

MALLORCAVILLAS.NET AT YOUR SERVICE

At Mallorcavillas.net our aim is to provide you with the highest standard of service without intrusion on your privacy. We want to ensure that you have a thoroughly good holiday, therefore, if you should have any queries or need our help during your stay, please do not hesitate to contact us at our Resort Office in Pollensa or by phone.

IF YOU NEED OUR HELP

We are based locally in Pollençà. Therefore, if you need our help during your holiday we are available at the following times:

Monday- Friday: 9.00am – 2.00pm and 3.30pm – 7.30pm Saturday: 9.00am-7pm.

If you would prefer to contact us by telephone, we can be reached on: Pollençà Office Direct Line: +0034 971 53 49 31 // Dire emergency number: +0034 605 98 84 72. Please note that in case of **EXTREME** emergencies, we can be reached on the mobile number any time. In event you are unable to make contact please refer to the **emergency numbers in your possession** in your **villa Information Book**.

WEBSITE ACCURACY

We always go to great lengths to ensure that the content of Mallorcavillas.net website is as accurate as possible. If we become aware of any changes that may affect your holiday, we advise you at the time of booking. However, if changes take place after you have booked your villa, we undertake to inform you of any sudden unforeseen if known to us changes (which may materially affect your holiday) in writing, as soon as is reasonably possible prior to your departure.

THE GRADING OF YOUR VILLA

To try to assist you in your choice of accommodation, all The Best of Pollençà villas have a different grading which include our **Unique Villas**, these are villas of a "**difference**" may have a tennis court, jacuzzi, heated Jacuzzi, sauna, gym, extensive grounds, located on an estate, architectural designed however, this difference does not mean or indicate **UNIQUE VILLAS** are of a superior or lesser quality or that all our other villas within our programme that are of excellence standards are of a lesser quality, this is not the case. Our Unique Villas offer something "**different**".

We carefully select all the villas we include within our portfolio and website brochure, each villa having its own personality and style, yet all reach the same criteria of expected standards.

YOUR VILLA

We are proud of the villas and houses which are included in the Best Villas Pollençà website and website brochure. Therefore, we would like to assure you that we personally oversee each property, taking the utmost care with even the smallest of details, so that you, your family and friends can feel as if they are in a home away from home. To this end, we continually liaise with the property owners and regularly improve

the furnishings and fittings (when and where appropriate.) Each of our villas is fully equipped – we want to make your stay relaxing. All our villas are equipped with crockery, cutlery and utensils for the maximum number of people specified in the description. As standard equipment, all our villas have electric or gas (bottled) hobs, electric oven or cooker, refrigerator or fridge/ freezer and washing machine, dishwasher, microwave. We provide bed linen and bath towels in all Mallorcavillas.net. In addition,our villas have satellite TV and DVD; sun beds and barbecues. We also offer **FREE** air conditioning and (**FREE** travel cots, high-chairs on request - max 2) each villa. We also provide a maid service – the service featured varies according to individual villa/size (**see what our price includes**).

Each villa also has its own **Villa Information Book** which is packed with useful and interesting information about the villa itself and the local area – from where to find the nearest beach and where to grocery shop, the nearest restaurant, and where to rent a bicycle. While we try to be as honest as possible in our website, please remember that the descriptions are simply our opinions. Whether there are two or eight of you, we want the villa you stay in to home from home for your holiday – where you have nothing to worry about, but what to do next.

HOW TO REACH THE PROPERTY YOU HAVE BOOKED

After confirmation/payment of the booking you will be sent all the necessary **directions** to get to the property from Palma de Mallorca Airport and **travel documents**.

WHAT OUR PRICE INCLUDES

The price of each villa is listed on our website; it is shown as the price for the **villa per week, included one Group B car 5 door**. We show prices for low, medium and high season. All our villa prices include: electricity, central heating (**summer season 1st April - 31st October** -on request basis, depending on weather), gas, water, maid service, pool maintenance, basic welcome hamper which includes milk, juice, wine, coffee, tea, sugar, sweet biscuits, crisps water, matches, candle, dishwasher tablets, toilet roll Note. “ **welcome hampers may vary time to time**”, and villa equipment including bed linen and bath towels. **Free A/C bedrooms only**. Free travel cots, high-chairs (max 2) each villa. It also includes the services of our Resort Office staff. The maid service which you receive is dependent upon the category rating of the villa for example:

*All accommodations will be **FULLY** cleaned and prepared on your arrival day.

