

# Let's Start With Your Holiday Itinerary

## YOUR VILLA

Holiday Reference: 6468432

**Accommodation Name** Rosa.

**Destination** Cala Llonga in Menorca

**Holiday Dates** 5 September 2023 for 7 nights



### Important Accommodation Details:

This property has a split level ground floor

## YOUR FLIGHTS

You have not booked your flights with us. Please ensure you take your flight documents with you.

# Holiday Checklist

No need to write a checklist for your villa holiday, we've done it for you!

## PERSONAL DOCUMENTS

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- ☐ **COVID-19**

It's imperative you check the latest information from the Foreign and Commonwealth Office (FCDO) regarding your holiday destination. Here you will find details on safety and security, entry requirements, travel warnings and any other guidelines that are pertinent to your travel arrangements. For the latest advice please go to <https://www.gov.uk/foreign-travel-advice> Please ensure you check the entry details for your destination because this may have changed since you last travelled.
- ☐ **Passports**

You will need your passports to travel. Check your passports are in date and valid for at least 6 months beyond your stay. For further information contact the passport office via [homeoffice.gov.uk](https://www.gov.uk/passports).
- ☐ **Travel Insurance**

It is a condition when you travel with us that you print and take your insurance policy documents covering all members of your party.
- ☐ **European Health Insurance Cards**

Take your valid European Health Insurance Card to access state-provided healthcare during a temporary stay in another European Economic Area (EEA) country.
- ☐ **Driving Licence**

Renting a car? Any members of your travelling party who intend to drive will need to take a valid driver's licence and credit card.
- ☐ **Visas**

For certain destinations you will need a Visa to travel. Please see the [Essential Information](#) section of our website and check if you need a Visa or check [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice).
- ☐ **Download The James Travellers' App**

Access all of your holiday information on the James Travellers' App, even when offline. Download here: [www.jamesvillas.co.uk/travellers-app](https://www.jamesvillas.co.uk/travellers-app).

## Checklist Continued

### BEFORE YOU FLY

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- ☐ **Boarding Passes** Check with your airline for check-in information and if you are required to check-in online or print boarding passes prior to arriving at the airport.
- ☐ **Luggage Label** By attaching a luggage label to your bags, it helps to give you added security as well as ease at baggage reclaim. Please feel free to print your very own James Villas luggage label by [downloading it here](#).
- ☐ **Baggage Allowance** Check your baggage allowance and hand luggage restrictions with the airline you are flying with.
- ☐ **Tell Us If You Require Special Assistance** Under European law, if you are disabled, have difficulty moving around or walking more than 500 metres, you can receive assistance when you fly. This free service is available to anyone with mobility problems. Pre-book at least 48 hours in advance of your flight. For more information, please contact our Travel Advisers via the [Contact Us](#) page or by calling 01622 655920.
- ☐ **Electronic Devices On Board Your Flight** Due to enhanced security, additional measures are now in place for all flights. Please ensure that electrical devices carried in hand luggage are fully charged or able to hold a charge before you travel. We recommend that you keep all mobile devices switched on until you board the aircraft, as there may be additional checks at the gate.
- ☐ **Stay Safe While On Holiday** Please read your [Villa Health and Safety Information](#). Your emergency contact numbers while in resort can be found on the next pages.
- ☐ **Currency** Buy your currency before you travel for the best rates, delivered to your door when ordering from [secure.cityforex.co.uk/order/JamesVillas](https://secure.cityforex.co.uk/order/JamesVillas).
- ☐ **Advise Your Bank** Let your bank know you're going abroad so your holiday spending isn't affected.
- ☐ **Airport Extras** Still need to book airport parking, lounges or hotels? Arrange holiday extras by logging into [My Holiday](#).

## Arrival & Departure From Your Villa

Turning the key at your villa for the first time is a big holiday moment, so here's everything you need to know for your arrival. And we know you're not thinking about going home just yet, but when the time comes to head to the airport you'll be relaxed knowing how to lock up and where to leave the keys.

**Villa Address:** Rosa., 257 Carrer des Palangrers, Cala Llonga, Mahon, Menorca, 07701

**Maps Location:** Geocode: N39.886856, E4.298286  
GPS (degrees, minutes, seconds): 39° 53' 12.682", 4° 17' 53.827"

Geocodes/GPS provided are only a guide and should not be relied upon to get you to your accommodation via Sat Nav.

<https://www.google.co.uk/maps/search/?api=1&query=39.88686,4.29829>

**Check-in Details:** Check in at 4pm. The keys will be in the key box situated next to the front door. The key code is 2017.

