



Welcome booklet

CHALET L

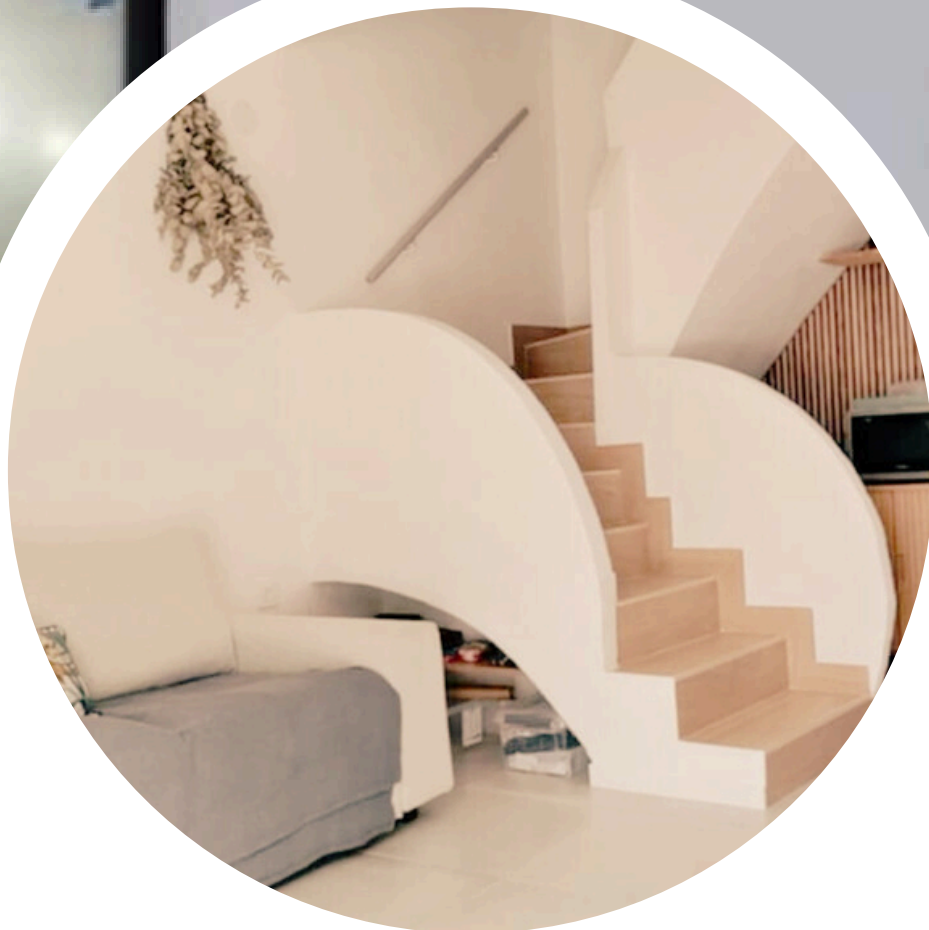
CARRER AMERADOR - ALKABIR - EL CAMPELLO

**3 BEDROOMS
2 BATHROOMS**

**TERRASSE
NO PRIVATE
SWIMMING POOL**

**DISHWASHERS
LINEN WASHER**

WELCOME



Hello!

Welcome to our home! We hope you have a memorable stay and that you leave with some wonderful memories. We've thought of everything to make your stay as comfortable as possible. If you have any queries, please do not hesitate to contact us.

Introducing **YOUR HOST**



Welcome to Chalet L.!

My name is Christelle, and I am in charge of the reception at Mr and Mrs L's chalet. I am dedicated to making your stay memorable and comfortable. Villa D. is not just a seasonal villa, it's also their holiday villa, a place they love to enjoy the Spanish sun and recharge their batteries during their holidays.

As for me, I'm French and we made the choice, as a family, a few years ago to move here, to this beautiful region of the Costa Blanca, and to offer our owner clients and their travellers a warm welcome and quality service to make your stay unforgettable.



CONTACT

phone number : 0034 638 72 10 01

Email :

conciergerie.heliosespagne@gmail.com

About the **CHALET**



Welcome to Chalet L., for a pleasant holiday. Our 3 bedrooms, 2 modern bathrooms and no private swimming pool offer you all the comfort you need for an unforgettable stay. Our home harmoniously combines elegance and practicality, offering a well-equipped space where every detail has been thought of for your well-being. Whether you're relaxing by the pool or enjoying the tranquillity of our communal areas, you'll feel at home straight away.