*Bedlinen is changed weekly for **two week stays only**.

*Mid-week cleans include change of towels, bed making, cleaning of bathrooms, shower rooms, kitchens (**does not include washing up**).

- **Unique Villas:** Daily maid service cleans, except (Sundays and Public Holidays or where indicated otherwise).

- **All other villas:** including discounted special offer Villas min 1 max 2 mid week maid service cleans (**depending on individual villas**). Days may vary.

- Pool towels changed during **two week stays only**.

REPRESENTATIVE SERVICES

We **do not** offer the services of a meet and greet representative at the Airport, **nor** do we have representative visits to Villas on clients arrival or during their stay, rather we have our Resort Office 6 days a week to service guests. However, should any guest make a "**special request**" for a visit, this request is to be via personal attendance to our office or telephone contact, **not via e.mail or text message**, in event this may be overseen and/or missed, as we have all facilities at our office, on contact or attendance, we may be able to assist on spot with all or any matter, however, if preferred, we can arrange a visit, at a mutual and convenient time for both parties. With respect to all or any actions required at any property or general questions or information, we offer our Resort Office available to all guests which is open for attendance, 6 days a week 9am to 2pm. 3.30pm to 7.30pm Monday to Friday. Saturday 9am to 7pm, regards any matter.

VILLA SUITABILITY AND SAFETY

We do not claim that any villa is totally child friendly or safe yet, ultimately, care should always take place by parents and family especially around the pool area and supervision being given to children. Some villas are better suited than others for young or elderly. Mobile Phones some villas receive better reception than others, so we advise you to **fully investigate options of suitability of the property before making your FINAL choice**, which includes **FINER DETAILS** of preferences and important that are **PRE-KNOWN** to yourselves yet not to ourselves, to be requested and/or checked out with our Reservations staff during your booking, to save disappointments or misunderstandings on arrival to your chosen Villa. A **small finer detail** may **make or break your holiday**. Many Villas have steps inside, no handrails upstairs, gardens may have slight drops or slopes, occasionally have low head heights, pools with infinity style design which drop offs sides or ends. We do ask you speak to us direct to point out any requests, questions you may have of importance to yourselves, to allow us to guide and assist, if we **do not know your pre-known preferences**, unfortunately, we are not able to assist, especially so, if you reserve any villas by booking online, we are just an e.mail or phone call away.

Clients with restricted mobility. The majority of our villas-properties are **not** equipped to cater for the needs of all or any disabled guests as a result Mallorcavillas.net is not a specialist provider of Villa accommodation for disabled, therefore, we do not claim that any Villa is wheelchair friendly that may cause disappointment or problems for users. However, as some of our properties may be suitable for clients with restricted mobility, our aim is always to give all **reasonable assistance, guidance and information at all times of facilities of our villas**. Therefore, it is vitally important that at the time of your contact/enquiry albeit verbally and-or written we are informed of your "**special needs requirements**" by doing so it will assist us to ensure we can put forward recommended villas regards your enquiry most suited to your needs accordingly, and to assist with advices if your preferred chosen accommodation is suitable for your needs. If it proves you are not able to use the free car including within your accommodation price, we can arrange for this item to be removed from the package price and reimburse **80 Eighty pounds sterling**, and a taxi transfer can be arranged for you, at an additional cost.

WE DO NOT INCLUDE

The cost of transfers to your villa from the airport, holiday insurance, representative meet and greet at airport, or visit on arrival to your Villa, or any additional activities you wish to undertake during your holiday are not included. If you would like us to help us to arrange your transfers or car hire please contact us and we will be happy to advise you.

POOLS, GARDEN AND GENERAL MAINTENANCE

All our properties are maintained to the highest standards by the villa owner and our staff – who have access to the properties. The gardens are maintained on a regular basis throughout the year, including mowing lawns. However, garden maintenance does not take place on “change-over” days, unless, by an owner. Swimming pools are normally checked, cleaned and maintained twice a week - (dependent on weather conditions.) However, our maintenance personnel do not have fixed hours, so it is not possible for us to advise you of the exact day and time of each visit. Obviously, our personnel are all extremely discreet and will do their best not to intrude on your privacy. However, we ask for your co-operation when our staff visit, as it is imperative that we ensure all Mallorcavillas.net villas are well maintained for our clients. enjoyment throughout the year.

