Hello and welcome to our apartment Casa Anna, located in one of the most beautiful coves of Mallorca - Cala Santanyí !

We hope you had a pleasant journey and look forward to welcoming you as a guest in our holiday apartment. We would like to provide you with some information regarding your stay, as well as our house rules.

We kindly ask you to take these into consideration for the benefit of all guests.

Owners are :	Andre Bamberg, C / Short de'n ferrando 13 07659 Cala Santanyí Birgit Bamberg,Am Geusfelde 9, 51519 Odenthal / Deutschland
Represented by the authorised administration:	MARPET Mario Martin Gabriel 07659 Cala Santanyí
Contact person on site :	Petra Martin Gabriel Mobil / Whatapp: +34 614381970

Let's start with a little tour.

Our apartment Casa Anna is located in a small private apartment complex in Cala Santanyí.

The apartment is on the ground floor of the building.

On the outside right, on the wall in front of the house entrance, is the key box, the code of which was provided to you before your arrival. The keys to enter the house and the apartment are there, placed to the right of the front door and labelled Casa Anna.

Immediately after opening the door, you look into the living and dining area.

To the right of the entrance door is the open-plan kitchen, which borders the dining area through a pass-through.

The kitchen is equipped with a microwave, toaster, kettle and coffee machine, electric grill, fridge with large freezer compartment, oven and stove with ceramic hob, as well as all necessary kitchen utensils and porcelain.

The small hallway adjacent to the living area leads to 3 rooms.

The two bedrooms have built-in wardrobes including 1 integrated safe, which provide space for 3 people.

The bathroom is equipped with a walk-in rainforest shower .

Another highlight is the large terrace where you can enjoy a wonderful breakfast in the sun in the morning or relax in the evening with a glass of wine. There is also a lovely spot here for sunbathing in the small garden.

Directly to the left of the entrance door is the fuse box for the entire apartment, with the fire extinguisher hanging below it.

The water shut-off valve is located in the bathroom under the sink. From there, you can stop the water supply to the entire apartment if necessary.

The first aid kit is also in the bathroom, in a basket under the sink.

The washing machine is located outside the apartment in the basement; coming from the apartment, go down the stairs on the right and then it is under the stairs on the right-hand side.

We have made every effort to ensure that the holiday apartment meets all expectations and wishes. Should you still miss anything, please let us know your wishes. We are always committed to providing our guests with a pleasant stay.

During your stay, the terrace belonging to the apartment as well as the small stone garden area in front of the terrace are fully available for your exclusive use.
Children must be supervised as the property is not enclosed and therefore has access to the street. We are not liable for personal or property damage; you, as the tenant, are responsible.

We accept no liability for valuables (money, jewellery, credit or bank cards, mobile phones, etc.) lost in the holiday apartment. For security reasons, we ask you to keep the apartment and terrace doors locked and the windows closed at all times. This applies even when you are inside the apartment and leave valuables, for example, on the terrace.

Defects that occur when taking over the rental property and/or during the rental period must be reported to the manager immediately in an appropriate form, but ultimately always in writing.

It can always happen that something breaks or gets damaged. Therefore, please inform us of any damage that occurs; we will replace the corresponding items and, if necessary, inform you of the costs.
This ensures, in the interest of all guests, that the inventory is complete and consistent.

In Mallorca, there has been a similar waste separation system to Germany's for several years. We ask you to support this. In the kitchen, there is a waste cabinet with 4 different waste containers for rubbish.

The waste is collected daily except on Saturdays from the street in designated bins. You will receive a detailed waste plan with description digitally on your mobile phone during check-in.

You can adjust the air conditioner's temperature to cold/warm according to your personal needs. Please note that the air conditioner will only operate when doors and windows are closed and remain closed during operation. Otherwise, it will switch off.

Please ventilate the bathroom after each shower by opening the window for about 10 minutes. We ask that wipes, tampons, etc. be disposed of in the designated cosmetic bin in the bathroom.

Please do not dispose of food scraps, tampons, sanitary pads, etc. in the toilet under any circumstances.

Please note that disruptive behaviour can lead to the immediate termination of the tenancy. In this case, the tenant has no right to claim a refund for rent already paid.

Please leave movable items such as furniture, decorations, porcelain, etc. in their designated places. Under no circumstances should furniture be moved from indoors to outdoors or garden furniture brought indoors. The same applies to electronic devices, e.g. television or radio equipment.

