

IMPORTANT INFORMATION

THE BEST VILLAS POLLENÇA AT YOUR SERVICE...

At The Best Villas Pollença our aim is to provide you with the highest standard of service without intrusion on your privacy. We want to ensure that you have a thoroughly good holiday, therefore, if you should have any queries or need our help during your stay, please do not hesitate to contact us At our Resort Office in Pollensa or by phone.

IF YOU NEED OUR HELP

We are based locally in Pollença. Therefore, if you need our help during your holiday we are available at the following times:

Monday, Tuesday, Wednesday, Thursday, Friday:

9.00am – 1.30pm and 4.00pm – 8.00pm

Saturday

9.00am-8pm

If you would prefer to contact us by telephone, we can be reached on:

Pollença Office Direct Line: +0034 971 53 49 31

24hour Support Line: +0034 605 98 84 72

Please note that in case of EXTREME emergencies, we can be reached on the mobile number any time. In event you are unable to make contact please refer to the emergency numbers in your possession in your villa Information Book.

WEBSITE ACCURACY

We always go to great lengths to ensure that the content of The Best Villas Pollença website is as accurate as possible. If we become aware of any changes that may affect your holiday, we advise you at the time of booking. However, if changes take place after you have booked your villa, we undertake to warn you of any sudden unforeseen if known to us changes (which may materially affect your holiday) in writing, as soon as is reasonably possible prior to your departure.

THE GRADING OF YOUR VILLA

To try to assist you in your choice of accommodation, all The Best of Pollença villas are category graded which include our Unique Villas, these are villas of a difference may have a tennis court, Jacuzzi, or heated Jacuzzi, sauna, gym, extensive grounds, located on an estate, architectural designed this does not mean to indicate UNIQUE VILLAS are of a SUPERIOR or lesser quality or that all our other villas within our programme that are of excellence standards are of an lesser quality. Our Unique Villas offer something “different” that others Villas may not offer. The different of categories are given according to the facilities, furnishings and location of each villa, villas run by The Best Villas Pollença are recognised as being the very best villas available for rental in the area. However, we carefully select all the villas we include in our brochure and on our website; as such they are all high quality properties.

YOUR VILLA

We are proud of the villas and houses which are included in the Best Villas Pollença brochure and website. Therefore, we would like to assure you that we personally oversee each property, taking the utmost care with even the smallest of details, so that you, your family and friends can feel as if they are in a home away from home. To this end, we continually liaise with the property owners and regularly improve the furnishings and fittings (when and where appropriate.)

Each of our villas is fully equipped – we want to make your stay relaxing. All our villas are equipped with crockery, cutlery and utensils for the maximum number of people specified in the description.

As standard equipment, all our villas have electric or gas (bottled) hobs, electric oven or cooker, refrigerator or fridge/ freezer and washing machine. We provide bed linen and bath towels (but not beach towels) in all The Best Villas Pollença. In addition, most of our villas have

satellite TV and DVD; as well as pretty gardens, sun beds and barbecues outside. We also offer FREE air conditioning and FREE cots and high-chairs. We also provide a maid service – the service featured varies according to star rating (see what our price includes).

Each villa also has its own Villa Book which is packed with useful and interesting information about the villa itself and the local area – from where to find the nearest beach and where to do grocery shopping to where the nearest restaurant is and where to rent a bicycle. While we try to be as honest as possible in our brochure and website, please remember that the descriptions are simply our opinions. Whether there are two or eight of you, we want the villa you stay in to home from home for your holiday – where you have nothing to worry about, but what to do next .

HOW TO REACH THE PROPERTY YOU HAVE BOOKED

After confirmation of the booking you will be sent all the necessary directions to get to the property from Palma de Mallorca airport. In addition we will send you our telephone numbers. However, if you would prefer, please come directly to our offices in Pollença and we will „escort“ you to your chosen villa.