OCCUPYING VACATING YOUR PROPERTY

Guests are required to vacate their villa accommodation by **10am on the day of departure** – this enables us to ensure that the villa is cleaned and serviced prior to the arrival of the incoming guests. Villas are available **from 4pm on the day of arrival**; this enables us to thoroughly clean and prepare the property before the incoming guests. arrival. However, in most cases, if you let us know that you have an early arrival you may be able to leave your luggage at the property and it may be possible for you to relax in the garden of the property – while the maid prepares the villa for you. (**Note.** Any luggage left at a villa **is at clients own risk.** Any accident that may occur at the property **out of your contract entry/departure times 10am and 4pm respectively**, Mallorcavillas.net cannot be held responsible for.)

EXTRA FOLDING CAMP BEDS

An extra camp bed can sometimes be added to the villa with the owners permission, max 2 per villa. There will be a supplement charge of 15 pounds per camp bed. However, only those persons names on the booking form shall be allowed to occupy the accommodation and under no circumstances may the maximum number of persons agreed at the time of booking be exceeded **without the prior permission** from Mallorcavillas.net

HIGHCHAIRS AND TRAVEL COTS

If you require a travel cot or highchair, please request this at the **time of booking** in order to ensure it is available for you at the time of your arrival at the villa. Travel cots and highchairs are provided locally and may differ from the style you are used to at home. High chairs and travel cots are provided at no extra charge max 2 per villa.

PERSONAL HEALTH AND SAFETY

If you or any member of your party is an expectant mother or suffers from any serious medical condition, you must check with your doctor, prior to your departure, the advisability of travelling abroad. At Mallorcavillas.net we take the safety of our customers very seriously. Therefore, we advise all our clients to be extra vigilant and ensure that your property is safe and taken care of. **Theft lost property.** In the event that you should lose any items of value while on your holiday, through theft or otherwise, you must **immediately report the facts to the local police** or other competent authority and obtain a written report. If a report is not obtained it will be difficult for you to pursue any claim through your holiday insurance. To assist you in the protection of your valuables the majority of Mallorcavillas.net properties have safedeposit boxes. We **strongly advise the use of this facility**, particularly for cash, credit cards, jewellery, passports, cameras, **if not**, this may affect all or any claims within your Insurance Company, who normally enquire if items were placed in the safe. **Pregnancy.** Should you prove to be more than twenty eight (28) weeks pregnant at time of your pending travelling dates, you will need a Certificate to travel and fly. In event you are more than thirty two weeks (32) weeks pregnant most airlines may refuse permission to fly.

CHILDREN'S SAFETY

As everyone knows, children are naturally curious, especially when they are away from home and on holiday – where there are a lot of things to be explored! Therefore, we ask you to please ensure that your children are **not left unsupervised at any time during your holiday**. Please be extra careful where there are balconies, swimming pools, steps and stairs, etc.

SUNBEDS AND LOUNGERS/ SUN UMBRELLAS

All Mallorcavillas.net have sufficient sun beds for the maximum number of persons listed on the signed booking form and who are entitled to stay at the property. Unfortunately, due to the many breakages which occur, the type supplied at your villa may differ from the ones shown on the website. We accept no responsibility for these changes. Owners are not **obligated to supply sun umbrellas due to breakages**. If supplied, the style may differ from original one/s shown on our website in event a sun umbrellas breaks during your stay, **we are not in a position to obligate the owner to replace**.

SATELLITE TV AND DVD PLAYERS

We want you to relax and enjoy your holiday. Whilst our properties have TV with satellite features, there are often **very limited English channels on offer**. The lack of channels is primarily because analogue has been switched off and British satellite broadcasters do not support satellite broadcastings outside the UK, hence, we do place DVD players. In Mallorca Television over the island has recently been converted to a digital system which offers a small selection of English channels, but the majority are local channels and other European channels. The availability of all or any channels, again, depends on the actual location of each individual Villa regards reception of channels finally available for viewing, which is beyond our control.

WIFI

The strength of Wifi facilities is dependent finally on the actual location of each individual villa, villas closer to Telefonica Depot located at the cross road of Cala St.Vincent or town villa normally will receive more strength, than say countryside villas. In some cases villas more than approx. 1.8km from the main depot, may/may not experience more or less strength depending on their location, in some cases WiFi may not be available off and on during the day, if and when such situations arise, we cannot be held responsible and is beyond our control.

TOWELS

We supply one large one small towel per person. Please note that the standard bath towels in Spain may prove smaller than those you are used to in UK. They are substantially smaller than bath towels in the US and Australia.

