



## Welcome to the Aimia Hotel

Your boutique hotel in the heart of Port de Sóller.

The quiet day summarizes our philosophy.

The management and all the staff give you the warmest welcome.

We are all at your disposal to provide a memorable stay.

In the next pages, you will find all the information about the possibilities and facilities of our hotel. We hope you find them useful during your stay with us.

With the continuous desire to improve our service and make your stay more pleasant, we are pleased to remind you that we will be happy to answer any request or suggestion you may have.

We wish you a happy stay.

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# Reception

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Our reception is open 24 hours and offers the following services:

## ■ Currency Exchange

We have currency exchange service. According to Spanish legislation, it is mandatory to show a passport or ID for this service. The current official exchange rate will be applied plus a 10% as a commission charged to us by the bank. The hotel does not get any benefit from the currency exchange service.

## ■ Security box

For your safety and comfort you have a safety box in your room. Please deposit all your valuables in it. The hotel management cannot be responsible for the loss of objects that have not been deposited in the box. If the money or value of the objects exceeds € 600 the hotel will be responsible for them as long as they have been delivered under receipt in the central safety box. This service can be requested at the reception.

## ■ Breakfast or cold dinners

If you plan an excursion or a departure outside of dining hours, please notify the reception the previous day, before 20.00.

## ■ Faults

We hope that your room is of your total satisfaction. If there is a breakdown during your stay, please contact the reception, which will promptly send our technical service.

## ■ Messages

During your absence we will collect your messages and also withdraw your personal correspondence.

## ■ Other services

The reception will also help you with car rental, excursions, restaurant reservations and general information as well as taxi bookings or medical service at any time. In the lobby area, you can also find information and suggestions for your stay. If you wish to be awakened at a certain time, indicate it to the reception.



## Laundry

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Our laundry service is available from Monday to Sunday. Items delivered before 09.00am will be returned within 24 hours. You can find the laundry form in your room closet with the different services and prices along with its corresponding bag for clothes. Please fill out the form and return it to the reception along with the garments. Once washed, we will leave them in your room. The amount of the service will be charged to your account and you can comfortably pay upon your departure.



## Swimming pool

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### ■ Schedule

Our pool is open to our guests from 8:00 a.m. to 8:00 p.m.

### ■ Towels

We have towels for the pool and the spa at your disposal. You can find them both in your room and at the spa entrance. You can distinguish them by their blue color. Please make a responsible use of them and take only one per person. We also appreciate that you limit the use of white bath towels for room service.

### ■ Hammocks

Our sun beds and umbrellas are of free choice and your reservation is not allowed. All those towels and belongings used to occupy them, may be removed by our staff if the sun loungers remain empty for more than 30 minutes.

### ■ Games and children

In order to ensure the rest and well-being of all clients, the use of large inflatables as well as balls, frisbees and water guns is not allowed. Please do not use music devices without headphones in the pool area.

Children must be continuously under the supervision of an adult.



## Wellness area: spa and fitness room

Around a patio with natural light, we have an equipped fitness room as well as a spa area with sauna, Turkish bath, heated pool of 8x4 meters with waterfall fountain, jacuzzi, cyclonic showers, changing rooms and toilets in addition to our massage room, where you can choose from a varied treatments menu, ranging from sports or decontracting massages to facial and body treatments.

### ■ Schedule

Our fitness room is open to our guests from 7:00 a.m. to 9:00 p.m.

Our spa hours are from 9:00 a.m. to 9:00 p.m.

### ■ Clothes and boxes

Guests have changing rooms next to the spa to get changed comfortably. They can also find lockers to leave their belongings.

### ■ Dress code

The use of a swimsuit is mandatory in our facilities, including the sauna and the Turkish bath.

### ■ Spa treatments

All our treatments will be carried out upon reservation at the reception. You can check the menu with the rates at any time in your room.



## Bar and Restaurant

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Our Airecel restaurant offers breakfast and dinner services. You can also taste our snack menu both on our terrace and in our bar between one service and the other. In addition, you can enjoy the bar service continuously throughout the day.

In our bar and terrace, it is not allowed to consume drinks and products purchased outside the hotel.

### ■ Airecel restaurant

If you wish to have dinner in our restaurant, please reserve a table at the reception for a better organization since we have a limited number of places.

### Service schedules:

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#### ■ Breakfast buffet

From 07:30 to 10.30 hrs.

In our Airecel restaurant and on the terrace during high season.

#### ■ Snack menu

From 11:00 a.m. to 7:00 p.m.

Available in both bar and terrace.

## ■ Lobby bar

From 09:00 to 00:00 \* hrs.  
Table and sunbed service.

\* The bar will close at 11 p.m. during the low season months.  
Please check with our staff in case of doubt.

## ■ Airecel Restaurant Dinner

From 7:00 p.m. to 9:30 p.m.  
Option a la carte and / or daily closed menu.  
In our Airecel restaurant and on the terrace during high season.

\* The kitchen will close at 9:00 p.m. during the low season months.  
Please check with our staff in case of doubt.

