



Welcome booklet

VILLA N
CALLE DOLORES - EL CAMPPELLO

5 BEDROOMS
4 BATHROOMS

TERRASSE
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**



BWelcome to Villa N.!

My name is Christelle, and I am in charge of the reception at Mrs N's villa. 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 **VILLA**



Welcome to Villa N., for a pleasant holiday. Our 5 bedrooms, 4 bathrooms and swimming pool offer you all the comfort you need for an unforgettable stay. Our villa 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.



**5 BEDROOMS
4 BATHROOMS**

**TERRASSE
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.



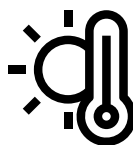
HOT WATER



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



FAN



All rooms have a fan



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 linen cupboard behind the door.



RUBBISH BINS



The rubbish bins are at the top of the road.

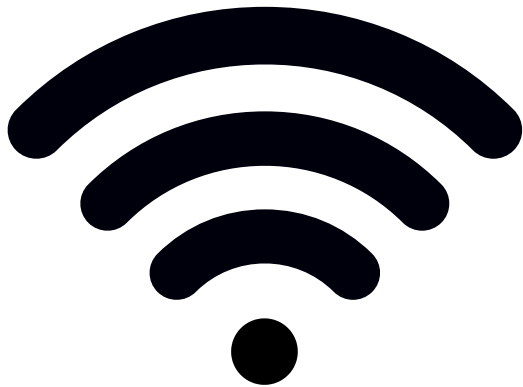


PARKING



You can park your vehicles in the street.

Connection **WIFI**



✓ **NETWORK**
TP LINK

✓ **PASSWORD**
53600486



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.

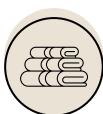
06

SECURITY

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



linen **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! If we are unable to restore them to an impeccable state, you will have to pay compensation.

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. If we are unable to restore them to an impeccable state, you will have to pay compensation.

Thank you for your understanding!



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.



Amenities at **PROXIMITY**



**EN
CAR/WALK**

SHOPPING CENTER

[Access map link](#)

TRANSPORT



TAXIS

PHONE NUMBER (WHATSAPP)

+34 965 25 25 11

+34 961 92 40 00

AIRPORT

+34 623 41 27 71



TRAM

LINE 1

BENIDORM - ALICANTE

[ACCESS MAP LINK](#)



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 35€/hour or departure, a supplement of 35€ after 9 PM or 50€ after midnight

Number of tenants and external visitors

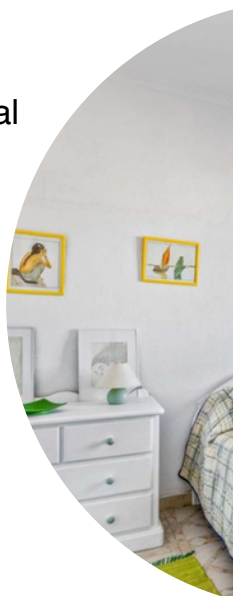
We rent our accommodation to you for the precise number of holidaymakers, defined at the time of booking as 10, as set out in the rental contract. If you wish to welcome visitors during your stay, please ask for our prior agreement. Guests not included in the booking are not permitted to sleep on site. The total number of occupants must not exceed 10.

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 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, please be vigilant about their use by young children).

Non-smoking accommodation

Villa D 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.