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

The same applies to board games, magazines, books, etc. Please also return these items to their designated place, as you surely want to find everything tidy and orderly.

We kindly ask you to keep the apartment clean during your stay.

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

We sincerely wish you a wonderful holiday in our holiday apartment and hope that you will remember your time with us fondly.

EMERGENCY NUMBERS :		
	Emergency Doc	112
	Police	092
	Fire brigade	085
	Guardia Civil	062

Pharmacy Cala Figuera

Farmacia Alfonso Oliver Oliver

C / Pintor Bernareggi 22

07659 Cala Figuera

Telephone: +34 971645021

Public medical centre, Centre de Salut Santanyi, PAC

C/ Bernat Vidal i Tomas 81
07650 Santanyi
Telephone +34 971 653 951

Medical practice in Santanyi, orthopaedist and sports medicine
C/ d´en Llaneras 2
07650 Santanyi
Telephone +34 971 642 111

Municipal hospital with emergency room and interpreting service :
Hospital de Manacor
Carretera Port d'Alcúdia KM 1
07500 Manacor
Phone Central +34 971 847 000 Phone Emergency room +34 971 847 060 Hotline +34 971 847 024

Private hospital in Porto Cristo
Hospital de Llevant
C/ de l´Escamarla 6
07680 Porto Cristo
Telephone +34 971 82 24 00

Sights, restaurants and shopping

In the immediate vicinity and within walking distance of approx. 15 minutes is the

Es Pontás.

A rocky gate in the sea of the south-eastern part of Mallorca.

The naturally formed "bridge" is located directly on the coastline between Cala Santanyí and Cala Llombards in the municipality of Santanyí.

A tremendous natural phenomenon that should not be missed.

The **Es Pontás** rock gate is enormous and difficult to capture in its entirety with a camera.

The rock arch rises out of the sea like a huge bridge.

A sight that never fails to captivate every visitor and deservedly ranks as one of the world's most spectacular natural wonders.

The excursion to the Es Pontas rock gate is definitely worthwhile and can be wonderfully combined with a visit to the beach at Cala Santanyi.

From the Cala Santanyi car park, walk a little way along the road and you will soon find the sign.

After 10 minutes, a rocky path leads directly to the rock arch. A viewing platform and benches invite you to linger and marvel.

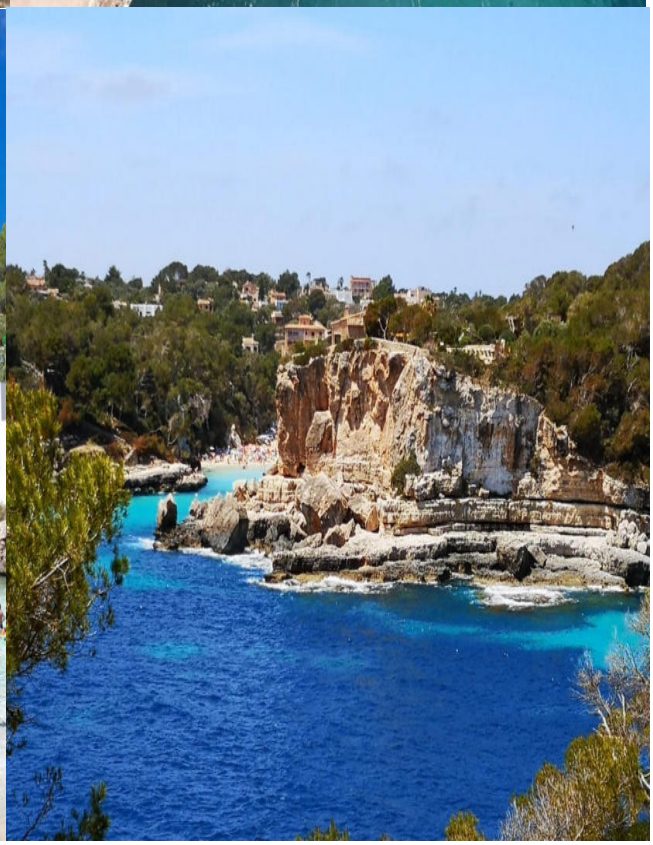
The sound of the waves,

the screeching of the seagulls and the immense nature leaves lasting impressions.

