



**Dear Guests,**

The management and the staff of Botel Alcudiamar welcome you and wish you a pleasant stay with us. We inform you that the reception is available 24h and we have Guest Service.

The following are the details about our services.

**Telephone:**

To contact the reception desk please dial 1000 or 1004. If you want to call to another room:

Double room (4 numbers)

For example, 001: **4001** – 101: **4101**

Suites (4 numbers)

For example, A001: **8001** – A101: **8101**

If you wish to make an international call, first dial 9 + 00 + city (without the first 0) + telephone number.

**Opening hours Bar/Restaurant BotelAlcudiamar:**

Breakfast: 08.00 - 11.00h

Lunch/snack: 12.30 - 16.00h

Dinner: 19.00 - 21.30h

Bar: 10.30 - 23.30h

**\*Covid Security Measures:**

At the entrance and exit of the restaurant / bar you must use the hydroalcoholic gels at your disposal.

At the entrance of the restaurant you will find a disinfecting mat.

While you are near the buffet we ask you to use a mask.

Please follow the entry and exit circuit that you will find at the buffet.

Your choice of buffet will be served by our staff, you just need to look and choose!

Those products that are already packaged and protected can be taken by yourself.

Please, always carry with you your hotel card when visiting our Bar or Restaurant. Leave it on the table and if you don't bring it, you must pay in cash. If you want to have the credit for all our services at the hotel, you have to leave a credit card number at reception desk.

We also ask you to be dressed appropriately (gentlemen - please, wear long trousers).

If you need a cold breakfast, please contact the reception staff before 18.00 pm the day before you require it. If you arrive very late, you will offer you a cold dinner.

**Breakfast/Buffer Dinner:**

If you just have booked with breakfast you can enjoy our Buffet Dinner for 21€ per person.

If you want Buffet Dinner more than one day we have a special offer:

- Ask at reception

3 NIGHTS FOR 54€

4 NIGHTS FOR 65€

7 NIGHTS FOR 105€

This offer is per person.

If you are interested, please contact with reception.

If you need a special menu (like vegetarian, gluten free or children menu) please communicate this precociously with the reception or with the maître.

Every week take place several Theme-buffets (like Italian, Asiatic, Majorcan, Spanish and barbecue)...Enjoy them...

**Breakfast:** Fantastic buffet 12,50€ per person.

**Internet Wi-fi:** We offer free wireless Internet in the hotel. You can get the password at reception. For more information please ask at the reception desk.

**Swimming pool and Sun beds:**

Opening hours- from 10.00h till 18.00h. If you are going to use the pool and it's surroundings, ask the towels at reception desk.

If you are not using sun beds and sunshades, please do not reserve them by putting clothes or other objects on top of them, otherwise the Botel staff will remove these objects if necessary.

It's forbidden use inflatable balls, mattress or other inflatable objects into the pool

**\*Covid Security Measures:**

The sunbeds, bathrooms and the rest of the pool area are disinfected early in the morning.

If during the day you change of sunbed or leave them, please notify the lifeguard to disinfect them.

Please keep the safety distance between each group of 2 sunbeds. They can only collect more than 2 sunbeds in case you're travelling together.

**Towels service:**

Pool towels are free of charge, it's just 20€ deposit per towel.

You can change your towel at the pool area with the lifeguard on Tuesday, Thursday, Saturday and Sunday from, 10:30 a.m. till 12:00 a.m.

If you need to dry your towel, please put it on the terrace hanger in order not to spoil the outside appearance of the botel.

**\*Covid Security Measures:**

The lifeguard will provide you with disinfected towels, please deposit the used towels in the container that you will find next to the lifeguard or at the reception

**Balinese Beds (10-19h):**

We have 4 Balinese beds, they have a charge. It's necessary to reserve in Reception. Includes a VIP Package: Cava + Fruit + Extra towels.

The balinese beds will be delivered previously disinfected.

**Indoor swimming pool and gym:**

Opening hours – from 08.00 till 20.00

The entrance is forbidden for any person under 12 without an adult.

Please check the maximum capacity at the indoor pool, the sauna and the steam bath.

**Safe Deposit Box:**

The safe can be hired at the reception desk for 17 € per week or 3.50€ per day plus 5 € deposit.

**Parking:**

The daily rate is 7,80€. With the hotel stamp, our clients get a 50% of discount (3,90€). If you have any further question regarding to the parking, please let us know.

**Bike Room:**

If you have your own bicycle or you have decided to rent one, we have a bike room where you can leave it. Ask for the keys at reception.

The Botel has tools, cloths, bicycle tire inflator and water for cleaning for your use. It's forbidden bring the bikes at your room. You can check the bikes catalogue there: [www.bikemanmallorca.com/products/](http://www.bikemanmallorca.com/products/)

**Room Cleaning:**

Rooms will be cleaned between 09.30 am and 14.30 pm. According to the "Save the energy" rules – we will be very grateful if you leave your dirty towels on the floor of the bathroom if you wish them to be changed. If you the room cleaning is not necessary put the red sign on the door.

The room cleaning is available in the afternoon, if you need it just contact the reception. Pillows, sheets, towels, cushions, quilts and blankets depending on disposability.

**\*Covid Security Measures:**

We have removed all the non-essential accessories in the room (coffee machine, magazines, courtesy paper and pen, water bottles, etc.), if you wish any item, do not hesitate to ask us and we will provide it, properly disinfected. Our cleaning staff cannot access into the room while you are inside.

Our cleaning staff will always access with a mask and gloves. Gloves are changed in each room. We have implemented specific protocols and products for the disinfection of rooms, with special attention to the usual contact areas (TV remote control, doors, taps, chairs, A/C remote control, etc.)

#### **Electricity/Air conditioning:**

The key card holder is on the wall just as you enter the apartment. Please place the key card inside the holder and take out when you leave the room. Always keep the balcony door closed while the air conditioning or heating is switched on.

Please consider our "Save the energy" rules – do not have A/C on when it is not necessary. Always remember to take the key with you when leaving the room.

#### **Minibar:**

Is made on your own request, contact with reception if you are interested on this service. The minibar will be refilled from 10 am till 12am.

#### **Shows:**

Enjoy live music several nights a week at our Bar-Salon from 8.30pm.

#### **Gardens:**

Every Thursday between 9 a.m. till 2 p.m. the grass will be cut and we will do some maintenance works of the gardens area. Sorry for the inconveniences.

#### **Check Out:**

On the day of your departure please evacuate your room till 12.00 am. If you wish to extend your stay until maximal 5.00 pm (50/75€), contact the reception. It depends of the availability.

The hotel has a baggage, a shower and Dressing room, please contact the reception in case you will need this room.

The personal of the reception take your luggage to and from your room.

We accept VISA/Mastercard/Amex

**For further information about the Service facilities of the hotel, please contact the reception.**

- Car rental
- Excursions
- Doctor service
- Wheel chair and crutches to rent
- Massage
- Baby-bed, Babysitting and baby cars
- Print, copy and scanner (check prices)
- Wake up calls
- Umbrellas
- Transfer and limousine service
- Service of ironing and sewing-set
- Laundry-ironing service (24h)
- Offer of hygiene products (toothbrush-set, shaverset)
- Flowers bouquet

WE WISH YOU A VERY PLEASANT STAY.



E-mail: [botel@alcudiamar.es](mailto:botel@alcudiamar.es)

Web: [www.alcudiamar.es](http://www.alcudiamar.es)

Reservations:

[reservations@alcudiamar.es](mailto:reservations@alcudiamar.es)