**3 BEDROOMS
2 BATHROOMS**

**TERRASSE
NO PRIVATE
SWIMMING POOL**

**DISHWASHERS
LINEN WASHER**

ARRIVAL & DEPARTURE

Timetables



YOUR ARRIVAL

FROM

16H - 21H

UNTIL

We have chosen these times to ensure the best possible experience. Between each stay, we take the time to carefully prepare the villa to welcome you in ideal conditions.

The 9pm cut-off time also allows us to ensure a warm and personalised welcome, in the best possible conditions for both you and our team. We thank you for your understanding and look forward to welcoming you!

An appointment for your arrival and departure must be arranged and respected.



DEPARTURE

AT LATEST

10H

A 10am departure gives us the time we need to prepare the villa for the arrival of the next travellers.

This includes thorough cleaning, checking of equipment and final details to ensure an impeccable welcome. These times are essential to maintain the quality of service we want to offer you.

- Turn off the heating/air conditioning
- Turn off lights
- Take out the bins
- Wash your dishes
- Leave your laundry
- Your concierge will check out with you
- Hand over the keys



Good TO KNOW



THE REMOTE



The remote controls for the televisions are either in the drawer or on the tables nearby. The remote control for the sun curtain on the terrace is on the wall.



HOT WATER



In the event of a power cut, please contact the caretaker.



HEATING AIR CONDITIONING



The ground and 2nd floors are independent. In very hot weather, keep the air conditioning at 24° and close doors and windows.



PLANCHA BARBECUE



The griddle is gas. Remember to open the 'tap' in the cabinet under the griddle. It should be cleaned after each use (do not rub or scratch).



CLEANING



Brooms, mops, buckets and hoovers can be found in the kitchen



RUBBISH BINS



The rubbish bins are near the parking

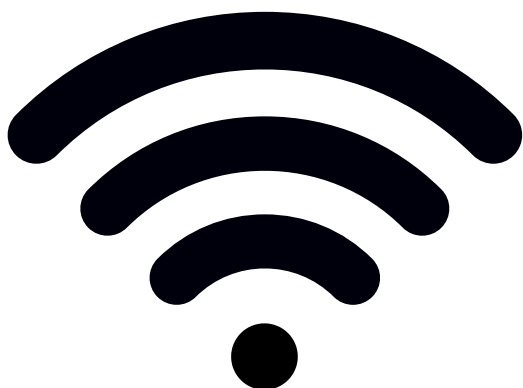


PARKING



You can park 1 vehicle in the street on the marked spaces.

Connection **WIFI**



✓ **NETWORK**
DIGIFIBRA PLUS 43UR

✓ **PASSWORD**
5ZGQEEKSu49e



Few RULES

01

RESPECT FOR THE SITE

Respect the house and outside by taking care to avoid any damage.

02

ANIMALS

We love animals but they are not accepted during your stay.

03

DON'T SMOKE

Please do not smoke inside the house. There are ashtrays for smoking outside.

04

PARTIES AND RECEPTIONS

Please do not hold any parties and keep the noise level down after 10 p.m.

