

# General Information

## **Welcome at Palmasol Hotel!**

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.

*General 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:

- Reception: 9
- Outside line: 0\*\*

To call another room, simply dial the room number.

For international calls, dial 0 for an outside line, then 00 followed by the country number and the phone number you want to call.

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 7:00 pm)
- Luggage storage room
- Courtesy bathroom
- Tourist information
- Currency exchange



## Additional services

Not included. Ask reception about many rates.

- Car rental services and transfers
- Excursion and ticket sale
- Massage services
- Towels can be rented at 3,50 €/day (with a refundable security deposit of 10,00 €)
- You can also buy towels (21,00 €/u.) and swimming caps (5,00 €/u.)
- Medical assistance
- Conference room half-day rent 150,00 € and full-day rent 200,00 €
- Meeting room projector rent 50,00 €
- Parking 16€/24h
- Golf locker 5€/day
- Bike Station 7€/day

**In certain cases your tour operator has the exclusive right to manage these services. In those cases, please contact them directly.**

# Rooms

## Television

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

### TV CHANNELS

La1 HD	1	France 24	18
La2	2	TV5 Monde Europe	19
Antena 3 HD	3	ProSieben	20
Cuatro HD	4	RussiaToday	21
Tele5 HD	5	SUPERRTL Austria	22
LaSexta HD	6	VOX Austria	23
Canal Sur HD	7	DMAX	24
Clan	8	Boing	25
Disney Channel	9	Divinity	26
BBC1	10	Paramount Channel	27
BBC2	11	Energy	28
Channel 4	12	FDF	29
ITV	13	MEGA	30
Eurosport	14	Kabel Eins	31
HSE 24	15	N24	32
RTL Austria	16	RTL 2 Austria	33
SAT 1 Bayern	17	BVN	34

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.

The rate for the safe deposit box is 3,50 €/day, with a security deposit of 10,00 € which will be refunded when you return the key.

## Kettle

There is a kettle in the room at your disposal with a set of coffee and tea sackets. Further refills will have an extra cost. Please ask reception.



### *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 and cold. 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 3:00 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.





## Upgrades

Improve your stay with our upgrades:

- Upgrade to garden-pool view: 20,00 €/day
- Upgrade to sea view: 25,00 €/day
- Upgrade to Junior Suite: 80,00 €/day

## Boards Upgrade

BOARDS UPGRADES		Price per PERSON / day
<b>Accommodation Only</b>		
	BB	10,00 €
	HB	21,00 €
	FB	34,00 €
	AI	49,00 €
	AI Plus	62,00 €
<b>Bed &amp; Breakfast</b>		
	HB	12,00 €
	FB	25,00 €
	AI	39,00 €
	AI Plus	52,00 €
<b>Half Board</b>		
	FB	14,00 €
	AI	28,00 €
	AI Plus	41,00 €
<b>Full Board</b>		
	AI	15,00 €
	AI Plus	28,00 €
<b>All Inclusive</b>		
	AI Plus	14,00 €

## Room rates\*

	BB	HB	FB
Del 14/02/25 al 14/03/25	from 116 €	from 143 €	from 173 €
Del 15/03/25 al 15/04/25	from 149 €	from 176 €	from 206 €
Del 16/04/25 al 16/05/25	from 161 €	from 188 €	from 218 €
Del 17/05/25 al 13/06/25	from 186 €	from 213 €	from 243 €
Del 14/06/25 al 04/07/25	from 211 €	from 238 €	from 268 €
Del 05/07/25 al 05/08/25	from 258 €	from 285 €	from 315 €
Del 06/08/25 al 23/08/25	from 281 €	from 308 €	from 338 €
Del 24/08/25 al 20/09/25	from 258 €	from 285 €	from 315 €
Del 21/09/25 al 18/10/25	from 186 €	from 213 €	from 243 €
Del 19/10/25 al 08/11/25	from 131 €	from 158 €	from 188 €
Del 09/11/25 al 07/12/25	from 120 €	from 147 €	from 117 €