This is not to be missed .

Cala Santanyi is a quiet but lively holiday area.

Bicycle rental, beach volleyball and a diving school are nearby. You can also walk to the various nearby bays.

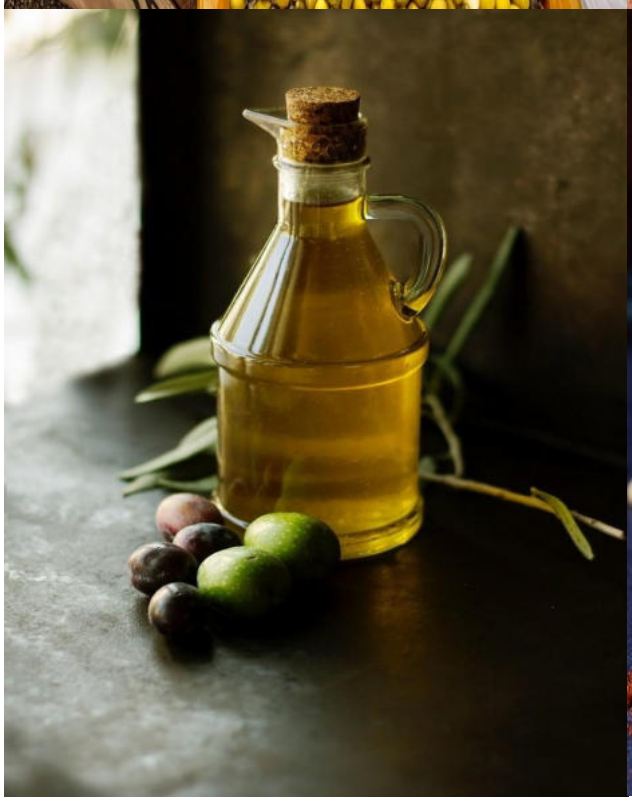


Adventurous holidaymakers do not have far to go to the island's capital, Palma: it is about 50km away by car.

A little closer (about 3 km away) is the small town of Santanyí.

Every Wednesday and every Saturday, the large weekly market takes place in the middle of the city on the large market square. This extends into all the small surrounding alleys and is always well attended.

There you can buy almost everything your heart desires. From fruit and vegetables to freshly baked bread, cheese, olives, cakes and other baked goods, flowers, spices, olive oils, souvenirs, Mallorcan handicrafts, jewellery, leather goods and clothing.



The market is surrounded by cafes where you can take a break and watch the hustle and bustle.

You can also satisfy your culinary cravings in countless bars, cafés and restaurants.

The village of Santanyí also has large supermarkets such as LIDL and Eroski, pharmacies, opticians, doctors, bakeries, tobacconists, newsagents and much more.

But you will also find a small supermarket in your holiday resort Cala Santanyí, which is open 12 hours a day from 1 May to 31 October. The walk to it is about 3 min.

There you can get all the food you need for your daily needs.

Also freshly baked bread rolls and croissants every morning.

Throughout the municipality of Santanyí you will find many small different coves such as the :

Cala Santanyí and Cala Llombards

Cala S'Almunia

Caló des Màrmols

Caló des Moro

Platja d'es Caragol

The nearby Mondragó Nature Park is a popular destination for hiking enthusiasts.

Located in this natural park area is the double cove Cala Mondragó and S'Amarador.

Both bays are also highly recommended for an extensive day at the beach.

In the immediate vicinity you will find small, idyllic fishing villages such as

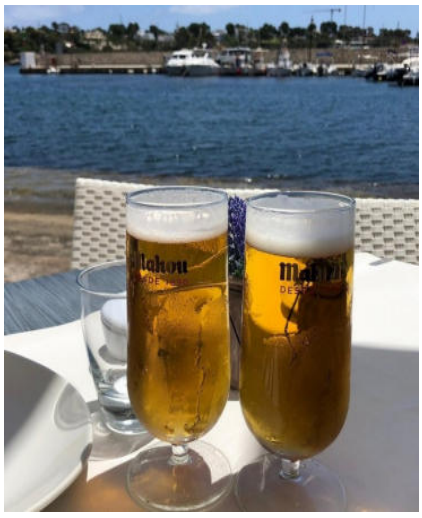
Cala Figuera and Porto Petro

which you should definitely pay a visit.

