

THIS BOOKLET IS FOR THE USE OF ALL OUR CLIENTS.

PLEASE DON'T REMOVE IT FROM THE VILLA. THANK YOU.



VILLA GARRETA

DEAR GUESTS

With a heartily “ **Buenos días** ” we want to welcome you to Villa Garreta your holiday Villa for your stay in Mallorca. We hope you arrived well and everything is to your liking.

We truly care about your stay so that we have picked up this welcome book with important information of your Villa including features of the house & tips of the area

Please take a look through it. Should you have any questions during your stay, feel free to contact us.

We wish you a fantastic stay and unforgettable moments on our beautiful island.

Best wishes
Your Owl Booking Team

Office hours : 09.00 h – 13.30 h
15:30h – 18:30h

Phone : (0034) 695 041 123



OWL BOOKING
Villa Booking Manager

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CHECK IN & CHECK OUT INFORMATION



CHECK IN TIME

FROM 15H



DETAILED INSTRUCTIONS FOR THE CHECK IN WILL BE PROVIDED TWO WEEKS BEFORE THE ARRIVAL.

CHECK OUT TIME

10 H



CHECK OUT TIME WILL BE AT 10 AM FOR CLEANING PURPOSES AND PREPARE THE VILLA FOR OUR NEXT GUESTS

BEFORE DEPARTING, PLEASE:



TAKE OUT ALL TRASH TO THE DUMPSTER AND RECYCLING BINS.



LOAD AND RUN THE DISHWASHER



TURN OFF LIGHTS AND OTHER ELECTRONICS.



LOCK THE DOORS, CLOSE THE WINDOWS, AND LEAVE THE KEYS INSIDE THE LOCKBOX.



WE THANK YOU FOR YOUR VISIT AND WISH YOU A SAFE JOURNEY HOME!



IMPORTANT PHONE NUMBERS

HEALTH CONTACTS & EMERGENCIES

EMERGENCY

112

GUARDIA CIVIL

0034 971 86 58 42

POLICIA LOCAL POLLENSA

0034 971 53 04 37

PUBLIC HEALTH CENTER

0034 971 53 30 41

PHARMACY POLLENSA

0034 971 53 00 63

TOURISM PORT POLLENSA

0034 971 86 54 67

TAXIS POLLENSA

0034 971 86 62 13

TRANSFER AEROPUERTO

0034 680 73 39 3

VILLA RULES

PLEASE TREAT THE VILLA WITH LOVE

Cleaning service: During your holidays there is included a cleaning day and full linen change for stays longer than 9 nights. The maids or owner have their own keys and will lock up when they leave.

Garden and pool are maintained twice a week early morning.

Irrigation system During the night, there is an automatic irrigation system for the garden (please avoid having belongings outside to protect them to be wet or broken).

Bedrooms: For security reasons smoking is not allowed inside the bedrooms. Mallorca weather is well known for its high humidity. For this reason, if its rainy or the weather is humid, we recommend to use the ac and open the windows for a bit daily to avoid accumulating steam or humidity in the villa.
In country houses, is normal that sometimes some light damp may appear.

Bathrooms: To avoid condensation for steam, open the window after your shower.
Please do not throw plastics or sanitary products in the toilet

Livingroom: For security reasons smoking is not allowed in this room.

Terrace and BBQ: The outside area of the villa may be the most used during your holidays.

The BBQ must be kept clean to avoid accumulate excess dirt or ashes.

Keep the umbrellas closed when you finish using them to protect them from breaks due to the wind.

There is a ping-pong table tennis rackets and balls on the left side of the villa.

Lights: Please turn off all interior and exterior lights of the villa when you are out. Be environmentally friendly.

Broken items: If something is broken during the stay at the villa, please inform us as soon as possible so the equipment can be replaced for next guests coming.

Furniture: Please, don't take any inside piece of furniture from the house outside where the sun and water can damage it.

Kitchen: Our tip to help make sure ants get out and stay out of your house: do not leave any open food or crumbs, garbage bags inside or outside the Villa. We recommend you to take trash daily to the closest bin.
It is safe to drink tap water as they have a cistern and bring drinking water for the Villa.

VILLA APLIANCES

Washing Machine: Click the video link to see how it works:

<https://youtu.be/nf8hJSZAS4Y>

Heating Hob: Click the video link to see how it works: Easy use

Oven: Click the video link to see how it works: Easy use



A/C: Click the video link to see how it works: https://youtu.be/LD6W7faB_Tk

<https://youtu.be/aEeVvY5Koyl>

In line with local energy saving initiatives, please ensure all windows and doors are closed when using the air-conditioning and turn it off when being outside of the villa. There are 2 AC units in the villa one in the lounge area and the other one in the master bedroom. The small unit from the other bedroom is a heater for winter time.

