

FAQ

1. How can I make a booking in your training centers? Shall I contact you or the hotel?

To join one of our training centers you can fill the booking form in our website or contact us by email or telephone:

nelo@nelo.eu

marisa.magalhaes@nelo.eu

+351 937456147

2. I'm not a Professional paddler. Can I still join you?

Of course. We are happy to welcome everybody that loves canoeing, no matter if you're an expert or a beginner.

3. We arrive in different dates and/or hours. Is it possible to provide transfers for all of us?

No, we provide only two free transfers per each team (one each way). In case you arrive at different dates/hours we can still arrange the transfers but the costs would be supported by you.

4. How does the boat renting works?

During your booking you will be asked which boats you will need to use during your stay (they are included in the daily price). Nelo will do everything to attend all your requests, and if, for some reason, it is not possible you will be advised.

5. Do the training centers have motorboats?

Yes, in Cinfães we have 2 motorboats and in Agueira 10 (for the moment). To use them please read the motor instructions carefully (in case you have doubts contact us).

When there's more than one team the motorboats have to be shared.

6. I have special food needs. Can the menus be personalized?

Yes, both hotels have a menu prepared for a nutritionist and they know that athletes have special needs. In case you're allergic to something, just tell us and we will inform the hotel. If you want to know the menu, go to the reception (it should be available with one week in advance).

7. I need to go to the supermarket, how can I do that?

In both places you can ask in the reception and they will take you there (according to their availability).
The hotel in Cinfães can only drive you there on Mondays and Thursdays.

8. Our team would like to organize a meeting. Are there special rooms for this purpose?

Yes, both hotels have rooms capable of receiving such meetings. Contact us or the reception directly (once you're there).

9. When and how can I pay?

The payments will be done during your stay or at the moment of your check-out. You can pay by credit/debit card, cheque or cash. You can also pay by bank transfer (just inform the hotel once you're there and they will tell you all the details you need).

10. Do you supply paddles?

No, we only supply the kayaks. You should bring your own paddles.