WHAT OUR PRICE INCLUDES

The price of each villa is listed on our website; it is shown as the price for the villa/apartment per week. In the brochure we show the prices for low, medium and high season. All our villa prices include: electricity, gas, water, maid service, pool maintenance, basic welcome hamper (**Welcome Hampers not included in Discounted or Special Offer Villas**) which includes bread, milk, juice, wine, coffee, tea, sugar, sweet biscuits, crisps water, matches, candle, dishwasher tablets, toilet roll. Note. “ welcome hampers may vary time to time”, and villa equipment including bedlinen and bath towels. It also includes the services of our office staff. The maid service which you receive is dependent upon the category rating of the villa for example:

*All accommodations will be FULLY cleaned and prepared on your arrival day.

*Bedlinen is changed weekly for two week stays. *Mid-week cleans include change of towels, bed making, cleaning of bathrooms, shower rooms, kitchens (does not include washing up).

- Unique Villas: - All other villas: - All Discounted villas:

Daily maid service cleans, except (Sundays/Public Holidays). 2 mid-week maid service cleans. Days may vary. 1 mid-week maid service clean.. Day may vary.

VILLA SUITABILITY AND SAFETY

We do not claim that any villa is totally child friendly or safe and care should always take place by parents and family especially around the pool area and supervision being given to children. Some villas are better suited than others for young or elderly. some receive better reception than others regards mobile phone receptions so we advise you to fully investigate options of suitability of the property before making your FINAL choice, which includes FINER DETAILS of

preferences and important that are PRE-KNOWN to yourselves to be requested and/or checked out with our Reservations staff to save disappointments or misunderstandings on arrival to your chosen Villa. A small finer detail may make or break your holiday. Many Villas have steps inside, no handrails upstairs, gardens may have slight drops or slopes, occasionally have low head heights, pools with infinity style design which drop off sides or ends. We do ask you speak to us direct to point out any requests, questions you may have of importance to yourselves, to allow us to guide and assist, if we do not know your pre-known preferences, unfortunately, we are not able to assist, especially so if you reserve any villas by booking online, that may require more in-depth information generally.

WE DO NOT INCLUDE

The cost of transfers to your villa from the airport, holiday insurance and any additional activities you wish to undertake during your holiday are not. If you would like us to help us to arrange your transfers or car hire please contact us and we will be happy to advise you.

POOLS, GARDEN AND GENERAL MAINTENANCE

All our properties are maintained to the highest standards by the villa owner and our staff – who have access to the properties.

The gardens are maintained on a regular basis throughout the year, including mowing lawns. However, garden maintenance does not take place on „change-over“ days. Swimming pools are normally checked, cleaned and maintained twice a week. Dependent on weather conditions. However, our maintenance personnel do not have fixed hours, so it is not possible for us to advise you of the exact day and time of each visit. Obviously our personnel are all extremely discreet and will do their best not to intrude on your privacy. However, we ask for your cooperation

when our staff visit, as it is imperative that we ensure all The Best Villas Pollença are well maintained for our clients“ enjoyment throughout the year.

OCCUPYING VACATING YOUR PROPERTY

Guests are required to vacate their villa accommodation by 10am on the day of departure – this enables us to ensure that the villa is cleaned and serviced prior to the arrival of the incoming guests. Villas are available from 4pm on the day of arrival; this enables us to thoroughly clean and prepare the property before the incoming guests“ arrival. However, in most cases, if you let us know that you have an early arrival you may be able to leave your luggage at the property and it may be possible for you to relax in the garden of the property – while the maid prepares the villa for you. Note. Any luggage left at a villa is at clients own risk.

EXTRA BEDS

An extra bed can sometimes be added to the villa with the owner“ s permission, in which case you will not be liable to any extra charges. However, only those persons names on the booking form shall be allowed to occupy the accommodation and under no circumstances may the maximum number of persons agreed at the time of booking be exceeded without the prior permission from The Best Villas Pollença.

HIGHCHAIRS AND COTS

If you require a cot or highchair, please request this at the time of booking in order to ensure it is available for you at the time of your arrival at the villa. Cots and highchairs are provided locally and may differ from the style you are used to at home. Highchairs and cots are provided at no extra charge.