05

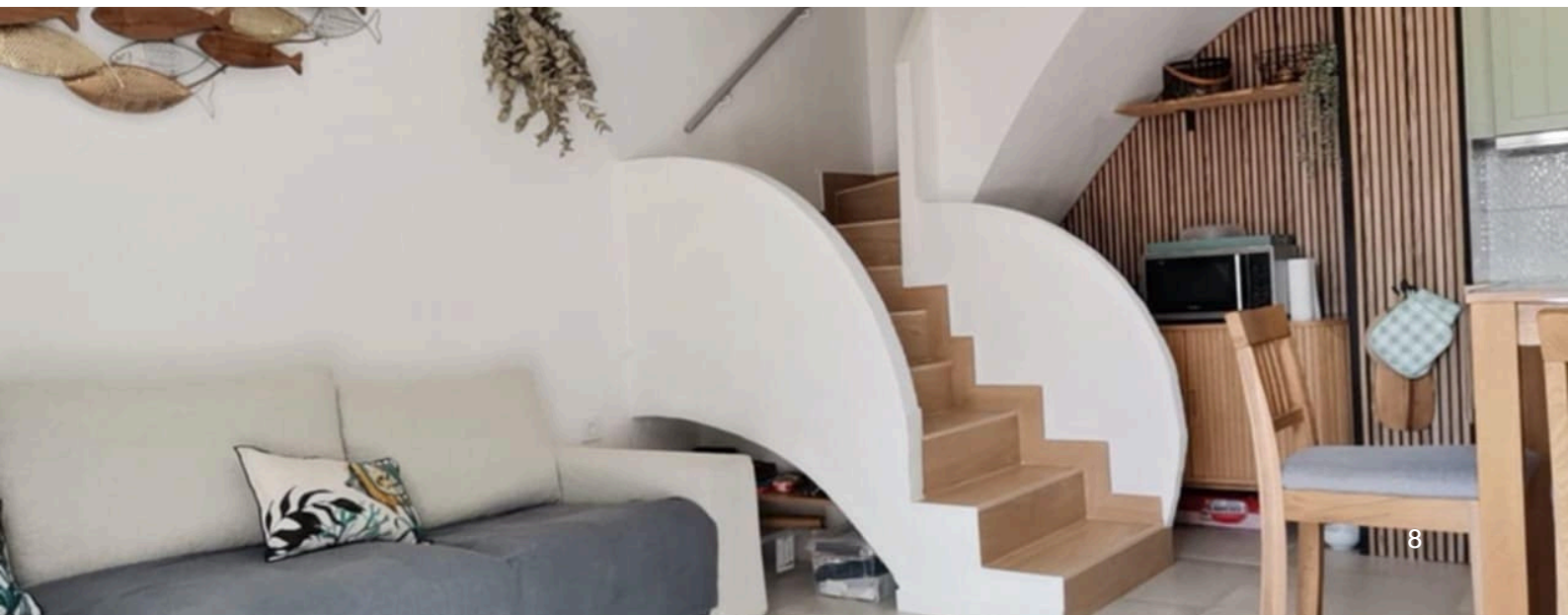
EXTRA PERSON

We do not accept unscheduled additional travellers without prior notification. we have been informed.

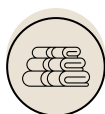
06

SECURITY

Please observe the safety rules and refrain from using dangerous electrical equipment.



Lin **PROVIDED**



TOWELS

Two quality towels are provided per person for your comfort. All we ask is that you take care of them: avoid using them for tasks that could damage them, such as removing make-up, or any other unexpected use. If they do get dirty, a quick rinse can make all the difference! Thank you for your understanding!



BED LINEN

Bed linen is provided. Please take care not to stain it. A washing machine is available in case of minor accidents.



WASHING MACHINE

A washing machine is available for your convenience. We offer you a washing powder tablet as part of the welcome pack. If you need more, please ask.





Things to see and do **VISITS**

Alicante

SANTA CRUZ DISTRICT

[Access maps link](#)



At the foot of the Santa Barbara castle, on one of the slopes of Mount Benacantil, you'll find this small, white-painted district, the birthplace of the city. Take a stroll through the maze of narrow streets and staircases that characterise the district, whose opaline whiteness is enhanced by the many pots of geraniums and charming little squares.

On the higher ground of the district, you can visit the Santa Cruz hermitage, built by order of King Alfonso X the Wise in 1271, and an essential meeting point for locals and visitors alike. This is where its most popular fiestas are celebrated, especially those of the May Crosses and Holy Week, when the balconies are decorated for the occasion, with music, flowers and lots of emotion.

SANTA BARBARA CASTLE

[Access maps link](#)



Free admission. The Santa Barbara Castle gives Alicante a unique profile. From the highest point of the fortress, located in the city centre on Mount Benacantil, you can enjoy a breathtaking panoramic view over the Bay of Alicante, and on a clear day you can even make out the skyline of Benidorm or the island of Tabarca perfectly.

The ancient Muslim fortress on which the castle was built dates back to the ninth century, when the city was dominated by Muslims and Ali and the princess Cántara lived a great love story, becoming the protagonists of one of Alicante's most beautiful legends. A visit to the castle's ancient halls and courtyards is the perfect option for history lovers, who will be able to immerse themselves in Alicante's cultural wealth, as well as for those who want to find out the outcome of the ancient and passionate legend of Cara del Moro.

BASILICA OF SANTA MARIA

[Access maps link](#)



The former Muslim mosque gave way in the 13th century to this sumptuous Catholic basilica, which can be considered one of the churches with the greatest heritage value in the Spanish Levant. It is a veritable living museum.