  

	AI	AI PLUS
Del 14/02/25 al 14/03/25	from 215 €	from 245 €
Del 15/03/25 al 15/04/25	from 248 €	from 278 €
Del 16/04/25 al 16/05/25	from 260 €	from 290 €
Del 17/05/25 al 13/06/25	from 285 €	from 315 €
Del 14/06/25 al 04/07/25	from 310 €	from 340 €
Del 05/07/25 al 05/08/25	from 357 €	from 387 €
Del 06/08/25 al 23/08/25	from 380 €	from 410 €
Del 24/08/25 al 20/09/25	from 357 €	from 387 €
Del 21/09/25 al 18/10/25	from 285€	from 315 €
Del 19/10/25 al 08/11/25	from 230 €	from 260 €
Del 09/11/25 al 07/12/25	from 219 €	from 249 €

\*Variable prices depending on the occupancy of the hotel, based on standard room for 2 people.

Minimum stay 4 nights except for the All Inclusive which is 5 nights.



# Restaurant

## Meal schedule

<b>BREAKFAST</b>	From 8:00 am. to 11:00 am.	12,00 €/person*
<b>LUNCH</b>	From 1:00 pm. to 3:00 pm.	20,00 €/person*
<b>DINNER</b>	From 7:15 pm. to 09:45 pm.	25,00 €/person*

\*Beverage not included. / Kids 50% up to 12 years.

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*

### **Mambo's Bar (inside)**

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

### **Choza Bar – Snack Bar (outside)**

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

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

## *La Choza Bar*

We have a wide range of choices at La Choza Bar. You can check 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 €

Fish & Chips 20,00 €

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

## Outdoor Pool

### Opening hours:

<b>February to 31 May</b>	From 10:00 am. to 6:00 pm.
<b>01 June to 15 September</b>	From 10:00 am. to 8:00 pm.
<b>16 Septembre to 12 October</b>	From 10:00 am. to 7:00 pm.
<b>13 October to 08 December</b>	From 10:00 am. to 6:00 pm.

Please note that the opening times and dates for the Outdoor Pool may change due to Hotel occupancy and/or weather conditions.

There are toilets in the pool area. Please follow the rules of use of the pool and protection against solar radiation. Please read the instructions at the pool.



## 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.



## *Indoor Pool*

Operating hours from 10:00 am. to 6:00 pm.

Opened from February to May and from October to December.

**Use of a swimming cap is mandatory and we recommend the use of flip-flops for hygienic reasons. If you do not have a swimming cap, there are available to purchase form the Hotel reception.**

For your safety, it is not recommended to use this facility for pregnant women or persons with high blood pressure or cardiovascular conditions.



## *Treatments*

At Palmasol Hotel we have treatments service. You can consult our [menu of treatments](#). It is mandatory to make a reservation in advance.

## *Outdoor Fitness center, Jacuzzi & sauna &*

The Hotel is equipped with elliptical machines, exercise bikes and abdominal benches.

The use of the sauna is free of charge, please contact reception when you wish to use it.

The use of the outdoor Jacuzzi is free of charge, please contact the lifeguard when you wish to use it.



## *Parking*

The Hotel does not have its own private car parking. The Hotel has parking spaces available with a fixed rate at Puerto Marina Car Park approximately 250 metres away from the Hotel. Please see reception for the latest prices.

## *Beach*

To find out how to get to the beach from the Hotel, you can watch our video through the following [link](#).

## *Bike Station*

We have at your disposal a safe bike station to store your bike while enjoying your stay with us.



## *Miniclub*

The Hotel animation run miniclub activities for children aged from 4 to 12 years of age. Please speak with the animation staff for details. Note that any activities are dependent on Hotel occupancy and are generally available during the higher season (mid June to beginning of September).

## *Laundry services*

The Hotel has a laundry service available.

You will find a laundry bag in your wardrobe and complete the service list/recept where you will also see the details of prices. Please leave the laundry bag in a visible place for our maid 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





## *¡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