TV: Click the video link to see how it works:

ELECTRICITY SUPPLY (*In case the electricity supply turns off*):

1. Check the switchbox located next to entrance door. All the trip switches should be in the upright position. If all fuses are turned up, please turn them down and turn them up again.
2. Remember to turn off some appliances.
3. If the problem persists, please contact us to send a professional.

At the Villa there are a lot of items like Microwave, Washing Machine, Dishwasher, AC, Heating, TV, Hair Dryer, Kettle, WIFI, Irons, etc. Electrical switches can occasionally go off due to electrical surges and the advent of many more electrical devices. There are ways in which you can help matters by limiting power surges.

WATER CUTS: If there is a water cut, please check that all the switches in the switch box are up. If there is still no water after it, please contact us.

WIFI: The Wi-fi has no password.



IF YOU DON'T HAVE INTERNET, FIRST DISCONNECT THE ROUTER FROM THE WALL, WAIT 10 SECONDS AND RECONNECT IT. FINALLY, IF STILL NO SIGNAL, PLEASE CONTACT OWL BOOKING.

SWIMMING POOL

The pool has an automatic filtration system controlled by a timer. The owner or pool cleaner will come twice a week early morning and check the pool to ensure that is kept in good condition.

- Never touch any of the equipment or stored chemicals.
- It is recommended to go through the outside shower before swimming in the pool.
- Please avoid jumping head in the pool.
- High factor sun-creams cause a film and scum which clings to the tile on the sides.
- Supervise children at all times.
- There is a switch for the pool light and it is located on the left side of the small barbeque house.
- Please take into consideration that in summer time or generally during hot weather wasps will appear to drink in the pool. If you find a wasp's nest just forward us where it is located and we will sort it out for you.



GARBAGE

Does the garbage have to be separated on a finca holiday?

Yes absolutely! As in most European countries, garbage is disposed separately in Mallorca. It is therefore important that you separate the garbage that arises on the finca and then transport it to the next container.

Does the garbage collection come to the finca?

No! The garbage trucks only drive in urban areas. Rural regions and finca plots are not approached. Tip! It is best to take a tour every day and bring the rubbish to the nearest collection point with the rental car.

Rubbish in your holiday finca - you should pay attention to the following:

- When shopping, pay attention to products with little additional packaging.
 - It is best to dispose of the garbage daily.
 - Please dispose of all garbage before departure.
- Garbage bags should not be left on the property for several days in the sun, as they can attract rats and other insects.
- Please bring hazardous waste to the "Punto Verde" (Deixalleria).

What to do with household waste on a finca holiday?

There is at least one recycling station in every village. You can usually find these easily accessible at the roundabouts or parking lots at the entrance to the village, please see it on next page.



TIPS FOR RECYCLING

PAPER IN THE BLUE CONTAINER

PLASTIC AND CANS IN THE YELLOW CONTAINER

GLASS IN THE OVAL GREEN CONTAINER

REST IN THE BIG GREEN CONTAINER



RECYCLING STATIONS & TRASH DIMPSTERS

POLLENSA

<https://bit.ly/35z2SMu>

39.877507546153325, 3.0218110475563638

<http://goo.gl/maps/pU1ApeY8K2t>

39.88493189902782, 3.0220424102588948

goo.gl/maps/x3V1VeZcVPw

39.87248241480289, 3.013589394076882

PUERTO POLLENSA

goo.gl/maps/jwQ9be57rwH2

39.90705694077573, 3.074712738625804

goo.gl/maps/kR7PDzycDd9pUFYs6

39.89887188575944, 3.0780209011084096

CALA SANT VICENÇ

goo.gl/maps/YA9rkiouft62

39.919439048696134, 3.0527062709171746

ALCÚDIA

goo.gl/maps/FtP4ftTvsUP2

39.85719384199774, 3.1061852844076334

CAMPANET

<https://bit.ly/3zBeT1H>

39.771117903053245, 2.9584228613741965

<https://goo.gl/maps/fHWhhdfsFWWhGtLvz6>

39.770055, 2.959330

BÚGER

goo.gl/maps/KzzYTEAgM3p

39.758685673365754, 2.990437214241209

STAY SAFE IN OUR VILLA

Please take care of your valuables especially when you are out from the villa or at the pool area.

Please note that the owner or agency is not responsible for any valuable loss or stolen during the stay.

Remember:

- Upon leaving the Villa, double lock the door and the gate. Ensure to close the windows and shutters too.
- If you are staying at the villa around the garden or pool, is good to close the main gate.
- Be vigilant when allowing visitors into your property, unless they are professionals from the house.
- Don't leave anything valuable in your hire car.
- There is a safety-box inside the bathroom under the sink and it works with a key. Please don't forget to leave the key back on the safe on your departure day.

If something is lost or stolen during your holidays, please contact us for support.

1. It is also possible to place a formal report in *Civil Guard* of Puerto Pollensa.

Direction: Plaça de Joan Cerdà, 1, 07470 Pollença, Illes Balears

Phone: 971 86 58 42



There is a printed copy at the Villa