If the villa is clean and ready before 4.00pm please do not remove the keys from the key box as staff may need access.

**Check Out Details:** Check out at 10am. On the morning of your departure please leave the villa keys in the key box where you found them on your arrival.

### Additional Information:

**Balearic Eco Tax:** On the 1st July 2016 the Eco-Tax came into law across the Balearic Islands. This tax has been included in your holiday cost, so you don't need to do anything in resort.

**Wi-Fi** Wi-Fi connection information can be found in the Villa Information section below.

## CONTACT WHILE IN RESORT

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We recommend you save the number(s) in your phone before you travel.

**Holiday Helpline** 00 44 1622 655 911

Our Helpline is available 24hrs a day. Our normal working hours are 8am to 8pm. From 8pm to 8am we offer an emergency service for when you need immediate assistance that cannot wait until the morning. You can also contact us by sending a message via our [Help Centre](#)

**Emergency Services** 112 (Europe)

## Directions to your James villa

Getting to your villa couldn't be easier, simply follow these directions from the airport.

### DIRECTIONS FROM MAHON AIRPORT TO ROSA.

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#### Directions from Mahon Airport

- As you leave the airport follow signs to Mahon (Mao), you will come to a roundabout with a sculpture in the centre.
- Continue straight over, signposted Alayor/Ciudadella. At the next roundabout continue straight over.
- At the next roundabout turn right following the signs to Mao.
- Follow road until you come to a large roundabout and take the left turning following the signs for Port/Fornells, a petrol station will then be on your right.
- Continue down the hill to the next roundabout, go straight over following the Cala Llonga sign.
- Along this road you have to pull into a right-hand road to turn left, follow the road signs. Press O on your cars km's
- Take the turning on the right after 4.5km with the silver sign on the road that says Cala Llonga
- Follow the one-way arrows, turn left at the junction with the olive tree into Carrer des Mariscadors
- Then take the first right into Carrer des Palangreis.
- Villa Rosa is number 257 on the right.

## Villa Information for Rosa.

The countdown to your holiday has begun! So to help prepare you for your getaway, here's all the villa information you'll need along with some handy tips for nearby amenities.

### Air conditioning

Help us protect our Biosphere!

The air conditioning is available for your comfort during your stay and in this villa it is a centrally piped system feeding into the bedrooms and lounge area. To ensure that it runs efficiently, it is important that you note these points:

- Windows and doors are CLOSED when the system is in operation
- Please ensure that system is NOT SET any lower than 21 degrees, it will not run any more efficiently if set on a cooler temperature!
- System is TURNED OFF when you leave the villa

Constant use of the air conditioning may cause the system to fail and trip the electricity to the villa. If the system breaks down due to the above points not being followed, please be aware that repair and replacement services can take longer than in the UK. To turn the air conditioning on you must ensure all interior and exterior doors and windows are not open. Press +/- to select the temperature, the temperature should be set at 22c as this reduces the risk of unit failure and leaking and disturbing your holiday.

### Bakery

The Proxim Supermarket in Cala Llonga sells fresh bread and pastries daily.

### Bank

There are no banks in Cala Llonga, The nearest banks are in Mahon where there are various branches. These are open 08.30am to 2pm Monday to Friday only. A few are open on Saturday mornings during high season. They will be closed on public holidays and fiesta days. Many have automatic cash dispenser machines outside which accept a variety of cards, some banks may charge for this service. There is an ATM down by the Casino in the Port of Mahon

### BBQ

Charcoal and firelighters can be purchased from supermarkets and petrol stations. Please leave the barbecue as you would wish to find it and under no circumstances take a lit barbecue inside the villa. Please clean the barbecue area and utensils after use.

### Beach

Your nearest beach is Cala Mesquida. From the villa follow the road back towards Mahon and you will see a turning on your right for Cala Mesquida. Go along the road, through the small village until you reach the parking area above the beach. From there it is a short walk. Cala Mesquida is a natural sandy beach with limited facilities, there is a small supermarket that makes baguettes, a cafe and a bar in the village that you pass through.

### **Bus stop**

There is no bus route for Cala Llonga, however there is the Water Taxi service that will take you from the main jetty, over to Calas Fonts in Es Castell, or Mahon harbour.

### **Church**

Churches are located in most villages. You are very welcome to worship in any of the churches regardless of your religion. We ask that you dress appropriately as in covering chests and thighs. Most of the churches

on the island are open daily and close between 1pm and 5pm. You will find a time table displayed on many of the church doors.

The Santa Maria Catholic church is located in Mahon 0034 971362278 and the Santa Margarita Anglican church located in Es Castell 0034 971352378.

