

HEART OF FUNCHAL

UNIQUE PLACES FOR MAGICAL HOLIDAYS

Welcome GUIDE



CHECK IN / OUT



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WIFI



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EMERGENCY



BEFORE YOU LEAVE



CONTACT

Welcome to Casa do Mercado

We 're thrilled to have you here and hope your stay with us exceeds all expectations.

This Welcome Book serves as your guide to making the most of your time in our space and exploring the surrounding area. Inside, you 'll find everything you need to know about the property, local recommendations for dining and activities, and important contact information should you require any assistance during your stay.

Whether you 're here for business or leisure, we want your experience to be nothing short of fantastic.

So sit back, relax, and let the adventure begin!

Heart of Funchal
Team



+351 917 499 553



info@heartoffunchal.com



Check-in 03 PM

Check-in time is after 3 PM on the day of your arrival. Please note that we may not be able to accommodate early check-ins due to cleaning and preparation schedules. However, if you arrive early, you're welcome to drop off your luggage and explore the area until your check-in time. If you have any questions or need assistance, feel free to reach out. We want to ensure your check-in process is smooth and stress-free.

Check-out 11 AM

Check-out time is at 11 AM on the day of your departure. We kindly ask that you adhere to this time to allow for cleaning and preparation for our next guests. If you require a later check-out time, please let us know in advance, and we'll do our best to accommodate your request, depending on our availability.



HOME ADDRESS

Our apartment is located at Ruados Barreiros 28 (apt 1, 2 or 3) or Travessa João Caetano 15 (apt 4 or 5) – Funchal.

As you enter the property use the provided key code. The keys will be waiting for you in a lockbox by the front door.

We kindly ask you not to never lock the main entrance door, because if it's locked other guests can not access to their keys.

We hope you find our home cozy and comfortable during your stay. If you have any questions about the house or need assistance with directions, feel free to reach out.

[GOOGLE MAPS](#)



WIFI



NETWORK: CASADOMERCADO

PASSWORD: casadomercado2017



APPLIANCES

To ensure your stay is comfortable and convenient, we've provided a range of appliances for your use.

KITCHEN

- Refrigerator
- Microwave
- Coffee Maker
- Toaster
- Iron and Ironing Board

BATHROOM

- Hair Dryer
- Shower

ENTERTAINMENT

- TV

CLIMATE CONTROL

- Air Conditioning



HOUSE RULES

NO SMOKING

Smoking is strictly prohibited inside the property. If you must smoke, please do so outside and dispose of cigarette butts responsibly.

NO PETS ALLOWED

Pets are not allowed unless otherwise arranged prior to booking.

QUIET TIME

Please respect our neighbors and observe quiet hours between 10PM and 8AM.

SECURITY

Lock all doors and windows when leaving the property.

PARKING

Please park only in designated areas (blue lines) to avoid inconvenience to other guests or residents.

From 2PM Saturday until 8 AM Monday is free.

Other private Parkings

Parque Amazônia –2.5€ all day

Parque Almirante Reis – 16€ all day



TRANSPORTATION

BUS

Madeira offers an extensive bus network operated by **Horários do Funchal** or **Rodoeste**.

PRIVATE TRANSFER

We are glad to help you arrange private transportation during your stay

AIRPORT

You can easily go to the International airport by catching AEROBUS (40 mins) or by car (25 min).

RENT A CAR

For your convenience you can rent a car to explore all the island great landscapes.

We suggest VANScape OR SIXT using our special guest conditions and discounts.



