

# General Information

## **Welcome at Hotel Fénix Torremolinos!**

We would like to thank you for the trust you have placed in us by choosing our establishment to enjoy your stay.

We have prepared a directory to provide you with information about the services offered by our Hotel.

If you have any questions or special requests, please do not hesitate to contact our reception department.

We hope to live up to your expectations and that you have an exceptional stay.

Sincerely,

*Juan Durán*

Manager



## Enjoy our new Cashless Wristband



### Cashless Bracelet

For your convenience in the hotel facilities we use the cashless bracelet payment method.

*Reload as many times as you want with cash or card.*

  
**RECHARGING POINT AT RECEPTION**

-  • Money back guarantee for unused balance. At the end of your stay we will refund the remaining balance.
-  • Assign each family member the balance you wish.
-  • Prevents theft or loss of money.

## Communications

### Telephones:

- Outside line: 2810
- Reception: 2810
- Wake up call: 2810
- Restaurant: 2805

To call another room, simply dial the room number.

Check our national and international rates and the fantastic price offers on our VOIP system. Calls to your country may be cheaper from your room than from your mobile.

Country	Landline	Mobile
Spain	0,04 cents	0,08 cents
Russia	0,30 cents	0,93 cents
UK	0,06 cents	0,33 cents
USA	0,07 cents	0,33 cents
Germany	0,06 cents	0,33 cents
Andorra	0,08 cents	0,53 cents
Belgium	0,06 cents	0,33 cents
Hungary	0,08 cents	0,36 cents
Poland	0,43 cents	0,93 cents
France	0,06 cents	0,33 cents
Ireland	0,06 cents	0,33 cents
Italy	0,06 cents	0,33 cents
Czech Republic	0,33 cents	0,83 cents

## *Reception*

Our reception desk offers the following services:

- 24-hour front desk service
- Wake-up calls
- Reservation of picnics (must be requested on the previous day before 7:30 pm)
- Luggage trolleys (bellboy service)
- Luggage storage room
- Courtesy bathroom
- Tourist information
- Currency exchange
- Recommended restaurant reservations



## *Additional services*

Not included. Ask reception about many rates.

- Bike station
- Car rental services and transfers
- Excursion and ticket sale
- Massage services
- Personal trainer service
- Spa service for additional price
- Medical assistance



# Rooms

## Television

For your in-room entertainment we offer a selection of TV channels.

### TV CHANNELS

TVE 1	1
TVE 2	2
ANTENA 3	3
CUATRO	4
TELECINCO	5
LA SEXTA	6
CANAL SUR	7
BBC World	8
CNBC Europe	9
Bloomberg Europe	10
Rai 1	11
Rai news	12
RTL	13
RTL 2	14
TV5	15
FRANCE 24	16
Algerie 3	17

The order of the channels may vary and some channels may not be available at certain times, depending on the orientation of the satellite.

## Safe deposit box

Safe deposit box is at your disposal. You will find it inside the wardrobe in your room.

Free service.





### *Late check out service*

You can request check-out until 6:00 pm. for a supplement of 10,00 € per hour and room. Service subject to Hotel availability. Check availability with the reception.

### *Airconditioning*

Possibility of heat or cold depending on the season. You can control it from your room.

### *Amenities*

At The Palm Experience we believe in a more sustainable world. That is why our toiletries follow our [EcoPalm](#) line. If you need any additional items you can request them at reception.

### *Cleaning services*

Our daily cleaning services are carried out between 9:00 am. and 4:00 pm.

We remind you that smoking is not allowed in the rooms. If smoking in the room is detected, we will have to charge you a 150,00 € surcharge to clean all the textiles in the room in order to remove the odour.

We request that you do not hang clothing from the terraces.

## Room rates\*

	RO	BB	HB
From 14/03/25 to 15/04/25	from 119,63 €	from 162,00 €	from 198,00 €
From 16/04/25 to 16/05/25	from 130,63 €	from 175,00 €	from 211,00 €
From 17/05/25 to 13/06/25	from 177,03 €	from 230,00 €	from 266,00 €
From 14/06/25 to 04/07/25	from 194,75 €	from 252,00 €	from 288,00 €
From 05/07/25 to 05/08/25	from 222,50 €	from 285,00 €	from 321,00 €
From 06/08/25 to 23/08/25	from 262,50 €	from 333,00 €	from 369,00 €
From 24/08/25 to 20/09/25	from 222,50 €	from 285,00 €	from 321,00 €
From 21/09/25 to 18/10/25	from 177,50 €	from 231,00 €	from 267,00 €
From 19/10/25 to 08/11/25	from 135,00 €	from 180,00 €	from 216,00 €
From 09/11/25 to 04/12/25	from 108,75 €	from 149,00 €	from 185,00 €
From 05/12/25 to 07/12/25	from 112,50 €	from 153,00 €	from 189,00 €
From 08/12/25 to 30/12/25	from 105,00 €	from 144,00 €	from 180,00 €
From 31/12/25 to 03/01/26	from 125,00€	from 168,00 €	from 204,00€