THE PORT OF ALICANTE

[Access maps link](#)

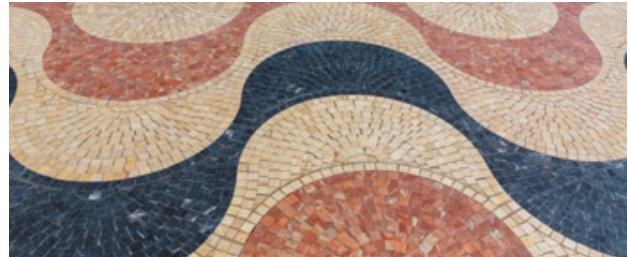
The port of Alicante is one of the most beautiful places to enjoy the sunset and gradually watch the sky change colour and with it the profile of the Santa Barbara castle, the buildings and the boats whose reflection on the water paints an immense watercolour.



THE ESPLANADE

[Access maps link](#)

The Explanada promenade is one of the city's main avenues and one of its most popular tourist spots. Sheltered by palm trees, the Explanada's colourful floor is made up of millions of tiny tiles, creating a sea of white, red and black waves.



ST NICOLAS CATHEDRAL

[Access maps link](#)

Situated in the heart of Alicante's historic centre, the Cathedral of Saint Nicholas of Bari is the city's main religious building, and home to its patron saints: the Virgen del Remedio and Saint Nicholas himself.

Although the exterior is sober, the Renaissance interior of the church contains works of art of great interest, such as the Communion Chapel, the Baroque organ, which is the oldest in the Valencian Community, and imagery gems such as the 17th-century Christ of the Good Death.



THE TOWN HALL

[Access maps link](#)

Alicante's eighteenth-century Town Hall is a magnificent Baroque palace built of limestone from the nearby Serra Grossa, with balconies and flanked by two towers linked by galleries. One of the towers, the most northerly, is adorned with a clock that plays the city's anthem every hour, so it's customary to go to the square to hear the chimes ring out. The first step of the building's main staircase is sea level 0, the reference point for this measurement throughout Spain.



Things to see and do VISITS

Villajoyosa

[Access maps link](#)

Villajoyosa. It evokes joy, colour and, of course, beauty. 'La Vila Joiosa' is a town open to the sea, whose historic centre is made up of hundreds of colourful houses, once inhabited by fishermen, sheltered by the ancient medieval walls.

Even today, the port plays an essential role in the daily life of Villajoyosa. Its fish market is one of the most important in the Mediterranean and, every afternoon, fishermen continue to use traditional techniques such as trammel nets to guarantee the best quality fish and seafood for which Villajoyosa is renowned.

Leaving the promenade and entering the labyrinth of narrow streets, the Church of the Annunciation is another essential visit to Villajoyosa, a building halfway between the gothic and renaissance styles whose majesty is a silent reminder of the historical importance the town has had over the centuries.

The 'La Barbera dels Aragonés' Museum is housed in a farmhouse and boasts an extensive collection of decorative objects and everyday items dating from the 17th to the 20th centuries. The farmhouse belonged to the Aragonés family, landowners who held important military posts from the Middle Ages to the 19th century. When the family died out in 1992, the mas became municipal property. After extensive renovation work, it was converted into a museum.

The ethnographic and archaeological museum was created in 1975 by a group of collaborators who had collected numerous objects local heritage.

In the course of successive excavations in the municipality, remains from the Roman and Islamic periods were discovered.

from the Roman and Islamic periods. These are now housed in the museum, which boasts a remarkable collection and supports educational activities linked to archaeological conservation, dissemination and research. The collection is spread over 120 square metres. The exhibition features some astonishing objects, such as an oriental necklace dating from the 6th century BC (one of the most unusual pieces of Phoenician gold jewellery on the peninsula) iron weapons, as well as objects dating back to 600 BC.

The Chocolates Valor factory and museum offer an exceptional gastronomic experience in Villajoyosa. The museum dedicated to this industry was created in 1998 and is housed in a nineteenth-century house. from the 19th century. All tours are guided and free of charge. The tour passes through the museum and the old house that once housed the factory. Here you can the history of chocolate from its origins to the present day.





Things to see and do **VISITS**

Benidorm

THE TOWN

[Access maps link](#)



Benidorm is one of the best-known destinations in the Mediterranean thanks to the quality of its beaches, its year-round warm climate and the wide range of daytime and night-time leisure activities that make it a unique destination for its visitors, a city also known as 'Spain's New York' and one of the most visited tourist beaches in Europe.

The Poniente beach with its promenade, the Levante beach with its multitude of bars and restaurants on the seafront or the Castell Mirador in Benidorm are perhaps the main points of tourist interest.

What's more, Benidorm is a fun destination with a variety of leisure options, including the Benidorm Palace, one of Europe's top-rated party venues. Suitable and entertaining for all ages and, above all, highly recommended for trips with children.

