

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.

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-1.30pm

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 emergencies, we can be reached on the mobile number any time day or night.

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 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 graded. The grading system starts at 3 stars, with 5 stars with a crown being the very best standard of villa we offer.

The different categories are given according to the facilities, furnishings and location of each villa. All 5 star and 5 star with crown 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 bedlinen and bath towels (but not beach towels) in all The **Best Villas Pollença**. In addition, most of our villas have satellite TV and dvds; 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 be a 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, welcome hamper 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 star rating of the villa:

5 Star houses: daily maid service, except Sundays and public holidays

4 Star houses: maid service three times per week

3 Star houses: maid service two times per week

On discounted holidays the maid service will be do two times per week

Bedlinen is changed once per week and towels two times per week.

WE DO NOT INCLUDE

The cost of transfers to your villa from the airport, car hire, holiday insurance and any additional activities you wish to undertake during your holiday are not included in the villa price.

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. 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 co-operation 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.

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 those you use 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 safe-deposit 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

All The **Best Villas Pollença** have sufficient sunbeds or loungers 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.

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 free-to-view English and German channels. In addition, you will usually find a dvd player too.

CAR HIRE

Please note that the transfer from the airport to the town of Pollença is approximately 45 minutes. In addition, a car is required to access the majority of the properties that are available for rent through our brochure and website.

Generally, cars are collected at the airport on arrival and returned at the end of your holiday. If you are considering not renting a car for the duration of your holiday, please ensure you check the distance to the beach and to the town to ensure you will be able to make the most of your holiday and will not be disappointed.

If you need further information, or you want assistance with renting a car, please do not hesitate to contact us.

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 and understanding should it occur during your holiday.

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.

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 luxury of Son Cisterna. Each of they villas which are available will have fireplaces or woodburners, as well as air-conditioning units which you can use as heaters, to ensure the house is warm and homely throughout you holiday.

If you are interested in staying in a **Best Villas Pollença** during the winter, please give us a call