\*Variable prices depending on hotel occupancy, based on standard room for 2 persons.

Minimum stay 4 nights.

## Upgrades

Improve your stay with our upgrades:

- Upgrade to Standard: from 15,00 €/day
- Upgrade to Sea View: 31,25 €/day
- Upgrade to Superior\*: from 30,00 €/day\*
- Upgrade to Junior Suite\*: from 50,00 €/day\*
- Upgrade to Junior Suite\* ( from sea view): from 30,00 €/day\*

\*These rooms include Premium Service (access to the Solarium and Rooftop Jacuzzi).







## *Boards Upgrade*

<b>BOARDS UPGRADES</b>		Price per PERSON / day
<b>Accomodation Only</b>		
	BB	10,00 €
	HB	24,00 €
<b>Bed &amp; Breakfast</b>		
	HB	18,00 €



# Restaurant

## *Meal schedule*

<b>BREAKFAST</b>	8:00 am. to 11:00 am.	14,00 €/person*
<b>DINNER</b>	7:30 pm. to 10:00 pm.	26,00 €/person*

\*Beverage not included.

Meal service is only available in certain seasons, please check with reception for exact dates.

Please bear in mind that you always have to show your cashless wristband upon entering the restaurant.

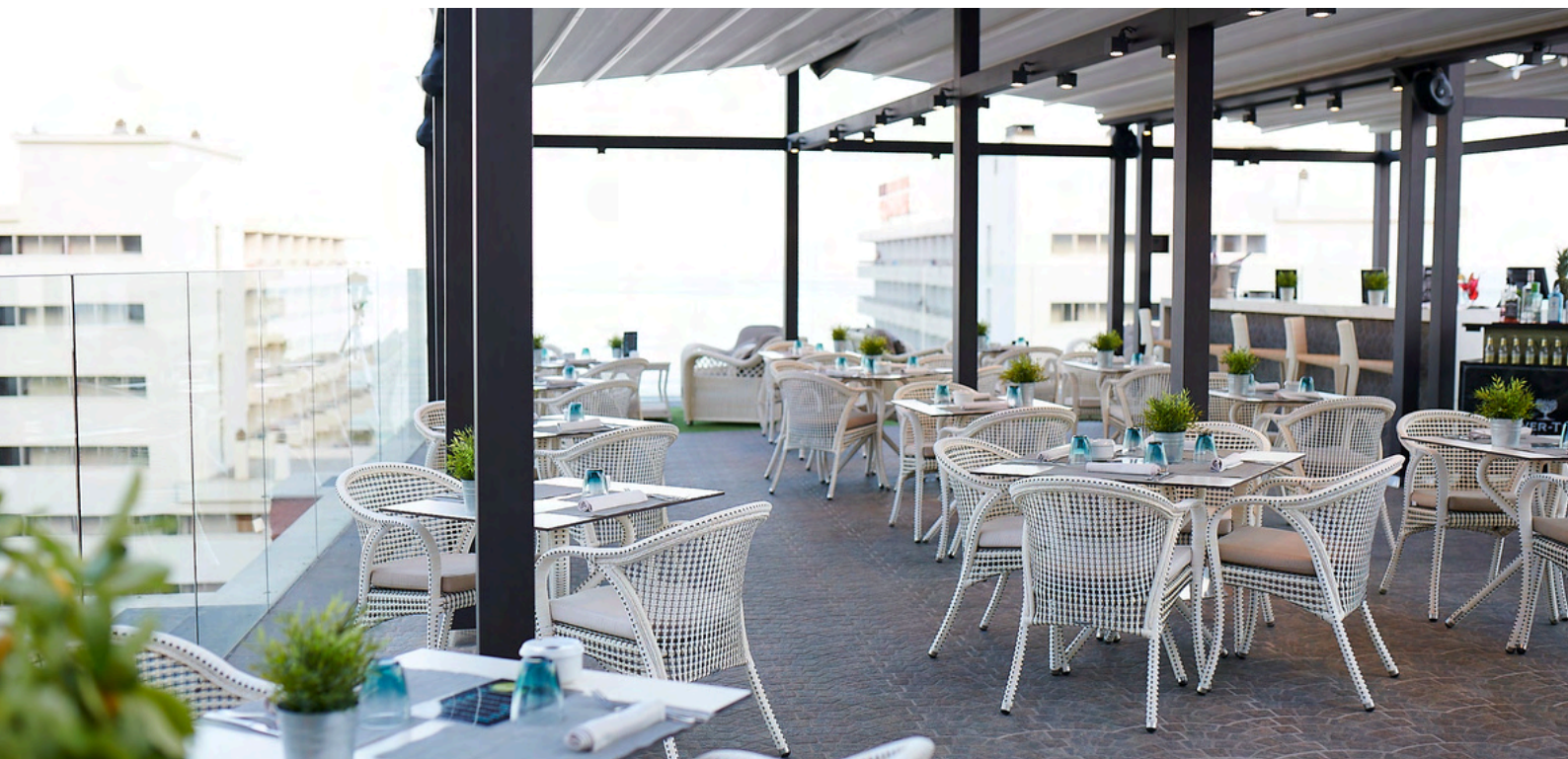
Please inform our staff if you suffer from any food allergies.

