

INFORMATION ON THE CORONA VIRUS / COVID-19

Status: 01 May 2021

Dear guests,

As a matter of principle, a high standard of hygiene applies in our holiday accommodation.

Based on the Covid 19 regulations of our health authorities, individual hygiene concepts have been developed for our holiday accommodation to ensure optimal protection of our guests.

This includes, for example, the provision of soap and hand disinfectant.

In addition, the cleaning and disinfection intervals for particularly sensitive points such as door handles, water taps, light switches etc. are significantly shortened and take place at every change of guests.

The laundry that is ready for you is washed at a minimum of 60 ° and provided with a special hygiene rinse with a disinfecting effect.

The holiday accommodation is thoroughly cleaned with surface disinfecting cleaning agents upon your arrival.

All fabric surfaces, e.g. mattresses and sofas etc. are cleaned with a steam cleaner at 60 ° when guests change.

All official requirements are fully implemented.

We keep ourselves informed on a daily basis about updated information and recommendations for action from the Spanish Federal Centre for Health Education and the responsible health authority.

Should the experts come to a different assessment, we will react quickly and comprehensively and adapt our cleaning procedures accordingly. You can be sure that the observance of personal and hand hygiene in the holiday accommodation has top priority.

We would also like to refer you to the current hygiene recommendations of the public health department:

Coronavirus (COVID-19)

healthdirect

How to avoid infection or spreading the virus



Wash your hands regularly with soap and water for at least 20 seconds



Avoid touching your eyes, nose or mouth



Cover your mouth or nose when coughing or sneezing



Use only disposable tissues, and dispose of them immediately after use



Avoid close contact with anyone showing respiratory symptoms



Monitor travel advice on Smarttraveller smarttraveller.gov.au



Stay at home when you are sick

ALWAYS KEEP A DISTANCE OF 1.5 M FROM OTHERS



WEAR A FACE MASK WHERE REQUIRED



WASH YOUR HANDS REGULARLY AND THOROUGHLY WITH SOAP



SNEEZE AND COUGH IN THE CROOK OF YOUR ARM



DO NOT SHAKE HANDS



KEEP YOUR HANDS AWAY FROM YOUR FACE



as well as sufficient ventilation of the interior rooms !!!!

Hello and welcome to Villa Veinte in the beautiful Cala D'or / Cala Egos !

We are pleased to welcome you as a guest in our house and would like to provide you with some information with our information folder .

We ask you to consider these in our interest and in the interest of all guests



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Emergency phone numbers :	Emergency doctor	112
	Police	092
	Fire brigade	085
	Guardia Civil	062

We start with a short tour on the ground floor.

When you come in at the main entrance door, you will find the electricity fuse box directly to the left of the entrance. Next to it, in the niche next to the sofa, is a CO2 fire extinguisher.

The water tap is located in the kitchen under the sink, from where you can stop the water in the entire downstairs flat if necessary.

Washing machine, tumble dryer and clothes horse can be found in the utility room next to the kitchen.

There you will also find a Hoover, broom, mop, clothes horse and a laundry basket.

On two locked, private cupboards there is a baby high chair and a folded baby cot which you can use.
folded baby cot which you are welcome to use if necessary.

There are also various shopping bags and a small portable cool box for your use. for your use.

In the large bedroom there is a small safe in the built-in cupboard at the bottom right which you are
welcome to use.

On the upper floor

The fuse box is located on the side next to the refrigerator. CO2 fire extinguisher.

The water stopcock is located in the bathroom under the washbasin. You can stop the water in the
entire upstairs the whole flat.

When furnishing the holiday flat we have tried to meet all expectations and wishes.

If you still miss something, so please let us know your wishes. We always try to offer our guests a
pleasant stay.

During your stay, you are free to use the terrace belonging to the flat and the adjoining garden are
available to you for your for your exclusive use.

Please keep the garden gate, which allows you to enter the holiday complex closed.

Smaller children are to be supervised, as they can reach the pool directly when the garden gate is
open. The pool, which is not locked.

You as the tenant are liable for personal injury and damage to property, not we.

