

## Frequently Asked Questions

### ROOM AMENITIES

**Q:** Do you have WiFi?

**A:** Yes, we have free high-speed WiFi.

**Q:** Does my room have kitchen facilities?

**A:** All rooms are equipped with a fridge, a microwave, a kettle (with tea/coffee sets) and simple kitchen utensils like plates, cups, forks. Three suites have kitchenettes that can be used exceptionally for cold dishes preparation.

**Q:** Is there air conditioning/heating in the rooms?

**A:** Yes, all our rooms have both air conditioning and heating.

**Q:** Is there a TV in our room?

**A:** There are Smart TV sets in all rooms. Please use instruction to open applications and applications with channels. Also please log out of all other guests account prior to using services like Netflix, HBO or Amazon Prime Video.

**Q:** Is there a hairdryer?

**A:** Yes, we provide hairdryers in all rooms.

**Q:** Are towels, bed linen and toilet accessories provided?

**A:** Yes, we provide towels, bed linen and shampoo/shower gel. We also offer beach towels at the reception.

### ENTERTAINMENT

**Q:** How far is the hotel from the sea/beaches?

**A:** The hotel is on the first line, within 30 meters from the sea. Sandy beach is in less than 100 meters from the hotel front door.

**Q:** What type of resort is S'illot?

**A:** S'illot is a nice and quiet place that caters for everyone, from young people to families with children and elderly couples. You will find all sort of entertainment as well as locations where you can relax in calmness.

**Q:** Do you provide bikes for rent?

**A:** We don't do bike rental services, but you can find numerous bike rentals within 5 minute walk from the hotel.

**Q:** Can I rent a boat nearby?

**A:** Yes, there are several boat rentals in the neighboring town Porto Cristo.

### ADDITIONAL SERVICES

**Q:** Do you offer breakfast?

**A:** Yes, we offer buffet breakfast from May to October from 9:00 till 11:00.

Q: What is the breakfast price?

A: Breakfast is 8 Eur for adults and children from 6 y.o. and 4 Eur for children till 6 y.o. You can order breakfast on your arrival. Discounts may apply, please see 'specials offers' section on the website.

Q: Can I drink tap water?

A: We do not recommend drinking tap water.

Q: Can you do my laundry?

A: We can do your laundry for 15 Eur per load in the afternoon. Please report to reception not later than 5 pm on the day of laundry.

Q: Can I come with my pet? Is there any extra payment?

A: We are pet friendly. Pet fee is 10 Eur daily.

Q: How often is my room cleaned?

A: The room is cleaned once per 3 days. Linen is replaced once per 7 days.

Q: How can I park my car?

A: There is free public parking right in front of the hotel. If it is full, you can park on some streets around the hotel or on a huge public parking lot within 3 minute walk.

Q: Can you pick me up from the airport?

A: We regret to inform that we don't provide airport transfers. We advice using shuttle services or renting a car.

Q: How do I get from the airport to the hotel?

A: There are various transport options you can choose from. You can rent a car from the airport rental agency. Transfer companies like GetTransfer, SolHop and ShuttleDirect offer better rates than regular taxi which is usually up to 80 Eur per trip.

You can also use public transport. In summer the best option is bus A42 which departs from the airport few times a day. In winter, when A42 has limited schedule, the best way to get to S'Illot is taking A1 to Placa d'Espanya in Palma, and then the 401, 412 or 454 buses from there to S'Illot.

## RECEPTION POLICIES AND RATES

Q: Is your reception open 24 hours?

A: No. Reception is open from 9:00 till 22:00.

Q: What if I arrive after 22:00?

A: For these cases we have a [self-service night check in](#). You need to inform us of late arrival, so we can prepare your self check in correctly.

Q: What payment methods do you accept?

**A:** We accept cash and all credit cards except American Express. You can also pay by bank transfer in advance.

**Q:** Do I pay per room or per person?

**A:** Basic rate covers accommodation of two people. Some rooms can accommodate more than 2 people on sofa beds, single beds or bunk beds (suites, Catamaran apartment, Family rooms). Your rate will be calculated automatically by the booking engine if you indicate correct number of persons.

**Q:** What if I travel with small children?

**A:** We offer cribs for small children up to 3 y.o. for free. Other children are accommodated on regular and additional beds and charged from 10 to 15 eur additional fee.

**Q:** What are check in/check out policies?

**A:** Check out is due by 11:00. Check in starts from 14:00. If you arrive earlier, you can leave your luggage at the reception. Early check in and late check out depend on availability. Please inform us at least one day before, so we can check if it is possible.

**Q:** How can I reach you?

**A:** You can call us or email us; we also use WhatsApp, Instagram and Facebook and we do encourage you to contact us for any sort of questions you might have. We are always ready to help!