



Welcome to the Gran Hotel Sóller

The Management and all the staff of the Gran Hotel Sóller offer you a warm welcome. We will be happy to assist you during your holiday to make it as pleasant as possible.

In the following pages you will find all the necessary information about our services, hoping that it will be useful during your stay with us.

With the continuous desire to improve and make your stay more pleasant, we are at your disposal for any suggestion you may have.

We wish you a happy holiday.

Reception.....	3
Laundry	4
Swimming Pools	5
Wellness Area	7
Restaurants.....	8
Rooms	10
Phone Numbers.....	13



Recepción

The receptionists will advise you on the following services:

✿ Money Exchange

According to Spanish law it is mandatory to show a passport or ID card to exchange foreign currency. The official exchange rate in force on that day will be applied, plus 10% of the total (as a commission) retained by the bank. The hotel does not make any profit from the currency exchange service.

✿ Safety deposit box

For your safety and comfort you have a safety deposit box in your room. We kindly ask you to put in all your valuables. The hotel management will not be responsible for the loss of items that have not been deposited in it. If the money or value of the objects properly introduced in the safe exceeds 600 euros, the hotel will only be responsible for those that have been delivered under receipt to the central safe at the front desk.

✿ Breakfast or picnic

If you are planning an excursion or departure outside of the dining hours, please inform the reception the day before before 8pm.

✿ Cold dinner

If you wish, for any reason, to have dinner outside the hours of our restaurant, we can offer you a cold dinner in your room with at least one day's notice.

✿ Breakdowns

We trust that your room will be to your satisfaction. Should any breakdown occur during your stay, please contact the reception desk who will quickly send you a specialised technician.

✿ Messages

During your absence we will collect your messages and deliver them to you as soon as possible.

✿ Otros servicios

If you wish, the reception will provide you with information about rental cars, taxi calls or medical services at any time of the day. At the reception you will find brochures and suggestions to get to know our surroundings during your stay. If you wish to be woken up, please contact our staff by dialing 9 on your phone.

Laundry

Our laundry is at your disposal from Monday to Saturday. Our maximum deadline for the return of garments, delivered before 09:00 a.m., is 48 hours. In your bedroom closet you will find a bag for your clothes along with the laundry form with the respective rates. Please fill in and sign the form, indicating the number of pieces you are returning. You can deliver your laundry to our reception or leave them comfortably on your bed with prior notice by dialling number 9 on your telephone.



SWIMMING POOLS

The Gran Hotel Sóller has 2 swimming pools for your enjoyment. The rooftop pool has unrivalled views of the Tramontana Mountains and is the ideal place to unwind during the hottest months, while the heated pool in the Wellness area is perfect for the cooler periods.

Towels

We have towels for the swimming pools at your disposal, they are in the rooftop terrace area and in the Wellness area. With respect to the environment, we ask you to make responsible use of the service and not to take more than one towel per person. Please limit the use of the towels to the hotel premises.

Pool schedule

Our swimming pool is open every day from 09:00 to 20:00.

Outside opening hours our specialized staff will put the pool in treatment, so please do not swim outside the indicated time schedule.

Sunbeds

We ask our distinguished guests not to reserve sunbeds or parasols with clothes or other objects, if they do not make use of them. Otherwise, in case of need, the hotel staff could collect them and deliver them to the reception.

Games and children

It is not allowed to jump into the pool or play with balls or other objects inside the pools, in order to keep the rest of our customers. It is not allowed to use music devices (without headphones) in the pool areas.

Security

The Gran Hotel Sóller has no lifeguards in the swimming pools. Please contact our staff if necessary. Children should be under adult supervision at all times.



Wellness area: Spa and fitness room

In our Wellness Center, located in the basement, you will find a fitness room, heated indoor pool, massage room (fee), turkish bath, sauna and Jacuzzi.

Wellness area schedule

Our Wellness area is open to our guests from 09:00 to 20:00.

Dress code

We remind our distinguished guests that the use of swimwear is mandatory in the facilities.

With respect to other customers, it is forbidden to use any of the services without their appropriate clothing.

Sauna and turkish bath

We inform you that the sauna and the turkish bath are not always in operation. We recommend that you contact our reception staff to start them up at the desired time or if you prefer you can do it yourself by following the instructions on the wall next to the entrance of the turkish bath.

Changing rooms and lockers

Our guests have at their disposal changing rooms within the Wellness area to change comfortably.

You will find lockers to leave your belongings. You can ask for the key to the locker at reception.

Massages and treatments

All our treatments will be carried out by qualified personnel and with previous reservation at the reception. You can consult the treatment menu with its rates at any time in your room.

Restaurants

Our restaurants offer the services of breakfast, lunch, snack and dinner.

A la Carte Restaurant

If you wish to have dinner at our restaurant, we recommend making a reservation in advance by dialing 9 on the telephone as we have a limited number of places.