We are not liable for valuables (money, jewellery, credit or bank cards, mobile phones, etc.) lost in the
holiday flat. For security reasons, we always ask you to keep the flat and terrace doors locked and the
windows closed.

This also applies when you are in the flat and leave valuables, e.g. on the terrace.

Defects which arise on taking over the rented property and/or during the rental period must be must
be reported to the manager immediately in a suitable form, but ultimately always in writing.

It can always happen that something breaks or is broken. Therefore, please inform us about the we will
replace the items in question and, if necessary, inform you of the cost.

we will replace the items in question and, if necessary, inform you of the costs.

that the inventory is uniform and complete is regulated in the interest of all guests.

and complete.

On Mallorca there is a similar waste separation as in Germany since a few years.

We would like to ask you to support this. There are bins for waste next to the entrance area in the kitchen. The waste is put into different containers (glass, residual waste, paper). (glass, residual waste, paper and plastic) which are located about 50 m from the house. (direction Sparmarkt on the way to the beach) on the right side of the street.

You can adjust the temperature of the cold/warm air conditioner to your according to your personal needs.

We would like to point out that the air conditioning and heating should only be switched on when doors and windows are closed during operation.

Please ventilate the bathroom after each shower by opening the window for approx. 10 minutes.

Please put sanitary towels, tampons etc. in the cosmetics bin next to the toilet in the bathroom.

Please do not dispose of leftovers, tampons, sanitary towels etc. in the toilet.

We would like to point out that extreme, disturbing behaviour can lead to the immediate termination of the tenancy. The rental price paid does not exist in this case.

Please leave movable objects such as furniture, decoration, porcelain etc. in the places provided. Please do not leave them in the places provided for them furniture from the indoor area to the outdoor area or garden furniture to the indoor area be moved indoors. The same applies to electronic devices, e.g. television or radio.

If you nevertheless make changes according to your personal needs we expect you to return everything to its original condition before your departure.

The same applies to board games, magazines, books, etc. board games, magazines, books etc.

Please also put these things back to their designated place, as you will certainly want to find everything neat and tidy.

We kindly ask you to keep the flat in a clean condition during your stay.

The sandy beach belongs in the bay, not in the flat :)

We wish you a wonderful holiday in our flat and hope that you will enjoy your holiday with us and hopefully keep it in good memory.

Sights, restaurants and shopping

The beautiful marina of Cala D'or is in the immediate vicinity and can be reached on foot in about 15 minutes.





There are countless cafés and restaurants all around the marina where you can enjoy a delicious breakfast, lunch or dinner.



Or simply relax and watch the hustle and bustle with a drink and a view of the harbour.



Cala d'Or is criss-crossed by several fjord-like bays.

These can be easily reached on foot or by bike. In the high season, a small train provides a convenient connection between the individual bays. These include Cala Serrena, Cala Ferrera, Cala Esmeralda and Cala Gran, the largest beach in the village.

At peak times in summer, the beaches are quite busy - during the early and late season, it is a little quieter in the village.

The centre of the town is certainly lively, but the tourist rush is still limited compared to other holiday resorts on Mallorca.

Adventurous holidaymakers do not have far to go to the island's capital Palma: it is about 60km by car. Somewhat closer (about 5 minutes by car) is the fishing harbour "Puerto de Porto Petro", which is particularly convincing with its original traditional charm, as well as the town of Santanyí inland.

The nearby Mondragó Nature Park is a popular destination for hikers. But the double bay of Cala Mondragó is also highly recommended for an extensive day at the beach.



And you will also find weekly markets around Cala D'or .





You can also reach a well-stocked Eroski supermarket, a Spar market, a pharmacy, small souvenir shops, a tobacco shop and doctors' surgeries within a few minutes' walk.

For your physical well-being, there are various small restaurants, pizzerias, a snack bar and an ice cream parlour in the immediate vicinity.





House rules

Dear holiday guests

We would like to welcome you to our holiday home and wish you an eventful and relaxing stay.

With our accommodation we would like to offer you the basis for a carefree holiday and we always make every effort to do so. In order for this to be as successful as possible, it is necessary that our guests accept and comply with the house rules.