PERSONAL HEALTH AND SAFETY

If you or any member of your party is an expectant mother or suffers from any serious medical condition, you must check with your doctor, prior to your departure, the advisability of travelling abroad. At The Best Villas Pollença we take the safety of our customers very seriously. Therefore, we advise all our clients to be extra vigilant and ensure that your property is safe and taken care of. In the event that you should lose any items of value while on your holiday, through theft or otherwise, you must immediately report the facts to the local police or other competent authority and obtain a written report. If a report is not obtained it will be difficult for you to pursue any claim through your holiday insurance. To assist you in the protection of your valuables the majority of The Best Villas Pollença properties have safedeposit boxes. We strongly advise the use of this facility, particularly for cash, credit cards, jewellery, passports, cameras, etc.

CHILDREN'S SAFETY

As everyone knows, children are naturally curious, especially when they are away from home and on holiday – where there are a lot of things to be explored! Therefore, we ask you to please ensure that your children are not left unsupervised at any time during your holiday. Please be extra careful where there are balconies, swimming pools, steps and stairs, etc.

SUNBEDS AND LOUNGERS/ SUN UMBRELLAS

All The Best Villas Pollença have sufficient sun beds for the maximum number of persons listed on the signed booking form and who are entitled to stay at the property. Unfortunately, due to the many breakages which occur, the type supplied at your villa may differ from the ones shown in the brochure or on the website. We accept no responsibility for these changes. Owners are not obligated to supply sun umbrellas due to breakages. If supplied, the style may differ from original one/s shown in the brochure and/or on our website in event the sun umbrellas breaks during your stay, we are not in a position to obligate the owner to replace.

SATELLITE TV AND DVD PLAYERS

We want you to relax and enjoy your holiday. Therefore, all our villas have satellite TV installed with a variety of basic free-to-view English and German channels. In addition, you will usually find a DVD player too.

CAR HIRE

FREE CAR HIRE The Best Villas Pollensa include within the price of your Villa accommodation ONE inclusive Group "B" Clio or similar - 5 door - A/C car. "EXCLUDING APARTMENTS". **UPGRADING** Should you wish to upgrade the car included in your Villa Holiday price or wish to take an additional car, please view the Car Hire Chart below for car groups and various models available. Please contact us for further details and pricing. * Should you not wish to have the inclusive car, please inform us at the time of your booking, in

order, to reimburse cost of the vehicle. * Automatic cars on request - 6 weeks in advance. No guarantee to supply.

PRICE INCLUDES * Delivery and collection either Palma Airport or Pollensa - free of charge. * All prices are inclusive taxes and fully comprehensive insurance. * Unlimited mileage. * Petrol: Cars are collected with sufficient petrol to get you to your resort Pollensa. Cars returned empty. * Car seats / Booster seats / Baby seats £20 pounds per week. **NOT INCLUDED** * Loss of Car keys.

INSECT/ ANIMALS

Mosquitoes, ants and other insects are endemic in warmer climates, particularly in country areas. Ant powders are a good repellent, but it helps to ensure you keep crumbs to a minimum. Mosquitoes can also be kept at bay by a good repellent – you will find a variety of repellents can be purchased at chemists and supermarkets. Many properties which we rent are surrounded by gardens and countryside. Therefore, field mice and other rodents are common, along with local farm animals. You will find that local dogs and cats sometimes roam unattended and may cause disturbance. Unfortunately, this type of aggravation is unavoidable. Therefore, we ask for your patience understanding should it occur during your holiday.

SPECIAL REQUESTS

We will do our utmost to try and meet any special requests that you may have, however these cannot be guaranteed. Any request should be mentioned at the time of your booking.

ELECTRICITY

Electricity supplies can at times be erratic, especially in peak season. Electricity cuts, although rarely last more than a few hours, as such all or any inconveniences caused are not usually acute. Note. It is not always possible to use several electrical appliances at the same time due to voltage supplied on the Island generally.

BEHAVIOUR

In event that you or any member of your party behaves in a way to cause distress, injury, annoyance to others, damage to property or does not respect or conform to local laws and customs, we reserve the right to terminate your holiday forthwith. In such an event we will have no further liability or financial responsibility to you and you will have to meet any costs or expenses incurred as a result of your behaviour.

CONTINENTAL BEDS

These can be short and differ from sizes used to yourselves. If someone in your party is particularly tall in order we may suggest an appropriate villa, we ask you bring this to our attention at the time of your booking.

