



ES RACÓ D'ARTÀ

# DIRECTORY OF SERVICES A-Z

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## OPENING HOURS

**Check-in:** 3:00 PM

**Check-out:** 11:00 AM

**Breakfast:** 8:00 AM to 11:00 AM

**Lunch:** 1:00 PM to 4:30 PM

(last order 4:00 PM)

**Dinner:** 7:00 PM to 9:30 PM

(last order 9:15 PM)

**Room Service:** 1:00 PM to 9:30 PM

(last order 9:15 PM)

**Night Room Service:** 9:30 PM to 8:00 AM

**Spa Treatments:** 10:00 AM to 7:00 PM

**Swimming Pools:** 9:00 AM to 9:00 PM

**Meditation Session:** 8:00 AM (meditation room)

**Yoga Session:** 8:30 AM (yoga room)

**Gym:** 8:00 AM to 8:00 PM

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## ADAPTERS & CHARGERS

We have different types of adapters and / or chargers for mobile phone and tablet according to the model at the customer's request at the reception. A deposit will be required and will be refunded upon return.

## ADDITIONAL BLANKET

We have additional blankets, you can request them at the reception for free.

## AIR CONDITIONING

Each room is equipped with an autonomous air system conditioned. There is an automatic shut-down when windows are open or during your absence when the card is removed. In case of doubts or incidents, contact reception dialing internal call 2500.

## AIRPORT

The airport is 60 minutes drive from the hotel. We can offer a transfer service from the airport to the hotel and vice versa, through an external company, with a fixed price that we can add to your invoicing.

## ALARM CLOCK

On request at the reception, internal call 2500.

## ANIMALS

Our establishment does not allow animals. The only exception is service animals. These must be registered before arrival.

## BAGGAGE ROOM

The hotel has luggage storage for customers. For more information contact reception.

## BEACHES

The nearest beach is a 2-hour walk or a 50-minute bike ride through the Llevant Natural Park bird sanctuary to the beautiful beach of Cala Torta. You can also ask at reception about other options.

## BIKE

We have a limited number of electric bicycles available, if you are interested in renting a bicycle, please contact reception, internal call 2500.

## BOAT CHARTER

If you need a boat charter, we advise you to do it through the hotel reception (internal call 2500). We will be able to advise you to our reliable company.

## COMPLAINTS

Please inform us about any incident, we will do our best to solve it immediately. There are complaint forms at Reception at your disposal.

## ELECTRICITY

Electricity in Spain is 220 volts. We have adapters at the hotel reception. A deposit will be requested and will be refunded upon return.

## EMERGENCIES

In case of emergency contact the reception, internal call 2500. We have a doctor at home service.

## EXCURSIONS

There are many things to discover on our 220 hectares of land. Just follow the colored arrows on the paths or turn in another direction. It will always be worth it. You can get a map as a printout at the reception. We can also advise and help you to make a Hike with one of our professional guides (paid service).

## FIRST AID KIT

If you need basic nursing material (plasters, disinfectant, gauze, ...) go to reception or contact the reception internal call 2500.

## FLORIST

Contact reception (internal call 2500).

## INTERNET

Wi-Fi is free of charge in all areas of the hotel.

## KEYS

Your room cards are magnetic and can be deprogrammed if you have any problem, check with reception. By the day of departure, please hand over your room cards at the reception.

## LATE CHECK-OUT

If you wish a late check-out, contact reception to check availability.

## SUITES, CASITAS, SA MEVA CASA

• from 11:00 AM to 2:00 PM: 150€

• from 2:00 PM to 4:00 PM: 50% of the rate (non-refundable of the web price)

• starting at 4:00 PM: 100% of the rate (non-refundable of the web price)

## SA FINQUETA

• from 11:00 AM to 2:00 PM: 100€ per hour

• from 2:00 PM to 4:00 PM: 50% of the rate (non-refundable of the web price)

• starting at 4:00 PM: 100% of the rate (non-refundable of the web price)

## **LAUNDRY**

Open from 9:00 AM to 6:00 PM. Delivery service within 12 hours delivering the laundry bag at 9:00 AM (laundry opening time).

## **LINENS**

The change of Bedding is minimum every 3 days. You can request the daily change if needed.

## **LOST & FOUND**

Any lost objects that are delivered to us will be registered and stored. Ask Reception if you have lost any items.