### **Coffee machine**

There is a filter coffee machine, which requires coffee filters and ground coffee

### **Dishwasher**

To operate the dishwasher, select the programme that you require, (programmes are above the handle on the dishwasher) then press the power button.

### **Doctor clinic**

The nearest clinic/Private Doctor is Clinica Juaneda, Avenida Vives Llull 6, Mahon. Telephone number 0034 971 351 115. The clinic provides a 24 hour service with English speaking doctors, nurses, receptionists and welfare officers. Please remember to take your passport and medical insurance with you. It is important that you speak to your insurance company before visiting a private clinic to check that your insurance covers you for your visit.

### **Emergency numbers**

In the event of an emergency you can ask for immediate help by dialling "112", the telephone number for the Emergency Services. Calls are free and you will be attended quickly and in your own language. The Service at this number co-ordinate all calls to ambulances, fire brigade and security forces to ensure the most rapid and most effective response to any emergency.

### **Fridge/Freezer**

The fridge freezer will be set to the correct temperature when you arrive. Turning the dial up to try, to make it colder could stop the fridge from working efficiently as it has the opposite effect in hot climates. Please do not overfill the fridge as the air needs to circulate around fridge for it to work effectively

### **Fuse box**

If the main fuse has blown it is advised to lower all of the switches, push the main switch upwards then one by one, the rest of the fuses in the box. If the power trips again whilst doing this then start again and do not touch the one that has tripped. Please contact Holiday Helpline/resort contact to report this so that a technician can be called. The fuse box is located by the entrance door to the villa.

### Hob

Villa Rosa has an electric hob, which you will need to turn on by holding down the power button on the actual hob. Then press the + signs that correspond to each of the hob rings, by pressing a + sign this will increase the heat on the hob rings. To decrease the heat or turn the hob ring off press the - sign until it goes to 0. Please take care as the hob will take a while to cool.

### Hospital

The nearest private hospital is Mateo Orfila, Carretera Hospital Mateo Orfila, Mahon Tel: 971487000 for an ambulance: 061. Please remember to take your passport and medical insurance with you. It is important that you speak to your insurance company before visiting a private hospital to check that your insurance covers you for your visit.

### Last Updated

15/06/2021

### Lights

The Pool lights are on a timer. Please remember to turn off all lights including outdoor lights before you retire as they will attract unwanted insects and mosquitoes. Please do not leave any lights on unnecessarily.

### Maid Service

With the current worldwide situation in mind, we aim to limit the amount of people that would need to enter your villa. Therefore, most of our villas will only be cleaning a property between each party's stay, additional towels and linen will either be left in the property for your arrival or supplied mid-week/mid-stay.

Should your stay be more than 7 days and you do require additional cleaning services, then kindly contact the 24hour Holiday Helpline to discuss the options.

Please don't leave personal towels around as they may be collected along with the other laundry and retrieving them before your departure may not be possible. Unfortunately the maid service does not include washing up or cleaning the barbecue area and utensils, therefore we would appreciate it if items are left in a suitable state after use for the following guests as the previous guests have left them for you.

### Markets

Here are some details of the local markets around the area of your villa:

Mahon - Tuesday and Saturday mornings. Handicraft market Tuesday evening from 20.00pm - June to September

Ciutadella - Friday and Saturday mornings

Ferreries - Saturday morning farmers market

Alaior - Wednesday from 20:00 Handicraft market

Mercadel - Thursday from 20.00 Handicraft and food market from June - September

Es Castell - Monday evenings from 20:00 Handicraft market June - September

Es Mijgorn - evenings from 20:00 Handicraft market June - September



### Outdoor furnishings

Please do not sit on exterior furniture whilst wet or wearing sun cream. Please close the umbrella after use, and lay it flat in windy weather conditions.

### Oven

Please leave the oven and grill clean after use and ensure it is set to manual use. Turn the dial clockwise for main oven, twice for ½ oven, three times for grill, four times for double grill and then turn the dial for temperature.

### Parking

Please park on the road in front of the villa and do not leave any valuable items on view or unattended in your car.

### Petrol station

The nearest petrol station is back towards Mahon at the top of the winding road. You will see a Repsol garage on your left.

### Pharmacy

Unfortunately there is no chemist in Cala Llonga, however, there is one located a short drive away, on the Port of Mahon, just past the ferry terminal on the right hand side. A large green and sometimes red cross indicates a chemist shop or "Farmacia". If the green cross is lit, the "Farmacia" is open. On Fiesta days and Sundays Chemists are open on a rota system, details of which are located on the front doors. Pharmacists are usually very good at giving advice for non-urgent problems and you may not need a prescription for certain medicines. Some supermarkets also sell items such as skin creams and plasters.