MEDITERRANEAN BALCONY

[Access map link](#)



One of the most beautiful sights in Benidorm is the Mediterranean Balcony. This is a snow-white, Moorish-style viewing platform with steps leading down to the sea over a rocky promontory. The deep blue colours of the water are spectacular, and the view of the Benidorm coastline and its vast sandy beaches is also unique. There are countless photo opportunities from this vantage point, making the Mediterranean balcony a must for almost any holiday in Benidorm.

CALA DE FINESTRAT

[Access map link](#)

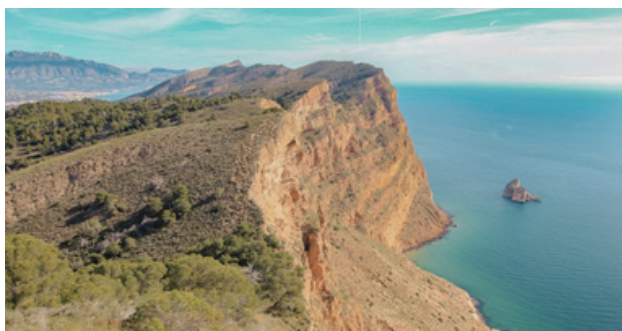


The magnificent Cala de Finestrat beach, close to the town centre, is a real Benidorm highlight. This pretty bay fascinates with its breathtaking scenery and exceptional marine colours. Families with children are particularly fond of this beach of fine, clear sand that slopes gently into the sea. The cliffs directly adjacent to it are also fascinating, and you can walk right up to the Torre d'Aguiló for a fantastic view of the coastline.
fantastic views of the Benidorm coastline.

SIERRA HELADA NATURAL PARK

[Access map link](#)

One of Benidorm's most beautiful natural attractions is the Siera Helada nature park. With cliffs over 400 metres high, this hiking area boasts the highest cliffs on the east coast of Spain and is a paradise not to be missed!



LEVANTE BEACH

[Lien maps d'accès](#)

The Playa del Levante is the resort's main beach and one of the main attractions of the coastal town of Benidorm. Here, on a velvety sandy beach around 2 kilometres long, sun loungers and parasols line up and there is hardly an empty space, especially in high season. Above the beach is a beautiful palm-fringed promenade, along which countless restaurants, bars, pubs, beach clubs and cafés provide wellbeing and entertainment.



LES LOISIRS

Families with children, and of course many adults too, are enthralled by the huge choice of theme parks. Whether it's a water park, an amusement park, a climbing park or a zoo, there's bound to be something exciting for everyone. The most popular are probably : Zoo Terra Natura, park Mundomar with dolphin show, water park Aqualandia, l'Aqua Natura, Terra Mitica, one of Europe's largest theme parks,, karting, horses, rent boats.



[Aqualandia informations](#)

[Promenade à cheval informations](#)

[Terra Mitica informations](#)

[Terra Natura informations](#)

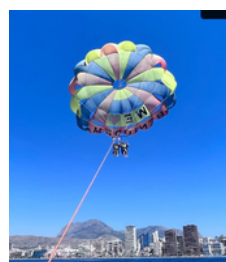
[Mundomar informations](#)

[Karting informations](#)

[Location de bateaux avec ou sans skipper](#)

[Parachute ascensionnel Bénidorm](#)

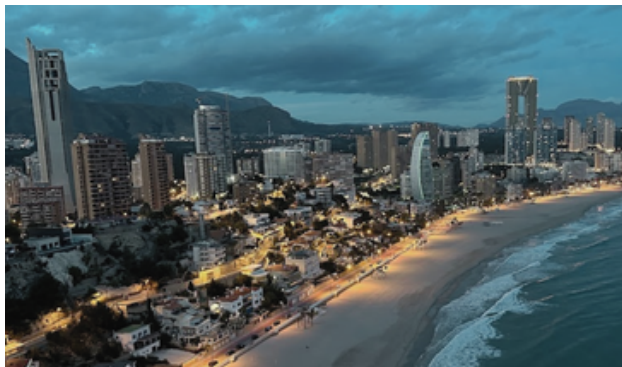
[Jet ski Altéa](#)



ASSAL DE LA CALA WATCHTOWER

[Access map link](#)

Beautiful views of Benidorm.



