

Taxi: You can ask for a taxi at the reception and it will pick you up at the entrance. If you need a taxi when you are outdoors you can call the following number: 928 52 42 20. For a taxi to the airport please make your reservation 1 day beforehand.

Public bus service: At the reception you will find a detailed timetable of all bus services.

Car and Bike Rental: you can make your reservation at the reception without any extra costs.

Medical Urgencies: In case of a medical urgency or if you need an ambulance you can call (0) 112 or ask at the reception for English-spoken medical service.

Telephone calls: To call the reception from your bungalow you dial 9. If you want to make outside calls you dial 0 first, followed by the number you wish to call. Do not forget to dial 00 followed by the country code if you make an international call. You can ask for the country codes at the reception. For example: 0+00+country code+telephone number.

Fax: To send or receive faxes please contact the reception.

Safe: To keep valuable items there's built-in safe at your bungalow. You can rent this safe at 1,50 Euro per day. We do not assume any responsibility for lost items not kept in this safe. We also remind you to lock all doors when you leave.

Messages: You can use the answering machine if you would like your friends and family to leave you a message when you are outdoors. Just let them know to dial (0034) 928 51 44 00 followed by a 2 and the number of your bungalow. The red blinking light indicates you have received messages, just pick up the phone and listen.

Internet: There is an Internet service installed at the lower floor, in front of the supermarket, you can directly connect by using coins. The minimum fee is 0,50 euro cent for 15 minutes.

Money exchange: You can change money at the reception at a 2% commission rate. We work with the official exchange rates which are being updated every day. We remind you that by Spanish Law it is obligatory you show your ID if you want to cash Eurocheques or Traveller Cheques.

Repairs: We trust you will find everything functioning perfectly and in order. In case of any damage occurring during your stay please contact the reception as soon as possible so it can be repaired.

Cleaning: Please contact the reception to find out when your bungalow is being cleaned. Towels will be changed 3 times a week and bed linen once a week. You can have these changed more frequently at an additional cost.

Towels and mattresses for sun beds: You can rent these and/or pay a deposit at the reception.

Garbage: Outside the entrance of the complex on the left you will find containers where you can deposit glass bottles etc. for recycling. Please remember that the bottles have to be clean, without corks or lids. Clean carton boxes or paper can be recycled if you leave them folded in the grey container placed in the corridor between bungalows 6 and 7. To deposit empty batteries you will find a red container in front of the reception.

TV: The use of the TV set is free. You will find the remote control in your bungalow.

Keys: Never leave your key in the door. You can leave your key at the reception in it's key box if you prefer to. We charge a fee for any lost keys.

Pool: You can use the sun beds placed around the pool. Please do not reserve them by leaving behind your towel. Our personal is authorised to remove these in case other guests want to use the sun bed.

Check-out: Please ask the reception about your check-out time. If you are an RCI guest or timeshare owner you will have to leave your room at 10.00 a.m., unless you extend your reservation by half a day and pay for the extra fee beforehand.

Wake up calls: If you want to use the wake up call phone service, please inform the reception. Your phone will ring four times and stop.

Bar, Restaurant and Supermarket: You can get food and beverage at any moment between 8 a.m. and 10 p.m. at our bar-restaurant. We serve breakfast between 8 – 10 a.m. The supermarket opens 365 days a year from 8.30 a.m. until 9 p.m.

Laundry Service: Next to the supermarket you will find a self-service laundry. You can buy the coins for washing machines and tumble dryers at the reception and they will provide you with a sachet of detergent.

Pool: The sign next to the restaurant informs you about the rules when using the pool. Opening times are from 8 a.m. till 7 p.m.

Parking: Please do not park your car in front of the door but use the parking areas. Please do not use the areas reserved for disabled persons if you are not entitled to.

First Aid: In case of need you can ask for first-aid material at the reception. They can also inform you about the nearest pharmacies and their time table for emergencies.

Noise: Please respect the other guests and do not make any disturbing noise between 11 p.m. and 8 a.m.

In Case of Fire: In each bungalow you will find emergency exit instructions and a map of the complex. It is attached at the back of the bedroom door and indicates you where you are and which is your emergency exit.

Excursions, Leisure and Cultural Information, Photo and Stamps Service: Our receptionists can provide you with all information regarding excursions, recommend restaurants, places to visit and about cultural events. At the reception you can also buy stamps, books, maps and films for your photo camera or use the 1-day picture developing service, without any additional costs.

Environment: In 1993 Lanzarote has been declared Biosphere Reservation by the UNESCO. Our aim is to obtain the special distinction of Biosphere Hotel. To achieve this we need your co-operation.

We have to preserve the environment together.

Do not pollute the gardens and extinguish your cigarettes in the ashtrays, do not waste water, do not leave on any lights you don't need, do not use products that damage the environment and respect other guests by not making any disturbing noise. Please read carefully our recommendations regarding not feeding the cats.

Please contact the reception regarding any questions you may have or any other information you may need.