Here you can indulge in culinary delights to your heart's content.

Whether with freshly prepared fish, typical paella, a hearty salad plate, bread and aioli or a traditional dessert.

Alternatively, just relax with a drink overlooking the harbour .



House Rules Casa Anna

Dear holiday guests

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

We would like to offer you the basis for a carefree holiday with our accommodation and 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 numbers:

+34 614381970 / We also have WhatsApp.

So we can quickly clarify any ambiguities.

Arrival

Our 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.

An additional fee will be charged for overruns of more than 15 minutes !

General

All objects in the holiday home may be used by the tenant. We ask that you treat the furnishings and equipment of our holiday home with respect. All indoor furniture may 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 make sure 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 in the cupboards dry.

Barbecue and parking

No charcoal grill may be used on the terrace ,

However, an electric barbecue is available for this purpose.

Please make sure to clean it after use!

Otherwise, we will charge a separate lump sum in both cases due to additional expenditure.

You can park free of charge on the street or in the public car park located directly next to the complex.

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

Damage

If something does break or become damaged, please inform us of the damage 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 something has been broken so that we can refit it.

Waste disposal

Waste and 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 fee .

Your departure

Please leave the holiday property in a tidy condition, this includes:

Empty the refrigerator and wipe it dry

Clean the dishes and put them back in the dry place.

Clean the oven if necessary.

Switch off electrical appliances (except refrigerator)

Dispose of household waste and food leftovers

Please leave our holiday home in a swept clean condition.

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

Inventory Casa Anna

Kittchen	
Dinner plate flat	8
Deep dinner plate	8
Dessert plate	8
Cups	8
Glasses	8
Cereal bowls	8
Juice carafe	1
Egg cup	4
Bowls	1
Forks	8
Knifes	8
Spoon	8
Little Spoon	8
Cutting board	1
Sieve	1
Pans	2
Pots	3
Kitchen cutlery ladle/pan lifter etc.	5
Senseo Coffee Maker with Thermo Jug	1
Toaster	1
Whistling Kettle	1
Fitted unit with cooker, oven and sink unit	1
Refrigerator	1
Extractor bonnet	1
Mural	1

Cleaning utensils / disinfectant all-purpose cleaner,surface disinfectant,washing-up liquid,washing-up sponge,dishcloth,waste bin,broom and dustpan,mop,waste bags,oven paper,aluminium foil

Living-dining room	

Wine glasses	6
Drink glasses	6
Fruit bowl	1
Decorative tray with candle and plant	1
Placemats	4
Glass Bowl Deco with Candle	1
Various books	10
Board games	3
Decoration jar with dried flowers	1
Bookshelf	1
Sofa 2 parts	1
Coffee table glass	1
Side table glass	1
Floor lamp	1
Table lamp	1
Ceiling lamp	1
Sofa covers	2
Decorative cushions	2
TV	1
Repeater / WLAN	1
Dining table	1
Chairs	4
Decorative scarves	2
Wool blanket	1
Murals	4
Fire extinguisher	1
Wall clock	1
Air conditioner cold-warm / permanently installed	1
Wall mirror	1
Iron	1

Bedroom / large	

Double bed	1
Bedside tables	2
Malm Commode	1
Built-in wardrobe	1
Infrared panel heating	1
Night lamps	2
Decorative scarves	2
Wall lamp	1
Murals	2
Duvet / Winter	2
Pillow	4
Mattress protector	1
Bed linen / cover	2
Pillow / Cover	4

Bedroom / small	
Extendable bed	1
Bedside table	1
Built-in wardrobe	1
Infrared - panel heating	1
Bed cover	1
Wall lamp	1
Mural	1
Duvet / Winter	1
Pillow	2
Mattress protector	1
Bed linen / cover	1
Pillow / Cover	2

Bathroom	
Shower	1
Toilet	1
Washbasin	1

Mirror with illumination	1
Window blind	1
Shower curtain	1
Hairdryer	1
Wall shelf	1
Towel rail	2
Washbasin shelf	1
1. Help box	1
Soap dispenser	1
Toothbrush glasses	2
Towel heater	1
Shower mat	1
Towels by number of guests	

Terrace and garden	
Garden Table / Marble Mosaic Top	1
Garden chairs	4
Sun lounger	2