### Police station

The nearest Police Station is located in Sant Luis, C/ D'Allemand 97, 07710 Sant Lluís. The number is 0034 971151717

### Pool

Your villa is maintained by the owner or their staff. We ask for your cooperation when they visit, as it is imperative to keep the pool well maintained for our guest's enjoyment throughout the year. Please allow them access. Pools are cleaned on a regular basis and chemicals added. This is normally carried out very early in the morning to avoid disruption to your holiday.

### Pool pumps

The pool pump is on an automatic timer, it is set to run for different lengths of times throughout the 24 hour period.

### Power & Water cuts

If you suffer from a power or water cut, please first check the fuse box (see fuse box information). Fridge/freezers keep their temperature for many hours without power if the doors are kept closed. Please call the number provided on your travel documents if the electric or water does not return. They will be able to check if the problem localised or if there is a problem in your villa

### Restaurants & Bars

There are a selection of restaurants in the area serving a variety of menus. More local and specialised foods can be found outside of the resort areas. In the evenings, restaurants are generally open from 19:00, although the local people tend to eat later. In this resort, there are no restaurants but you will find a varied variety on the Port of Mahon. Don't forget to ask for a Menu del Día (Menu of the day) and Menu del Noche Menu of the night) if available.

### Safe

The safe is located in the middle bedroom dressing room.

### Satellite

Please note that only the FREEVIEW channels are provided and in the evening you might experience some channel interference due to atmospheric conditions.

### Smoking

Rosa is a non smoking villa, please smoke outside.

### Supermarket

From the villa head back towards the airport where you will see several large Hypermarkets on your right on the perimeter road of the poligno. This can be accessed from the roundabout by the large store Bini Preu. You will also find Mercadona, Lidl and Hiper Centro. In Cala Llonga there is one supermarket, Proximo. This can be located by the roundabout at the end of Carrer des Vapors.

### Taxis

There is one Taxi company on the island, the number is 0034 971367111. They are all metered and very reliable. Please have your villa name and address at hand. At certain peak times of the day and season taxis may not be available or have a longer waiting time. Taxis can only carry 4 passengers and may not have a child seat available.

### TV/DVD player

Please make sure that the satellite is switched off before using the DVD.

### Washing machine

Select the programme required on the large dial, ALGODON means cotton, RAPIDO means fast, CENTIFUGADO means spin and ACLARADO means rinse. When the washing cycle has finished, please ensure that you wait for approximately 5 minutes before attempting to open the washing machine door. When the door lock is released, the door should open easily, please don't force it. It is best to put the washing machine on at night as it may have an effect on water pressure.

### **Waste disposal (bins)**

Please remove any rubbish from the villa daily and place it in the green bins, which can be found on the sides of the roads. Recycling bins for cardboard (blue), glass (green) and plastic (yellow) can also be found at many road junctions. Please do not leave rubbish outside your villa, as this will attract ants and vermin, and on your last day please ensure that you dispose of all rubbish prior to your departure. You will see large green industrial bins on the side of the roads. There is a large recycling station on the road out of Cala Llonga.

### **Water**

If you have no water, please check the electricity trip switches are all in the upright position located in the fuse box.

#### **Hot water**

Water tanks are a standard size of a 100 litres, which can mean that you may use up the hot water quicker than you may be used to. Please note that once the hot water boiler is empty it can take 2-3 hours to refill and reheat.

#### **Drinking water**

The tap water in many overseas destinations has a higher mineral content than you may be used to. It is clean but may be salty to taste and has a high lime content. For this reason, most people prefer to drink bottled water, which is inexpensive here. We recommend that you use it in the kettle, especially if you are preparing babies bottles. It is perfectly safe to use for cleaning your teeth and cooking with.

### **Wi-Fi**

There is Wi-Fi available in your villa. You may find that the speed of the Wi-fi is slower than what you are used to in the UK and it may not be possible to use multiple tablets/devices at the same time. Downloading films and books is not advisable. Sometimes the Wi-fi on Menorca can be slightly temperamental, if yours is not working please keep trying it as it is normally a supplier issue. However, should you have an on-going connection issue, please let the holiday help line know.

Network: Villa 257

Password: Menorca1

### **Windows, doors and shutters**

When you are by the pool, please ensure that all doors and windows that cannot be seen, are closed and locked and that your possessions not on show.

Ensure that all doors and windows are locked when you leave the villa. Shutters are there for extra security and help to keep out the hot sun too keeping the villa cooler!