GOLF COURSES

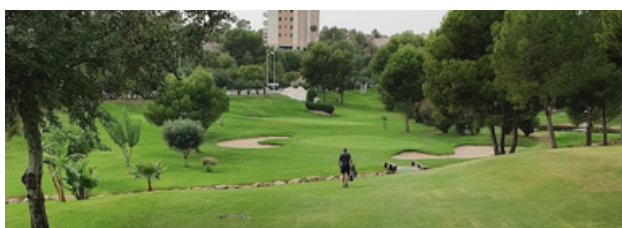
[Villaitena](#)



[Puig Campana](#)



[Las Rejas](#)



PONIENTE BEACH

[Access map link](#)

Playa de Poniente is the second-largest beach in Benidorm and is therefore always very popular. This sandy beach is also right in the centre of town and is particularly popular with the elderly. What's more, the long promenade along the coast is a delightful place for long walks.

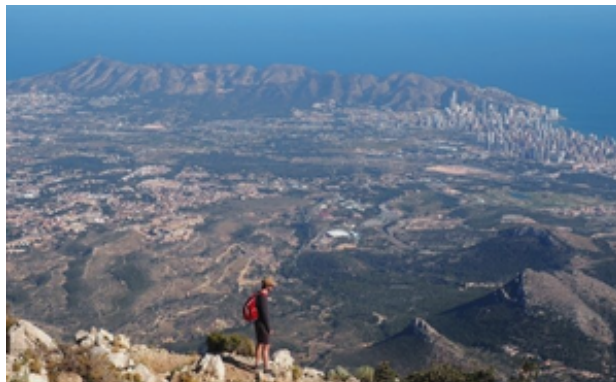


PUIG CAMPANA

[Lien maps d'accès](#)

[Informations](#)

Puig Campana is a mountain with an altitude of 1,406 metres, the second highest peak in the province of Alicante. Puig Campana is located in the municipality of Finestrat, just 10 km from the Mediterranean coast.



Things to see and do VISITS

Isla Tabarca

[to plan your trip](#)



The province of Alicante has a small inhabited island, very close to the coast, with a lot to offer.

Only around fifty people live there all year round. The island of Tabarca is a magical place, rich in nature and overflowing with tradition, but without roads or supermarkets. With the arrival of summer, it becomes one of the most popular destinations on the Costa Blanca. It is in fact a small archipelago whose main island, called Nueva Tabarca or Isla Pla-na, is surrounded by the smaller islands of La Nao, La Cantera and La Galera.

But while the landscape is interesting, with the whimsical shapes of bushes carved by the wind and prickly pear trees everywhere, its real treasure lies in the rich seabed that surrounds the archipelago and led to Tabarca being designated Spain's first marine reserve in 1986. Tabarca has more than 5 kilometres of coastline where you can find a secluded spot to swim in peace and quiet. What's more, a multitude of small coves dot the coastline, offering splendid panoramic views of the island's crystal-clear waters. It's the perfect place to capture a photo of what promises to be the best day of your summer.

Altea

[Access map link](#)



It's a city of artists, and so much so that its historic centre is home to the Faculty of Fine Arts of the province of Alicante. For decades, its streets have been a favourite destination for painters, scientists, writers and singers, who spend long periods here to take a break and find inspiration.

The streets climb the small hill on which the town is built, while the immaculate white houses vie for sea views. Instead of squares, Altea boasts an infinite number of vantage points where you can let the hours fly by, gazing at the horizon while listening to street musicians in the background.

The incomparable blue dome of the church of Nuestra Señora del Consuelo overlooks the city at the highest point in the historic centre, making it the perfect place to take a stroll, grab an ice cream or buy local crafts in one of the pretty shops around the church.

Other ideas of **VISITS**

Font del Algar

[Access map link](#)

This is certainly one of the most famous spots on the Costa Blanca. Located in the municipality of Callosa d'En Sarrià, not far from Benidorm, they form a series of waterfalls, natural pools and deep natural pools along the river.

Bathing in these small lakes is an experience you should have at least once in your life, if you don't mind the low temperatures of the crystal-clear water that feeds the fountains.



Salt de Bollula

[Access map link](#)

Bolulla is a small town nestling in the heart of the Marina Baja between a sea of pine trees and medlar plantations. The municipality boasts a number of gorges with endless walls, including the Estret de Les Penyes, ideal for canyoning, and whose magnificent waterfall, nicknamed the Salt de Bolulla, is a breathtaking sight.