Service hours:

Breakfast

From 07:30 to 10:30

Floor: Basement

Ca' n Blau Restaurant

From 12:30 to 15:00

And from 19:00 to 22:00

Floor: 1

Lobby Bar

From 11:00 to 23:00

Floor: 1

Rooftop Bar

From 12:00 to 18:00 hrs. bar service

From 12:30 to 15:00 hrs. Snack service

Floor: 4



Half board

Half board consists of breakfast and dinner. Dinner will consist of our daily closed menu. If one day you wish to change the dinner to lunch please inform the reception one day in advance. If you have any food allergies or intolerances, please let us know.

Dress code

We don't have a predetermined dress code, what is required is formal and elegant clothing.

Room service

In our Room Service menu you will find our best dishes to enjoy from the comfort of your room. Service available from 07:30 a.m. to 10:30 p.m.

Desayuno en la habitación

If you wish to have breakfast in your room, please fill in the menu sheet in your room and leave it hanging outside your door, so that it can be picked up before 00.00 hrs. The service hours are from 07.30 to 11.00 hrs.



Rooms

✿ Air conditioning/heating

Remember that the air conditioning will automatically turn off when you open the window or door to the terrace. For the proper functioning of the air conditioning/heating, please keep the doors securely closed. The hotel has a centralized air conditioning system, so if the hotel is in “winter” mode there will always be a hot air outlet in your room. If your room should get too hot, please turn off the regulator at the entrance to the room. On the contrary, if the hotel is in “summer” mode, the air in your room will always come out cold. If your room should get too cold, please turn off the regulator.

✿ Terrace

If you need to hang out your towel or wet clothes, please do not do so on the terrace railing or on the window for aesthetic reasons.



Electricity

The current in your room is 220 volts. Please turn off the lights before you leave your room.

Safety deposit box

The safe is located inside the bedroom closet.

Instructions for use:

To close:

1. Press the ENTER key
2. Press 4 digits
3. Press the ENTER key
4. Close the door and press CLOSE

To open:

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

Minibar

The rooms have a minibar service, the contents of which will be regularly replaced. You can find the price list next to the bar.

Do not disturb sign

If you don't want to be disturbed, please just hang the "Do Not Disturb" sign on the door. In case you wish to have your room cleaned, please hang the sign on the "Make my Room" side. If you do not leave a room service sign hanging on the door, your room can be cleaned at any time in the morning.

Room service is available until 4:00 p.m.

Smoking in the hotel

In accordance with Law 28/2005 of 26 December, smoking is totally prohibited within the hotel facilities, including the rooms, furthermore please kindly bear in mind that the entire annex building is a completely smoke-free area, so smoking is also prohibited on the balconies of the rooms located in that building.

Other services

For special requests, such as extra blankets, pillows, etc., please contact the reception or dial 9 on the phone.

Departure

On the day of your departure, we kindly ask you to leave your room before 12 noon. The hotel provides a free luggage room where you can leave your belongings.

Some suggestions

Bicycle storage

The hotel has a room for our customers to store their bikes. Please avoid entering the hotel facilities with your bikes. For more information please go to reception or dial 9 on your phone.

Domestic animals

Pets are not allowed on the hotel premises.

Silence

We would appreciate it if you would keep quiet in the corridors from 11 p.m. in order to respect the rest of the guests.

Seguridad

For your safety, we recommend that you do not walk around the hotel premises with your wet swimwear.

Phones

✿ Internal calls

Between rooms, dial the room number directly. To mark the rooms in the annexe building (rooms 401 - 404, 501 - 504 and 601 - 604) please enter/replace the same floor number instead of "0". E.g. to call room 401, you would have to dial 441, for room 503 you would have to dial 553 and for room 602 you would have to dial 662.

✿ Hotel Services

For hotel services, dial the following numbers:

Management:	502	Reception:	9
Restaurant / Lobby bar:	504	Rooftop bar:	520

✿ Foreign and international calls

To get a line to the outside, dial "0". To communicate with any telephone in Spain, even if it is from the same city, always add the local prefix without forgetting "9", that is to say for Mallorca "97" and then the desired number.

For an international call, dial "0" to get a line, then "00" and wait until you hear the high-pitched international tone. You can then directly dial the country code of the desired country, the city code (without a leading zero) and then the subscriber's number. Telephone calls from the hotel may have different rates depending on the country you are calling.

For international calls to our hotel you have to dial the international exit code of your country, then the prefix of Spain: "34"; and then our number of the Gran Hotel Sóller: 971 63 86 86; Mobile or WhatsApp: 644 21 38 42

✿ Códigos de países

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

There is a location plan in the rooms and another one on each floor, next to the elevators. Follow their instructions in case of fire.

Wifi service

Free wifi service is available throughout the hotel. To connect, simply select the network called Gran Hotel Sóller and enter the required data when the website is opened (E-Mail and room number).

Parking

The Gran Hotel Soller has 2 car parks (for a fee) for the use of our guests. The first car park is located at the front of the hotel, opposite the main door, while the second car park is at the back. The access to the rear car park is at the corner of the Tip Top restaurant, a few meters from the main entrance. The access to the rear car park is located at the corner of the Tip Top restaurant, just a few metres from the main entrance, please ask reception for information to reserve a parking space and to show you how to access the rear car park.

Attention

The AlvoTel Group does not have direct or indirect relation with the services of others, reason why it does not assume any responsibility with respect to them, being its hiring exclusive responsibility of the client.