

¡Les deseamos una feliz estancia!

HABITACIONES

- Televisión vía satélite.
- Caja fuerte (alquiler en recepción).
- Teléfono (Para activarlo, llame antes a recepción marcando el nº 9).
- La hora de salida es a las 11h.
- Posibilidad de prolongar su estancia hasta las 18h. (con cargo y según disponibilidad).
- La limpieza de la habitación se efectuará diariamente.
- El aire acondicionado / calefacción sólo funciona con la puerta de la terraza cerrada.
- WIFI gratuito

RECEPCIÓN

- Servicio 24h. Puede contactar con recepción marcando el nº 9
 - Información de cambios de pensión alimenticia.
 - Cambio de divisa.
 - Alquiler de coches.
 - Reservas sauna.
 - Servicio médico (con cargo).
- Ayúdenos a salvar el medio ambiente, cambiando las toallas solo cuando sea necesario.

INFORMACIÓN GENERAL

- Rogamos a los clientes que acudan a la cena correctamente vestidos.
- **No esta permitido entrar comida ni bebidas de fuera a bares o restaurantes.**
- Para que todos los clientes puedan disfrutar de las instalaciones les recordamos que no se pueden reservar las hamacas.
- Por razones de seguridad e higiene rogamos se duchen antes de utilizar las piscinas.
- Las toallas de la habitación son para uso exclusivo en las habitaciones.
- La piscina está atendida por un socorrista de 10 a 18h.
- Para poder ofrecer un mejor servicio rogamos abonen las facturas, de estancia, extras, teléfono, etc. el día antes de la salida antes de las 21h.
- El agua de cortesía en la habitación es solo para usar en la habitación
- Para su comodidad, la forma de pago en el establecimiento es con la tarjeta de crédito de Protur Club. La tarjeta con su nombre impreso está cargada con 400€. Al agotarse el crédito, por favor acuda a Recepción.

OTROS

- WIFI gratis.
- Internet corner (con cargo).
- Tintorería 24h (con cargo).
- Para cualquier incidencia técnica contacte con recepción llamando al nº 9.

PUNTO DE ENCUENTRO EN CASO DE EMERGENCIA: piscina exterior.

BIOMAR BEAUTY & RELAX

- Para información y reservas de los tratamientos y servicios disponibles por favor contacte con recepción.

ANIMACIÓN

- La programación de la animación la encontrarán en los tabloneros de información.

GASTRONOMÍA

RESTAURANTE PRINCIPAL CON BUFFET

Desayuno de 8 - 10h.

Cena: 18:30 - 21.30h.

El primer día rogamos contacte con nuestro maitre para reservar mesa, gracias.

THE GRILL abierto de 12.30 a 15:30 h.

BAR PISCINA abierto de 10.30 a 18h.

BAR SALON abierto de 10.30 a 24h.

THE ELEPHANTS CHILL OUT abierto de 10.30 a 24h.



Aprovéchese de las ventajas que le ofrece la tarjeta Protur Club, la cual le distingue como cliente preferente de nuestra cadena y con la que podrá acceder a un abanico de acciones exclusivas para nuestros socios. Solicite información e inscripción en recepción.

PROTUR NATURA FARM

COLABORE con Protur Hotels a cuidar del medio ambiente. Por favor tire cada desecho en los correspondientes recipientes situados en las zonas comunes del Hotel.

En Protur Natura Farm en Sa Coma podrá encontrar animales autóctonos de las islas como también huertos ecológicos.

Please find below information that we trust you will find useful during your stay with us.

YOUR ROOM OFFERS:

- Satellite TV.
- Safe for rent, (2€/day) (info at reception).
- Direct phone line (to activate it, please dial 9 for reception)
- All rooms have to be vacated by 11 noon.
- Guests can prolong till 6 pm (with a charge & subject to availability)
- Rooms are cleaned every day.
- The air conditioning/heating will only work with the balcony doors closed.
- Free WIFI.

RECEPTION

- Open 24 hours. To contact them from your room, just dial 9. They offer:
- Information on changes to board arrangements.
- Money changing facilities.
- Car hire.
- Sauna bookings.
- Medical services (with a charge).
- We ask your cooperation to help the environment by changing the towels only when really necessary.

GENERAL INFORMATION

- We would ask guests to dress appropriately for dinner.
- Food & drinks purchased outside the complex cannot be consumed in the Protur Playa Cala Millor bar & restaurant.
- So that all guests can enjoy the hotel facilities, you kindly requested not to reserve sunbeds. Please note that before 8 am the pool areas will be cleaned. Please do not leave sunbeds unattended for more than 90 minutes otherwise the hotel staff will remove the towels.
- In the interest of hygiene, guests are kindly asked to shower before using the swimming pools.
- Guests are asked to use room towels only within their hotel rooms.
- A life guard is in attendance at the swimming pool from 10am to 6pm.
- The complimentary water in the room is just to use in the room.
- In order for us to offer guests a better service, we ask that all bills (for extras, phones, etc.) are settled the day prior to departure after dinner.
- For guests' convenience, the form of payment at the hotel is with a personalised Protur club credit card. The card it has been credited with 400€. When your credit limit has been reached please go to reception.

OTHER SERVICES

- Free WIFI throughout
- Internet corner (with a charge).
- Dry cleaning in 24 hours (with a charge).
- Any maintenance issue, just dial 9 for reception

**MEETING POINT IN CASE OF EMERGENCY:
the outdoor swimming pool.**

BIOMAR BEAUTY & RELAX

- For information and bookings on the treatments & services available, please contact reception.

ENTERTAINMENT

- Details of the entertainment programme can be found on the notice board.

GASTRONOMY

MAIN BUFFET RESTAURANT

Breakfast: 8am - 10am

Dinner: 6.30pm - 9.30pm

On the first day, on arrival at the restaurant, guests are requested to kindly contact the head waiter so that he can show them to their table.

THE GRILL is open from 12.30pm to 3.30pm

THE POOL BAR is open from 10.30am to 6pm

THE LOUNGE BAR is open from 10.30am to 12 midnight

THE ELEPHANTS CHILL OUT is open from 10.30am to 12 midnight

Please ask at reception for information on the wide variety of gastronomy on offer at Protur Hotels: Protur Biomar Gran Hotel & Spa theme Restaurants & the well known Restaurante Son Floriana.

Protur Club

The fidelity system offered by Protur Hotels to its faithful guests. Enjoy all the advantages that the Protur Club cards offers its members, singling them out as preferential guests of our hotel chain with a range of benefits only available to members of our club. Just ask at reception for info on how to join.

Environment & PROTUR NATURA FARM WORK TOGETHER with us to help the environment. Please dispose of all refuse in the bins provided throughout the public areas of the resort. At the Protur Natura Farm there are a number of animals native to the island as well as an organic vegetable garden.