Guadalest Castel

[Access map link](#)

This jewel in the Alicante mountains, considered to be one of the most beautiful villages in Spain, is undoubtedly one of the favourite getaways for anyone visiting Beni-dorm. Guadalest defies gravity with its church and castle built into the cliffs, and it fascinates anyone who wanders through its rock-cut streets when, on entering the main square, they come face to face with an artificial lake and a mountain range that look like something out of a film set. After enjoying the view, be sure to visit the town's many museums, where ingenuity and curiosity are the most unexpected protagonists. To top it all off, after your visit, take the opportunity to enjoy the beaches by the lake.



Amenities at **PROXIMITY**



ENCAR

SHOPS

ALDI

[Access map link](#)

MERCADONA

[Access map link](#)

BEACH

[Access map link](#)

TRANSPORT



TAXIS

AIRPORT

+34 623 41 27 71



TRAM

LINE 1

BENIDORM - ALICANTE

[ACCESS MAP LINK](#)



Proximity RESTAURANTS

BENIDORM AND AROUND



RESTAURANT TAPAS

+34 680724208

[Lien Google maps](#)



TABOO CLUB BEACH

INFOS

[Lien Google maps](#)



LA MEJILLONERA

INFOS

[Lien Google maps](#)



CASA DEL MACO

INFOS

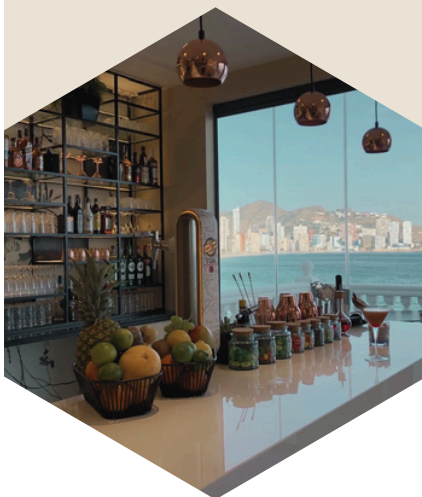
[Lien Google maps](#)



D-VORA

INFOS

[Lien Google maps](#)



RICE RESTAURANT

INFOS

[Lien Google maps](#)



Others

RESTAURANTS



VA BENE PIZZERIA

[Lien Google maps](#)



BARRANCO

[Lien Google maps](#)



EL PORTAL

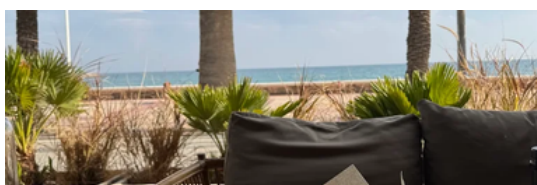
INFOS

[Lien Google Maps](#)



EL CINCO

[Lien Google Maps](#)



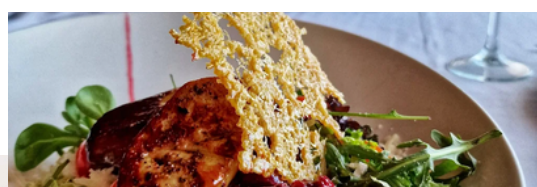
XARXA

[Lien Google Maps](#)



LA FONDA

[Lien Google Maps](#)



SEIS PERLAS

[Lien Google Maps](#)

EL CAMPELLO

Emergency **NUMBERS**

080



FIREFIGHTER

112



AMBULANCE

091



POLICE

In case of **TECHNICAL PROBLEM**

WHATSAPP

**CHRISTELLE
+34 638 7210 01**

RULES OF PROCEDURE

To read!

Introduction

The property rented to you is equipped to meet your needs during your holiday. You will find furniture, bedding, crockery, bed linen and towels. As soon as you enter the accommodation, you will be able to make an inventory of fixtures and report any defects (cleanliness, damage to equipment, etc.) within 24 hours.

Arrival and departure

On the day of your arrival, the accommodation will be available from 4pm. Please do not hesitate to contact us to organise the handover of the keys and a tour of the property. If you expect to arrive later (after 9pm), please let us know in advance. On the day of departure, you have until 10am to return the accommodation. Make an appointment with your host.

In the event of late arrival or departure, a supplement of 30€ will be applied (21h-23H) 50€ (00h00)

Number of tenants and external visitors

We rent our accommodation to you for the precise number of holidaymakers, defined at the time of booking as 6, as set out in the rental contract. If you wish to welcome visitors during your stay, please ask for our prior agreement. Guests not included in the booking are not permitted to sleep on site. The total number of occupants must not exceed 6.

Quiet hours and respect for neighbours

Please keep noise to a minimum at night (between 10pm and 8am) so as not to disturb the neighbours.