PLACES TO EAT



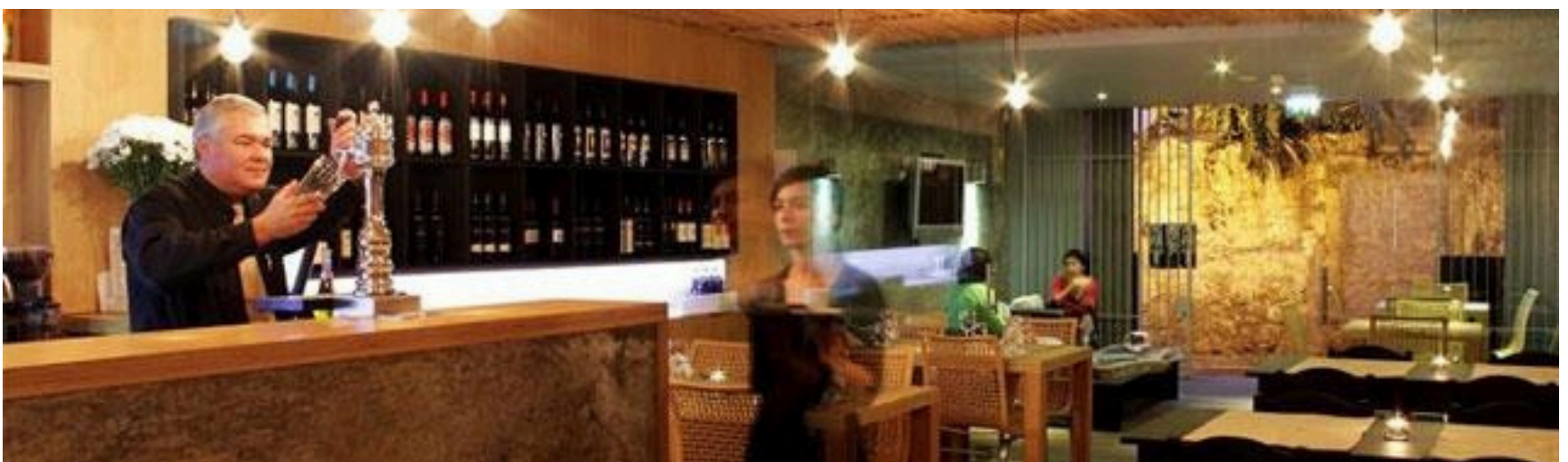
KAMPO / AKUA / YUKI – BY CHEF JULIO PEREIRA

A vibrant contemporary restaurant, a stylish seafood-focused restaurant celebrating the flavors of the Atlantic with a modern twist and an elegant and intimate spot known for its fresh sushi and refined Japanese cuisine.



OLIVIA

A stylish restaurant in the heart of Funchal serving modern Mediterranean and Portuguese-inspired cuisine in a relaxed, contemporary setting



TABERNA MADEIRA

A lively restaurant celebrating traditional Madeiran flavors with a modern touch, known for its local dishes and vibrant atmosphere.





BARS & PUBS

BARREIRINHA BAR CAFÉ

A laid-back seaside bar and café with stunning ocean views, perfect for drinks, light bites, and sunsets by the water.

SNUG

A cozy and stylish restaurant in Funchal known for its creative small plates, quality wines, and relaxed atmosphere perfect for sharing.

VENDA VELHA

A legendary Old Town bar famous for traditional poncha and a lively local atmosphere.



PLACES TO SEE



MERCADO DOS LAVRADORES

A vibrant traditional market in the heart of Funchal where visitors can discover local fruits, flowers, fish, and the authentic flavors of Madeira.



MONTE PALACE TROPICAL GARDENS

A stunning hillside garden in Monte, featuring exotic plants, beautiful ponds, and panoramic views over Funchal and the bay.



SEIXAL BEACH

A dramatic black sand beach on Madeira's north coast, surrounded by cliffs and lush landscapes, perfect for nature lovers and scenic views.