Food from the buffet must be consumed at the restaurant. Please do not take any food outside the restaurant.

It is strictly forbidden to enter the restaurant with drinks or in beachwear.



The opening times of the points of sale can vary depending on the season, please check timetables regularly.



## *Bars & cafeterias*

### **“El Bar” (indoor)**

- 11:00 am. to 12:00 pm.

### **Bar Chillout The Cliff (outdoor)**

- 7:30 pm. to 10:00 pm.

### **Food Truck "La Rita" (pool side)**

- Subject to consultation

The times and dates of opening of the bars are subject to possible change depending on the Hotel occupancy levels and weather conditions.

## *Snack Menu*

We have a Snack menu in the “el Bar” . You can consult the menu in the following [link](#).

## *Room Service*

We have a Room Service menu available from 8:00 am. to 10:30 pm. You can consult the products of the menu in the following [link](#). To place an order, please call reception.

# Room Service\*

Available from 8:00 am. to 10:30 pm.

## Breakfast

### **Continental breakfast** **16,00 €**

Toast, selection of pastries, jam and butter. Orange juice, milk, coffee or tea.

### **American Breakfast** **20,00 €**

Eggs and bacon, toast, selection of pastries, jam and butter. Orange juice, milk, coffee or tea.

## Main dishes

Caesar Salad with Braised Chicken and Bacon 15,00 €

Potatoes & Sweet Potatoes Fries 10,00 €

Pizzas from 15,00 €

Palm Experience Burger 17,50 €

Nachos Guacamole 15,00 €

[\\*Please, find the menu in the following link.](#)

## Desserts

Caramel Cheesecake 7,00 €

Chocolate Brownie with Raspberry Ice Cream 7,00 €

Apple Pie with Vanilla Ice Cream 7,00 €

## Drinks

Mineral water 1 l. 3,50 €

Soft Drinks 0,25 cl. from 3,50 €

Beer 0,33 cl. from 3,50 €

Red, white or rosé wine 0,75 cl. from 12,50 €

Crianza red wine 0,75 cl. from 20,00 €

Cava from 9,00 €

[\\*Please, check our beverage menu in the following link](#)

**\*To place an order, please call reception. For orders under 10,00 € an extra charge of 4,00 € will be charged.**



# Services

## *Heated Outdoor Pool*

### **Opening schedule:**

<b>September to June</b>	From 10:00 am. to 6:00 pm.
<b>July to August</b>	From 10:00 am. to 7:00 pm.

The opening times are subject to change during the season, please refer to the opening times in force during each period.

There are toilets in the pool area.

Please follow the rules for use of the pool and use sun protection.



## *Sunbeds*

We kindly advise that the reserving of sunbeds at the pool / garden areas is not permitted. Any unaccompanied towels may be removed by Hotel staff to allow use of the sunbeds by other guests.

## *Pool towel rental service*

Pool towel rental service available for 3,50 €/day (with a 10,00 € returnable deposit) including one change of towel per day from the reception.

## The Spa Experience

### Opening schedule:

- 10:00 am. to 7:00 pm.