## **LUGGAGE SERVICE**

We are at your disposal if you need help to carry your suitcases. May contact the reception and we will gladly assist you.

## **MAPS**

We have maps and tourist information at the hotel reception.

## **MINIBAR**

There is an automated minibar. All products removed from the minibar will be automatically charged to your hotel reservation for your convenience. Please check the corresponding Minibar menu for prices.

## **PARKING**

Parking spaces are free of charge. Complimentary charging stations for electric cars are available. To ensure the relaxing silence, it is not possible to drive up directly to the hotel by car. One parks in a parking lot in front of the hotel and is picked up by electric golf buggies.

## **PAYMENTS**

Line of credit service during your stay for all hotel services.

## **PEOPLE WITH REDUCED MOBILITY**

We are fully prepared for people with reduced mobility, adapted with ramps and no obstacles to access any area. We also have adapted rooms on request.

## **PHARMACY**

Please ask at reception for information about the nearest open pharmacy.

## **PILLOW SERVICE**

Additional pillow and blanket service on request. Special pillow service on request and 24 hours in advance.

## **POOL**

It is not allowed to throw stones, glass or any other type of object into the pool. Bath towels are for the exclusive use of the bedroom. Pool towels are available in your room. Pool towels are also available on the pool terrace, or at the hotel reception.

## **POST MAIL**

Postal service and stamps on request at the reception of the hotel.

## **PRINTING & SCANNER**

We can send, receive, photocopy or print your documents at the reception on demand.

## **RENTAL CARS**

If you need a rental car, we advise you to do so through the hotel reception.

## **RESTAURANT**

In case of doubt or query or for special requests (vegan, vegetarian ...) or food intolerances (allergies, intolerance to gluten, lactose intolerance, ...) inform reception at internal call 2500.

## **ROOM CLEANING**

Daily cleaning (if you want us to clean during your breakfast, contact us by internal call 2500). Evening turndown service (this service also includes a change of sheets and towels on request), currency exchange on request 24 hours in advance. A do not disturb sign is available in case you do not want us to enter your room. As long as this sign is on the door, we will not enter your room.

## **SAFE BOX**

All accommodation units have a safe, free of charge, for storing objects and valuables. If you need assistance contact the reception by internal call 2500. The establishment is not responsible for the custody or loss of those that are not deposited in those boxes. We inform you that liability coverage for the contents of the box is limited.

At reception we also have a central safe, in case it is necessary to store any object that does not fit in its box or that has a high value. Acceptance is subject to the discretion of the management.

## **SANITARY ITEMS**

In the bathroom of your room you will find soap, shampoo, gel. Toothbrushes, toothpaste, sewing kit, shoe shine, shower and shaving kit are also available upon request at the reception desk, internal call 2500.

## **SEWING**

Sewing service on request at the hotel reception. Sewing kit service on request

## **SMOKING**

Smoking is not allowed in the hotel rooms. Smoking is only allowed in a specific area of the pool bar and in another area of the restaurant, please ask our staff. All rooms are equipped with smoke detectors.

## **SPA & WELLNESS**

· 5 cabins for treatments (one double)

· Pool for Watsu treatments

· Sauna

· Steam bath

· Temperature contrast pools

## **TAXI**

Taxi service on demand at the hotel reception.

## **TELEPHONE**

We have the use of the reception telephone available to the client.

## **TICKETS**

We can manage your check-in and print your tickets. We have a scale for your luggage.

## **TOWELS**

We have towels for pool use only. However, if you wish to change towels in the room or need additional towels, please contact reception (internal call 2500). To reduce the consumption of our most precious commodity, water, we appreciate that you reuse towels. Deposit them on the floor when you want them to be replaced.

## **UMBRELLA**

If one day the weather is bad and you need an umbrella, you will find one in your room. This service is also available at the reception and restaurant.

## **WATER**

Running water is not drinkable in Mallorca.

## **IN CASE OF FIRE ...**

### **HOW TO PROTECT YOURSELF**

- Stay calm, your safety comes first.
- Dial internal call 2500 to alert the front desk.
- Knock on your room door, if it is hot do not open it.
- Put a wet towel over your nose and mouth, keep it wet at all times.
- If you can get out of the room, go to the nearest emergency exit close.
- If there is smoke, stay low and crawl if necessary.
- Go to the meeting point in front of reception.

# CONTACT RECEPTION

INTERNAL CALL

2500 + 

WHATSAPP



E-MAIL