## ■ Half pension

Half board consists of breakfast and dinner. Dinner will consist of our daily closed menu. In case you have any allergy or food intolerance, please let us know.

## ■ Dress code

We kindly ask you to come dressed in the service of breakfast and dinner. Access to the restaurant will not be allowed with bare feet, in a bathing suit or without a shirt.

## ■ Room service

In our Room Service menu you will find our best dishes to enjoy in your room. Service available from 11 am to 7 pm for Snack menu of room service and from 7.30 am to 10.30 am for continental breakfast.





## Rooms

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### ■ Air conditioning / heating

The hotel has a centralized air conditioning system. If the hotel is in “winter” mode there will always be a hot air outlet in your room. In case of heat, please turn off the regulator at the entrance of the room. On the contrary, if the hotel is in “summer” mode, the air in your room will always be cold. If you are cold, please turn off the regulator.

### ■ Terrace

If you need to lay your towel, we ask that for aesthetic reasons not to do it on the railing of the terrace or on the window but in the towel rails enabled for such use. Please note that the switch for the terrace light is located on the side of the sliding door, behind the curtain.

### ■ Electricity

The electricity in your room is 220 volts. Please turn off the lights before leaving your room.  
WHEN THE ROOM IS EMPTY ONLY THE 4 TV PLUGS WORK

## ■ Safe

The safe is located inside the room closet.

### **Instructions for use:**

#### **To close:**

1. Press the ENTER key
2. Enter the 4 digits of your choice
3. Press the ENTER key
4. Close the door and press CLOSE

#### **To open:**

1. Press ENTER
2. Enter your code
3. Press ENTER

## ■ Minibar

The rooms have a minibar service, whose content will be daily replenished. You can find the price list next to this service directory.

## ■ Do not disturb poster

If you wish not to be disturbed, hang the sign by the side of "Thank you for not disturbing" on the door. In case you want to have your room cleaned, please hang the sign on the side of "Thank you for cleaning the room."

If you do not leave a sign regarding room service hanging on the door, your room can be cleaned at any time in the morning. The housekeeping service is from 9:00 a.m. to 3:00 p.m.

## ■ Smoking in the hotel

In accordance with Law 28/2005 of December 26, smoking is strictly prohibited inside the hotel, including rooms. In case you want to smoke, you can do it on the terrace. You can find an ashtray in the TV table drawer, in the room itself.



## Other information

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For special wishes, such as extra blankets, pillows, etc., please go to the reception or dial 9 on your room phone.

Room amenities such as gel, shampoo and toilet paper are daily checked and properly replenished.

### ■ Check out and setup service

On the day of your departure, please leave the room free before noon. The hotel offers a free luggage service at the Reception.

## Additional information

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### ■ Bicycle storage

The hotel makes available to the guests a secure room enabled for the storage of bicycles, please avoid entering them within the hotel facilities. For more information go to reception or dial number 9 on your phone.

### ■ Domestic animals

Pets are not allowed in the hotel.

### ■ Silence

In order to respect and guarantee the rest of the other guests, we would appreciate, you remain silent in the corridors and terraces after 23.00.

### ■ Security

For your safety, we would appreciate not walking with your wet bathtubs around the hotel facilities.

## Phones

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### ■ Internal calls

To call between rooms, dial the room number directly.

### ■ Hotel services

For hotel services, dial the following numbers:

Reception: 9

Airecel Restaurant: 508

Bar: 599

### ■ External and international calls

To communicate with any telephone in Spain, press “0” to obtain an external line. Then dial the desired number.

For an international call, press the number “0” to get a line, then the “00” and wait until you hear the high-pitched international line tone. Then you can directly dial the desired country code, the city code (without a leading zero) and finally the subscriber’s number.

To receive international calls to our hotel, you must dial the prefix for international departure from your country, then the prefix for Spain: “34”; and then our Hotel Aimia Port de Sóller number: 971 63 12 00; Mobile or WhatsApp: 644 766 602

### ■ Country codes

Germany	49	Austria	43
Belgium	32	Denmark	45
Spain	34	United States	1
Finland	358	France and Monaco	33
Great Britain	44	Greece	30
Ireland	353	Italy	39
Japan	81	Luxembourg	352
Norway	47	Netherlands	31
Dominican Republic	1809	Sweden	46
Switzerland	41	Brazil	55

## ■ Fire

In case of alarm, please evacuate without delay, keeping calm and avoiding elevators. There are location plans in all the rooms as well as on the elevator landing on each floor, next to the stairs.

## ■ Wifi service

Although we bet on disconnection, we understand that sometimes you need internet access. At Hotel Aimia we have free wi-fi throughout the building so you can navigate at the pool area or in your room. To connect, simply select the network called Aimia Hotel and follow the steps that will appear on the screen.

The hotel also offers to the guests a computer located in the reading room area at no additional charge.

## ■ Parking

The hotel disposes of a completely free private open-air car park a few meters from the main building. To gain access, please go to reception to collect the key. Due to its capacity, it is not necessary to book in advance.

The hotel, however, is not responsible for parked vehicles or valuables that may be in them, in case of theft or any other vandalism.