



Welcome to Casa Vida!

We have prepared some general information about the apartment and Santa Ponsa which we hope you will find helpful.

There are leaflets for some of the major tourist attractions in the drawer below the TV in the lounge, together with instructions for the TV, DVD, air conditioning, etc as well as a selection of maps and guide books. There are games and cards and some novels in case you get bored!

Should you experience any problems which you are unable to resolve yourself, please see the staff at the Hotel Delfin Mar, who are very helpful. If your problem still cannot be resolved, contact us in the UK on (0044)1803-522512.

We hope that you have a great holiday.

Kim & Rod Tomlinson

IMPORTANT

The following notes are provided for your information and safety –
Please read them!

Please do not smoke anywhere in the apartment. An ashtray is provided for use on the balcony outside.

If the air-conditioning is on, the doors must be kept closed. It is most important that you empty the bowls under the fan unit on the balcony REGULARLY.

On Arrival

The hotel staff should have turned on the electricity and done the simple tasks below, but if they haven't please:-

Turn the power on – the electricity main switch is in the white fuse box on the wall behind the entrance door. Please use BOTH HANDS to pull the cover off. The main switch is on the right-hand end.

For the main switch, and all the fuses, UP is ON and DOWN is OFF.

Turn on the water by turning the blue handle under the kitchen sink ¼ turn to the left.

Plug in the immersion heater for hot water, which is the large plug in the cupboard in the bathroom.

On Departure

Wash and put away all crockery etc, empty the fridge
and strip the beds

Close the shutters and doors.

Turn off the water.

Unplug the immersion heater.

Unplug the television at the wall.

Turn the power off.

Remove all rubbish.

Air conditioning/heating

Operation of this system is simple, but should you need it, the instruction booklet is in the drawer beneath the television. There are three units – one in the lounge and one in each of the bedrooms. Each is separately operated via its own control pad.

The converter is on the balcony and the condensation water produced falls into the large bowl below. Please check and empty this regularly during the day and EVERY morning and evening.

To avoid wasting electricity, and in the interests of the environment, please switch the air conditioning off if you leave the doors open and when you go out.

Shutters

Please close the shutters if it is windy and leave them closed at the end of your stay.

Shower

There is a spray for use after your shower. Please regularly check the plug for accumulated hair as this builds up very quickly and can cause blockages. A shower mat is kept in the compartment in the top of the white stool in the bathroom. Please ensure this is dry before putting it away.

Electric mini oven/grill

There is no instruction booklet for this but operation is obvious.

This little oven works VERY quickly, particularly when grilling, so please do not leave the room when using it.

Water

The water is quite safe to drink, but the pressure varies.

Floors

Please be aware that the floor tiles (inside and outside) can be very slippery when wet.

Light bulbs

There is a supply of replacement bulbs in the cupboard over the hob in the kitchen.

Bins

Rubbish should be placed in bags and left in the large bins in the service entrance at the right hand side of Casa Vida. Please recycle as much of your rubbish as possible – there are signs indicating what should be placed in each of the bins. Please ensure that all rubbish is removed before you leave.

Breakages

If anything is broken during your stay we would really appreciate it if you would replace it with an item of similar quality. If this is not practical please advise us immediately upon your return to the UK so that we can arrange a replacement and avoid inconvenience to subsequent guests. Likewise, it would be much appreciated if, as a courtesy, you would kindly replace any cleaning or kitchen items (e.g. salt and pepper, air freshener etc) which you use up during your stay.

Hotels Delfin Mar and Siesta Mar

As a guest at Casa Vida you are entitled to use the facilities at both the Delfin Mar and its sister hotel, the Siesta Mar. Both hotels have indoor and outdoor pools, and there is a gym and sauna. You can also use the hotel restaurants for meals should you wish, and you can buy tickets for these from the hotel reception. The buffet dinner is currently priced at just over 13 Euros per person – you will receive a 10% discount if you say that you are staying at Casa Vida.

Comunidad Casa Vida

Many of the apartments at Casa Vida are privately owned and The Community Association has a few rules which we would ask that you respect in the interests of neighbourliness.

These are:

Please don't use glass of any kind in the pool area.

Please don't hang towels on the balcony railings – there is an airer in the bathroom

No large inflatables in the pool please.

Please respect your fellow guests by not playing loud music or making excessive noise late at night.

Thank you!

Supermarkets

There are two small, but well stocked, supermarkets just down the hill from Casa Vida. They are more expensive than the larger supermarkets, both of which can be found on Avenida Jaime I.

Car Hire

Avance Rent-a Car, Calle Riu Sil 18. Tel: 971 699 649
Rossind, Calle Puig de Teix 6. Tel: 971 692 985

Newspapers

You can get nearly all UK daily and Sunday newspapers in Santa Ponsa and during the summer months on the day of publication. You may have to wait until the following day for some papers in the winter.

Even though many of the tabloids are printed in Spain these days, you will still have to pay 1,80 euros (about £1.20) and you do not get the colour supplements that come with most Sunday newspapers.

There are three English language newspapers on the island. There is the Majorca Daily Bulletin, the Euro Weekly, and The Reporter.