Parties and events within the rental property

Parties, events and large gatherings are not permitted in our holiday accommodation. Commercial filming and other professional use of the property is strictly prohibited.



RULES OF PROCEDURE

To read!

Use of the premises and respect for equipment

Throughout the stay, the tenant must respect the premises.

They will make good use of the equipment and maintain the accommodation so that it is in perfect condition when they leave.

Kitchen utensils, oil, spices, bathroom products and cleaning products are entirely at your disposal during your holiday. You are not allowed to move the furniture.

The wifi password giving you an internet connection is confidential information. Please do not share it with anyone outside the group.

The air conditioners in the bedroom (énd floor) and living room must be switched off when you leave the accommodation or when the windows are open.

Check that the doors and windows (bedrooms, living rooms and kitchen) are closed before lowering the shutters, lights and ceiling fans when you leave the accommodation.

The oven, microwave, fridge, crockery, barbecue/plancha must be cleaned when you leave.

Never unplug the box or television.

Food is not permitted in the rooms.

In the event of an accident or breakage, it is your responsibility to inform your host before you leave.

In the event of damage to property or the villa being returned in a very dirty state (including damaged bed linen/clothes), additional cleaning/laundry hours will be charged (and will be justified by a report and photos). 30€ per extra hour of cleaning, more if the damage requires the intervention of an outside company.



RULES OF PROCEDURE

To read!



If a key or the gate box is lost, you will be charged for its replacement. 150€ per complete set of keys. If you forget your keys indoors and need to make a journey to open the door, you will be charged €50 for the journey. If the damage caused results in a delay to the arrival of subsequent travellers or the need to cancel their reservation, you will be required to pay compensation.

Welcome booklet

All passengers must read the information in the welcome booklet.

General safety instructions

As hosts, we cannot be held responsible for theft, loss or damage to the accommodation if it is not properly locked (windows and front door locked). Similarly, please do not leave any electrical or household appliances switched on during your absence.

There is an alarm connected to the police. The camera is only activated in the event of an intrusion.

Please do not leave young children unsupervised in the rental property or near the swimming pool.

The villa has staircases (R+1 R+2, please be vigilant about their use by young children).

Non-smoking accommodation

Chalet L. is a non-smoking area. Smoking is therefore not permitted inside the accommodation. An ashtray is available for outdoor use (cigarette butts and ashes).

Pets

Pets are not allowed in our accommodation.



RULES OF PROCEDURE

To read!

Household waste management

There is a bin in the kitchen where you can sort your daily rubbish.
To take out your rubbish, the collection bin is at the top of the street on the left, towards the roundabout.

Outdoor areas

It is not permitted to hang washing out of windows or on stair railings. A washing line is provided.
The terrace, like the interior of the accommodation, must be left in perfect condition when you leave. When you leave, the parasol(s) must be fully closed.

Emergency numbers

If necessary, you can contact your host on Whatsapp at the following number: +34 638 72 10 01
For all other emergencies, the emergency and civil protection number: 112

Penalties for breaches of the house rules

In the event of non-compliance with the house rules by the tenant, the hosts reserve the right to apply appropriate penalties:

- ☐ Termination of the rental contract with loss of the security deposit. You will have to leave the premises before the agreed departure date following interruption of your stay.
- ☐ In the event of damage or breakage, the items must be replaced in the same condition or reimbursed at the agreed rate.
or reimbursed to the owner using the amount of the security deposit. In the event of major damage to the property at the end of the rental period, the tenant may take out home insurance cover (extension villégiature).
- ☐ If the general state of the property on your departure does not meet minimum hygiene standards, you will be billed for additional cleaning and maintenance time: €30 per hour, or more on request if an outside service provider is used.





Before you **LEAVE**

- ☒ Taking out the bins
- ☒ Empty/clean the fridge
- ☒ Empty/clean the ovens
- ☒ Clean the griddle/grill
- ☒ Check cupboards and drawers
- ☒ Turn off the heating/air conditioning
- ☒ Close windows/doors
- ☒ Hand over the keys personally

See you soon **THANK YOU !**

Thank you very much for choosing our accommodation for your stay. We hope you had a great time here.

We look forward to welcoming you back soon. Please do not hesitate to visit us again, our door is always open to you.

We wish you a safe journey home.

Thank you again and see you soon!



YOUR OPINION ★★★★★

Your satisfaction is our satisfaction! Did you enjoy your stay? Don't hesitate to leave us a review.