

## WELCOME!

DEAR GUEST,

THE MANAGEMENT AND STAFF AT APARTAMENTOS VISTASUR WISH YOU A VERY WARM WELCOME AND PROVIDE YOU WITH THE FOLLOWING INFORMATION ABOUT OUR SERVICES WHICH WE ASK YOU TO TAKE INTO ACCOUNT:

### \*RECEPTION:

- Hours: Open 24 hours and offers our customers, among other services, reservation of excursions, parks and shows; car and bike rental and general information.

We inform you that you have at your disposal a direct telephone line from your apartment to reception dialing number 9. Likewise for any emergency that may arise at night, **from 24:00h to 08:00h**, you have the following number : **665 413 916**

- Check-out time: **Check-out time is at 12:00h**. Please hand your card at Reception.

### \*TELEPHONE:

- Outside line: dial number 0
- For Reception: dial number 9
- Other Apartment: dial the apartment number

### \*SWIMMING POOL:

- Hours: **Open from 10:00h to 18:00h**.

- The hammocks will be occupied in strick order of arrival.

- You are kindly requested **not to reserve sunbeds** by placing towels onto them. The Management reserves the right to remove towels or other objects if necessary and is not responsible for their loss or that of other objects.

- Please keep your personal belongings within easy reach.

- Following swimming pool reguations we will not have any sunbed mats.

- Access to pets is prohibited.

- It is recommended to wash your swimming clothes after use.

### \*CLEANING:

- Every day except Sunday, **from 09:00h to 16:00h**. Cleaning of the kitchen and its utensils is excluded. Sheets are changed once a week and towels every 3 days. Please do not remove the towels from your apartment and do not hang clothing over the railings. There is a clothes horse in every apartment for this purpose.

-There is a clothes horse in every apartment for this purpose. Every laundering has a negative impact on the environment since soaps and other chemical products are used. We suggest that you let your towels dry in order to use them more than once.

### \*IMPORTANT:

**ACCESS TO THE APARTMENTS PREMISES IS STRICTLY FORBIDEN TO THIRD PARTIES THAT HAVE NOT BEEN REGISTERED WITH RECEPTION**

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For any inquiries or clarifications, please do not hesitate to contact us.

We have placed at your disposal hydro-alcohol gels in all common areas.

We recommend our guests to maintain the social distance of 1,5m. and frequent hand washing.

Thank you!

Enjoy your stay with us!