Beaches

The main sandy beach is separated from the pine woods by the promenade. Sunbeds and parasols can be hired on a daily basis. The attendants, who will collect your money from you when you take occupation of your sunbed, also have pedaloes for hire. There is also a “sausage ride” located at the south end of the beach.

A safety area for swimming is normally roped off and it is recommended that you do not swim outside this area. It is forbidden to use pedaloes, windsurfers, boats or jet skis inside this area.

A lifeguard is always in attendance on the beach and any instructions given by him must be adhered to.

IF THE RED FLAG IS FLYING DO NOT SWIM

A first aid post is located on the promenade near the Tourist Office.

Public toilets are available at the beach bars – you don’t have to be a customer to use the facilities.

In addition to the main beach there is a small sandy beach on the road to the marina which is safe for children as it is compact and the water is shallow. There are also coves on the far side of the bay which you can get to by walking along the sea front in front of the apartment blocks and hotels.

Markets

Most markets in Mallorca are held in the morning. Try to arrive before 10.30am because many markets are all finished and packed up by 1.30pm.

The nearest big market to Santa Ponsa is at Andratx and is held every Wednesday morning. Bargains to be had are lace tablecloths and leather handbags, but do try to haggle over the price. The market is easily reached by bus or taxi. Special buses are laid on for this market on a Wednesday.

On Saturday mornings a Mercadillo or Car Boot Sale is held opposite the Aqua Park complex, and is on the bus route to Magalluf. Also on Saturday is Palma's street market on the Avenidas.

A lot of travel agencies offer organised trips to Inca market on Thursday mornings. It is one of the biggest markets on the island and is well worth the trip.

Festival Park

Festival Park is on the PM27 in the direction of Port D'Alcudia, about 3 miles from the Via Cintura. It's relatively new and doesn't appear in most guide books as yet. There is a 20 screen cinema showing English films as well as Spanish ones, factory outlet stores and a good selection of restaurants.

Health

If you should feel under the weather then your first port of call should be the local chemist (farmacia). They are all very helpful and speak good English and they will usually advise a remedy, or whether a visit to the doctor is necessary.

If you are covered by insurance for medical treatment, one of the private surgeries is the place to go. Do keep all your receipts for medical treatment and medication to enable you to make an insurance claim on your return home. Make sure you take enough money with you; each visit will cost you between 60-75 euros.

The National Health clinic (Insalud) is situated next to the church and you can receive treatment there if you take your NHIC card. Take the original card, a photocopy of it and your passport with you. The telephone number of the National Health clinic is 971 694 615. If you require an ambulance then ring the police on 092 or the Helpline on 112 and they will make the arrangements. You may well be asked to pay the cost of the ambulance when it arrives, so make sure you have some cash available.

Tourist Information Office

There is a very well-stocked Tourist Information Office with helpful staff on the main promenade.

112 is the European multi-lingual service for use in case of emergency to contact the police or other essential services.

Churches

Church of Nostra Senora de l'Esperanca (Roman Catholic) holds service (in Spanish) at the following times:

Monday: 9.30am

Tuesday to Friday: 8.30am

Saturday: 6.00pm and 8.30pm

Sunday: 9.30am, 11.30am, 6.00pm and 8.30pm

Santa Ponsa Community Church holds services in English at the Church in the Square at Costa de la Calma on Sundays at 11.00am (family service and Sunday School) and on Thursdays at 7.30pm (Praise, Prayer and bible study).

Palma Cathedral holds services (in Spanish) at the following times:

Monday to Friday: 9.00am and 5.00pm

Saturday: 9.00am and 7.00pm

Sunday: 9.00am, 10.30am, 12 noon, 1.00pm and 7.30pm

The church of St Philip and St James (Anglican) at Nunez de Balboa in Palma. Services (in English) are at the following times:

Wednesday: 11.00am Holy Communion and prayers for the sick

Sunday: 11.00 Holy Communion

The Salvation Army has a place of worship at Calle Jardiel Poncela 2, Son Caliu, Palma Nova (between Mercadona supermarket & the Son Caliu Hotel). Services are on Sundays at 11.15 am

Useful Phone Numbers

Son Dureta hospital.....	971 175 000
British Consul.....	971 712 445
Irish Consul.....	971 719 244
The Medical Practice.....	971 697 741
British dentist (Son Caliu).....	971 681 439
Directory enquiries (local).....	1003
Directory Enquiries (international).....	025
Tourist information.....	971 691 712
Travel Palma airport: General enquiries.....	971 789 000
Air Europa.....	971 789 571
BMI Baby.....	971 787 933
BA.....	971 265 188
British Midland	971 789 475
Easy Jet.....	860 260 026
First Choice.....	971 789 408
Futura	971 789 706
Jet 2.....	971 789 409
Monarch.....	800 099 260
MyTravel.....	971 787 937
Ryanair.....	807 220 032
Thomsonfly.....	971 789 491
Tuifly.....	902 020 069
Police Guardia Civil.....	062
Police station (Magalluf).....	971 131 710
Guardia Civil (Palma Nova).....	971 680 645