THINGS TO DO



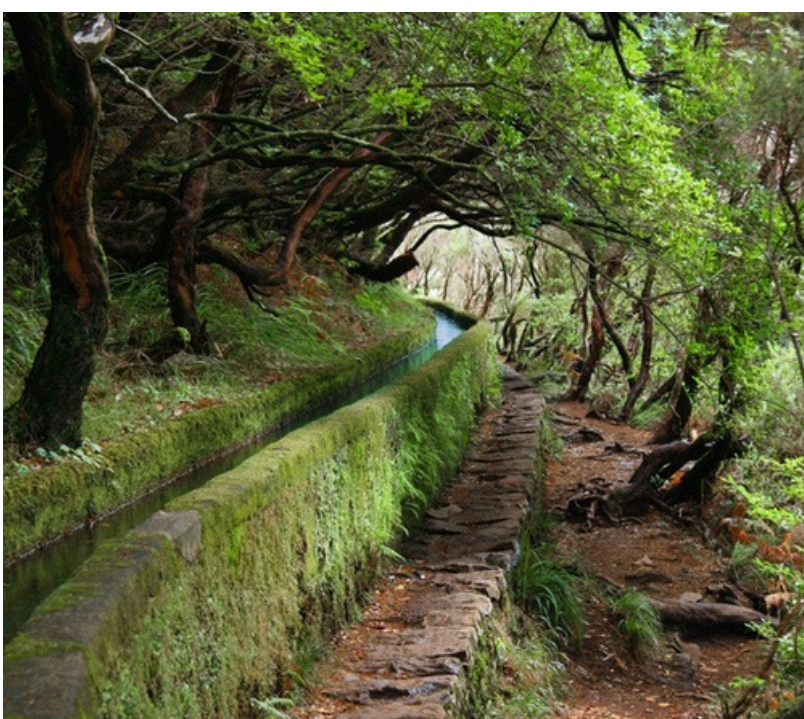
MADEIRA TOBOGGAN RIDE

A unique and thrilling traditional ride in Funchal where wicker sledges (carros de cesto) descend the streets, guided by local drivers.



LIDO SWIMMING POOLS

A popular oceanfront complex of seawater swimming pools, sun terraces, and restaurants, perfect for relaxation and family fun with stunning views over the Atlantic.



LEVADA WALKS

Scenic walking trails along Madeira's historic irrigation channels, offering lush landscapes, waterfalls, and breathtaking views across the island.



WHALE & DOLPHINS WATCHING

Exciting boat tours off Madeira's coast to observe whales, dolphins, and other marine life in their natural Atlantic habitat.



THINGS TO KNOW

BINS



Bins are provided in the kitchen area.

AIR CONDITIONING AND HEATING



The thermostat controls both heating and air conditioning. Feel free to adjust the temperature to your comfort level.

WATER



The tap water in our property is safe and potable. You can confidently use it for drinking, and personal hygiene purposes.

CLEANING



For deeper cleaning, use the broom cleaner provided.



EMERGENCY

POLICE

Phone: +351 291 110 000

FIRE DEPARTMENT

Phone: +351 291 222 122

HOSPITAL

Phone: +351 291 705 600

MEDICAL EMERGENCY

Phone: 112

FIRST AID KIT



You'll find a first aid kit stocked with essential medical supplies in the kitchen. It's located within easy reach.

For any property-related emergencies, please contact us immediately.



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LEAVE A REVIEW



If you enjoyed your time here, we would greatly appreciate it if you could take a few moments to leave a review . Your honest thoughts about your stay will not only assist us in maintaining our high standards but also provide valuable insights for potential guests.

Your feedback means the world to us, and we look forward to hosting you again in the future!

[LEAVE A REVIEW](#)





BEFORE YOU GO CHECKLIST

- ☐ Check that the oven and stove are turned off.
- ☐ Collect any personal belongings and double-check drawers and closets.
- ☐ Ensure that the kitchen and bathroom taps are properly closed before leaving
- ☐ Turn off all lights and electronics, including TVs, lamps, and air conditioning/heating units.
- ☐ Close and lock all windows and doors securely.
- ☐ Return the keys to the designated location or lockbox.



THANK YOU!

Thank you for choosing to stay with us! We hope you had a wonderful time experiencing our property and exploring the surrounding area.

We sincerely hope you enjoyed your time here and that you'll consider staying with us again in the future. Safe travels and best wishes on your journey ahead!



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