

## ARRIVALS 1. PROPERTY KEYS & LOCATION

**COMPULSORY**

**ARRIVAL TIME MUST BE CONFIRMED:** An envelope containing the keys and a map indicating the location of the property can be collected on the day of arrival. It is very important that we know your time of arrival so that our representative will meet you with the keys.

**OUR WORKING HOURS:** Monday to Saturday 10.00 - 13.30 hrs.  
15.30 - 17.30 hrs.

Saturday 10.00 - 13.00 hrs.

Sunday **Closed all day**



**NUMBER TO CALL ON ARRIVAL** - When clients arrive at either Villacana or Park Beach Receptions, please call telephone number: **(0034 ) 627 528 660**

Our representative will meet you within a few minutes to give you the welcome envelope. They should be with you shortly .....

## 2. ENTRY TIME 16.00 hrs.

In order to allow Housekeeping sufficient time to prepare each property for new arrivals, clients may not be permitted to enter before **16.00 hrs.** However, whenever possible we will endeavour to arrange an earlier access, which is why it was important for you to fill in your "arrival time" on your booking form.



## 3. BAGGAGE TRANSFER



**Transport:** Each Urbanisation is a self-catering resort. In **Villacana**, there are a limited number of trolleys located in front of Reception available to help you to transport your luggage from your car or taxi.

**Return Trolleys:** Please ensure that you return the trolleys to the reception in order to allow other new arrivals to also have the opportunity to use this facility.

## 4. HELPFUL ARRIVAL INFORMATION

Although electrics and hot water should have been prepared before your arrival, in case of any problems, please check the helpful details in the "Information Guide" usually located in the lounge area of your rental property.



## DEPARTURE DETAILS

**DEPARTURE TIME 10.00 hrs.**

For Housekeeping to keep to schedule and prepare the property for the next arrivals, please ensure that you vacate the property by **10.00 hrs.** in peak summer weeks. Enquiries for a later departure time should be made through our office on the contact details provided - we will try our best to help schedule a later departure whenever possible.