Our Spa offers the following services:

- Jacuzzi
- Sauna
- Steam bath
- Combination of Scottish showers and sequential hydrotherapy showers (1 person/shower)

Rates:

<b>60' Sesion</b>	15,00 €/person
<b>60' Sesion Exclusive</b>	50,00 €/person
<b>Treatments</b>	<a href="#">See our menu of treatments</a>

\*Due to safety reasons it is not recommended to use these facilities if you suffer from high blood pressure, cardiovascular problems or if you are pregnant.

## Gym

*(Service included in the room price)*

- Fitness bike
- Spinning bike
- Stepper machine
- Treadmill
- Abdominal bench
- Dumbbell rack
- Pilates ball







## *Parking*

The Hotel does not have its own private car parking. However, there is a special rate in an adjoining car park for Hotel guests. Please consult the rates if you are interested.

## *Beach*

To know the distance between the Hotel and the beach, you can watch our video by clicking on the following [link](#).

## *Laundry services*

The Hotel has a laundry service available.

You will find a laundry bag in your wardrobe and complete the service list/receipt where you will also see the details of prices. Please leave the laundry bag in a visible place for our cleaning service to collect it. The clean clothing will be delivered directly to your room 24/48 hours later (not including Sundays).

For any further information or concerning an urgent service, please ask at reception desk.

## *Internet*

Free Wi-Fi is available throughout the Hotel. To log in, you need to add your email and agree to the Ts & Cs



## *Bike Station*

With all the necessary facilities for maintaining and caring for your bike, our Cycling Centre features a fully equipped workshop, bike parking, and a washing station for €7 per day.



# Pillow Menu

The hotel offers a variety of pillow options to suit our guests' individual needs, aiming to make your stay as comfortable as possible.

Below are the available options:

- Medium firmness, medium height pillow
- Soft firmness, medium height pillow
- Firm firmness, medium height pillow
- Medium firmness, low height pillow



Antialérgico



Antiácaros



Transpirable

Please contact our reception team to request the one that best suits your preferences.

# Room Service\*

Available from 8:00 a.m. to 10:30 p.m.

## *Fresh Food*

Acorn-fed Iberian ham	24,00 €
Cheese platter	20,00 €
Caesar-style salad with confit chicken, roasted avocado, and black bread	14,00 €

## *Italian Pizzas*

Margherita pizza with fresh basil and cherry tomatoes	14,00 €
Prosciutto and buffalo milk mozzarella pizza	16,00 €
Burrata and pistachio pesto pizza	18,00 €

## *Tasty Food*

Double smash burger made with Galician beef on brioche bun	16,00 €
Club sandwich The Palm	14,00 €

## *Sides*

Homemade potato wedges	4,00 €
Fresh market vegetables	5,00 €

## *All Day Breakfast*

Smoked salmon brioche with sour cream, dill, and radish	14,00 €
Bun'n roll with eggs benedict and roasted ham	10,00 €
Eggs benedict with smoked salmon	12,00€
Artisan croissant made with Charentes-Poitou AOP butter	5,00€
Artisan pain au chocolat made with Charentes-Poitou AOP butter	5,00€
Glazed lemon and poppy seed cake	4,00€
Marble cake with chocolate ganache	4,00€

## *Desserts & Tea Time Pastries*

Chocolate éclair	6,50 €
Speculoos éclair	6,50 €
Seasonal fruit platter	12,00 €

**\*To place an order, please call reception. Orders under €10.00 will incur an additional charge of €4.00.**





## *¡Ayúdanos a cuidar del planeta!*

Si consideras que tu habitación no necesita servicio de limpieza algún día, por favor coloca el cartel de “No molestar” en tu puerta.

Con este sencillo gesto nos ayudas a reducir el consumo de agua, energía y productos de limpieza, avanzando juntos hacia una estancia más responsable y sostenible.

*Agradecemos tu colaboración.*

\*

## *Help Us Care for the Planet!*

If you feel your room does not require housekeeping on a particular day, please place the “Do Not Disturb” sign on your door.

With this simple gesture, you help us reduce the use of water, energy and cleaning products, allowing us to work together towards a more responsible and sustainable stay.

*Thank you for your cooperation.*





Ayer se desperdiciaron muchos kg de comida contribuyamos a que esto no ocurra.

\*

Yesterday many kg of food were wasted  
please be conscious about your food



THE  
**PALM** EXPERIENCE  
HOTELS