AIRCRAFT NOISE

In certain resorts, it is not uncommon to experience aircraft noise. This may be more noticeable during peak season due to increase of flights.

NOISE AND ACTIVITY

Accommodation in residential or rural areas is likely to be quieter than resort centres, it can be anticipated some surrounding noises exist, whether it is passing vehicles, pedestrian traffic, residents nearby property or in the country sounds such of animals and birds. Properties in resort centres can be expected to experience noise associated with these locations. Noise levels increase during peak season.

BEACHES

Where we advertise approximate distances to the beach, please remember that beaches may not always be sandy, but may be of rocky or local stone or mix of both. We cannot be held responsible for crowded beaches, especially during peak season.

TRACKS OR APPROACH ROADS

Some of our properties may be approached by rough or uneven roads or tracks leading up to them. Some approach roads also may prove to be steep. If you are particularly concerned about driving on unmade roads, please check with us regarding access and suitability of access.

RUBBISH

You will be required to take your rubbish on a daily basis to a nearby collection point. Please do assist by doing this it not only reduces risk of unpleasant smells yet removes risk of insect infestation. Bottles must be disposed of separately. It is not the owners or maids responsibility to disperse of your daily rubbish.

TWO VILLA HOLIDAYS

If you are staying in one villa for the first week of your stay and changing over to another villa for your second week, we bring to attention vacation times and occupation times of any two Villa Holidays. Vacation is 10am occupation 4pm. The Complimentary food pack is NOT supplied at the second change over villa accommodation – only on ARRIVAL to your FIRST accommodation.

TAXI TRANSFERS

We are in a position to arrange Taxi Transfers from the airport to your villa. Please enquire at the time of your booking regards availability and pricing. Refer to Holiday Requests. If you would like a Taxi during your stay, wish to go out for the evening or day and not wish to drive your rental car, we have an arrangement with our local Taxi firm who know the locations of our villas and are able to collect you from your villa and take you back at your desire times, simply contact our Resort Office and we shall arrange this service for you.

VILLA SECURITY

In order to help protect your valuables some villas offer safety deposit box. Please do place all valuable in your box if your Villa supplies this facility. If not, ensure when using the pool or garden area at your property keep the front door and windows locked to deter any

opportunist thief. When you depart your villa ensure you lock all windows, shutters and doors, as you would in your own home. Do not worry as break-ins are very rare in the resorts, yet on odd occasion may occur, but please heed to advice.

BREAKDOWNS

Should you experience breakdown at your property or associated with swimming pool equipment, washing machines, dishwashers, fridges or other we bring this to the attention of our Resort Office IMMEDIATELY, or as soon as possible, in order that we can make arrangements for this to be rectified and repair the problem. Although we have our own technicians that can attend to any problem in some cases an additional technician may also need to be called from Palma, due to call out procedures, can take up to seven days and perhaps only once per week in some cases, before they visit the north of the Island, which we cannot be held responsible.

TELEPHONES

Unless otherwise stated, telephones are not provided in our properties. Therefore, we highly recommend that clients take mobile phones with them in case of emergencies. Note in some areas there may be limited services especially in mountain zones.

LONG STAY HOLIDAYS

All our villas are available for multiples of one week's duration. While the majority of our clients stay for one or two weeks, we are happy to arrange longer durations of three, four and more weeks.

WINTER HOLIDAYS

In the winter we have a range of villas which are available for you to enjoy. The island is very different in the winter months, so please remember that you cannot expect bright sunshine every day in the winter months. However, we have a number of villas which are available for winter breaks. You might like to consider the elegant and airy Villa Can Lleida, the fantastic, the contemporary Villa Ca Na Marge; the cosy La Sort or the über unique of Son Cisterna. Each of these villas which are available will have fireplaces or wood burners, as well as airconditioning units which you can use as heaters, to ensure the house is warm and homely throughout your holiday. If you are interested in staying in a Best Villas Pollença during the winter, please contact us.

PETS

These are not permitted in any of our properties. However, please inform us at the time of your bookings as we may be in a position to approach some owners to ask they give consideration to allowing pets in their properties.