By handing over the keys, you accept our house rules, which are always part of the booking with the tenant.

The person making the booking is responsible for ensuring that all fellow travellers also comply with the house rules.

If you have any questions, you can reach us at any time at the following telephone number:

+34643104573 / We also have WhatsApp.

So we can clarify any ambiguities quickly.

Arrival

We check you in personally between 9.00 am and 7.00 pm.

Our Airbnb guests will find their key to access their rental flat in a key safe located right next to the entrance door.

You will receive the code for this as well as directions via WhatsApp one day before your arrival.

Please note the check-in and check-out times of which we have informed you in advance.

General

All objects in the holiday home may be used by the tenant. We ask you to treat the furnishings and equipment of our holiday home with respect. All indoor furniture must not be brought or moved outside. Moving furniture is not permitted in any way. Settings on electronic devices in the holiday property may not be changed or reprogrammed without prior consultation with the landlord.

On your arrival, the beds are freshly made. On departure, you do not have to remove the bed linen, but can leave it on the beds.

We ask you to leave used towels on the floor in the bathroom.

Any necessary cleaning of the holiday property during your stay will not be replaced by a final cleaning fee.

Everything you need for a normal cleaning is at your disposal and can be used.

An initial supply of consumables such as toilet paper, soap, Zewa and spices etc. is available.

Smoking is not permitted in the entire building.

Please go to the terrace or garden and use an ashtray.

Fully cooled cigarette butts are disposed of in the residual waste. In case of burn marks or holes, the tenant will of course assume the repair costs and report this damage. Ensure that the rooms are adequately ventilated by airing them at regular intervals to prevent the formation of mould and odours.

During the agreed rental period, you assume responsibility for the rented holiday home/holiday flat.

Always close all doors when leaving and always take the front door key with you. We accept no liability in the event of burglary or theft.

Please supervise your children and ensure that the little ones also observe the house rules.

Quiet hours must be observed from 23:00 - 8:00 in the morning.

Kitchen

Crockery, cutlery, pots and pans etc. may only be returned to their storage places in a clean and dry condition.

Hot items such as pots or pans should always be placed on tables and worktops with trivets. Use a kitchen board as a base for cutting and chopping food.

We ask you to put oven paper in each time you use the oven.

When moving out, used dishes must be cleaned and put back dry in the cupboards.

Otherwise we charge a separate flat rate of €15.00 plus 21% VAT.

Barbecue and parking space

A charcoal barbecue can be used on the terrace, but it must be cleaned after use!

Otherwise we charge a separate flat rate of 15,00 € plus 21 % VAT.

You can park your car free of charge in the public car park directly opposite the main entrance or in the private car park in the holiday complex. At check-in you will receive a digital key from us which entitles you to enter.

In case of loss of the key we unfortunately have to charge you 40,00 €.

The landlord accepts no liability for the vehicle parked in the car park or on the street and its contents.

Damage

In case something gets broken or damaged, please inform us immediately and not at the time of your departure.

We cannot accept defects discovered after your departure.

The tenant is liable for any major damage to the equipment. We will take care of all other minor damage, such as a broken glass or similar.

Please let us know if anything has been broken.

Sun loungers

We provide you with our private sun loungers, which you are welcome to take to the pool.

However, after use, these must be returned to their original place in the private area.

If you lose a sun lounger, you will be liable for a flat rate of €50.00.

Waste disposal

Waste as well as food leftovers must be disposed of independently during and at the end of the rental period.

Please never throw food leftovers, waste or hygiene articles down the toilet or other drains.

For waste that has not been disposed of at the end of the rental period, we charge a separate flat rate of € 15.00 plus 21 % VAT.

Your departure

Leave the holiday property in a tidy condition, this includes:

Empty the fridge

Put dishes back in their place clean and dry

Clean the oven after use

Switch off electrical appliances (except fridge)

Dispose of household waste and food leftovers

Please leave our holiday home swept clean

Please check that all doors are closed before returning the keys.

Thank you for your consideration and kind regards from your hosts