane tickets, credit cards, passport-in a hotel safe deposit box or room safe. All accommodation is equipped with a SAFE, you can hire the safe key for a 25 euros deposit then 15 euros charge for week (a small price to pay to protect your valuables)
- Secure your Apartment / villa, Make sure all windows and doors in your apartment/villa are locked when you go out.
- Keep doors locked especially at night when you or friends are in the apartment/villa
- Even when you are in, never leave valuables in your hotel room exposed or unattended, even in a locked suitcase.
- Don't leave keys "hidden" outside the Apartment. If you don't have enough to go round. Leave your key in reception
- Close and lock all windows and doors
- Whilst out and about or at any of our Venues, keep personal and valuable Items with you at all Times.
- If carrying a handbag, keep it in front of you.
- Keep valuables out of sight and luggage close at hand. If closed, with the fastening toward your body. Keep a wallet in your front trouser pocket
- Remember ! If there was a theft your holiday insurance may not pay out if these simple guidelines are NOT followed

Any accommodation Issues you should contact your main reception

Itinerary or Transfer Questions contact SITA Customer Services

Do not be late for your coaches they will NOT wait

I hope this information has been useful. We are looking forward to a Fantastic Holiday. We are looking forward to seeing you in Portugal .

Vivy B