POOL TOWELS

We supply pool towels at all villas. Towels supplied are only for the actual people noted on the booking form. Towels are only changed for two (2) week stays.

HAIRDRYERS

We supply hairdryers in all our Villas.

TABLE TENNIS

We supply table tennis at all our villas, however, please note these are not fully professional and are simply for friendly games purposes.

BBQ

We supply BBQ at all our villas which may prove to be freestanding, portable or built in covered or uncovered. Please note it is not owners or maids responsibilities to clean BBQ, therefore, we kindly ask our guests to leave them in a reasonable condition prior to your departure.

SWIMMING POOL WATER/COLOUR EFFECT/HEALTH

We wish to bring to your attention that chlorine is a natural bleaching agent, this combined with the fact, when a pool may be used more, especially so in **warmer weather, and also when more sun creams and oils** are required, this may-may not result in the requirement of more **added chemicals** to ensure swimming pool **water safe to use, sometimes this may result in cloudy or murky wáter**, normally it is still safe to swim. If you have any doubts, always contact us in such cases.

Not always, yet sometimes. this can produce **various reactions to fabrics or colour dyes** that may result in discolouration. Many items such as swimwear do bring warnings to this effect. Therefore, Mallorcavillas.net cannot accept responsibility

fo any damage caused to client's property, clothing, whilst complying with our obligations to ensure your swimming pool remains safe to use.

Blond hair may-may not develop a tinge of green colour. This reaction is **not unnatural** and has **not to be assumed** nor **does this indicate** or **mean the chemical balance of water is incorrect**, in anyway whatsoever. We suggest if you have blonde or dyed hair, please ensure you rinse your hair thoroughly in fresh water after using the pool. Shampoos are available in supermarkets or chemists abroad which can resolve this problem. Mallorcavillas.net cannot be held responsible for any change to hair color.

During your stay, we wish to bring awareness use of the pool, especially wáter in ears, which may-may not result or cause an ear infection, and more so with children generally. as well as adults. However, this has not to be assumed and/or not necessarily mean the pools level of chlorine is not correct. The fact that pools may turn cloudy for example, often as a result of excessive use and use of more sun creams into the pool, however, normally this will not cause ear infection as the level of chlorine is always maintained to its correct level. We also strongly suggest behavioral pre-caution prevention ensure you use say cap or ear covers or plugs, also **dry ears well after you leave** the pool in case of any wáter interior that may- may not lead to infection (, not a cotton tip swab or anything that may penétrate ear canal. If one experiences ear infection,) it is always best to have it checked out sooner rather than later, and whether you attend a chemist or the doctor, **remember, to inform them all the facts**, as it may be you have **swam in the sea** as well as the pool, to allow them as much information as posible, **many ear infections are caused by or contributed during a holiday by swimming in the sea**, it is not always to be assumed that the infection is due to a pool whether cristal clear or cloudy, the sea can also cause ear infections depending on the individual. Therefore, Mallorcavillas.net cannot be held responsible.

Note. Whether an owner or a technician is overseeing the cleaning of your pool, particularly, in your presence, which may include placing chlorine during the clean, we **suggest if your aware new chlorine has been added**, you allow the chlorine to work and take action, **before immediately** jumping in the pool after cleaning and chlorine placed.

SWIMMING POOL SAFETY FENCES

A pool fence (whether it proves to be optional manually erected fence or permanent) is **not to be classified** as a substitute for **SUPERVISION** and at all times parents are **ultimately** responsible to supervise children around the pool are at all times, this includes unfenced pools. It may result for an unsupervised child to lift a manual placed fence out of ground, move supports or push a fence over or perhaps pull apart in someway. Please be aware that pool semi permanent fences are designed and installed with sole aim to try and stop children, babies and-or toddlers from wandering into an unprotected pool area. The locking system on pool gates should be adhered to at all times. **Parents no matter what style of fences are ultimately** responsible to supervise their children around the pool area.

SWIMMING POOL HEATING

Some of the pools within our villa portfolio offer the facility of indoor heated pools. Where our Villas have this facility in indoor pools most have a cover, we **do ask you ensure you use it**, as it will significantly increase the general temperature of the water.

In the event of any breakdown or malfunctions, we will do our utmost and endeavour to rectify all or any problems as soon as possible, in event of delays or other, Mallorcavillas.net cannot be held responsible and are situations beyond our control.

Pool Heating is normally not required during months of July and August as a general ruling.

CAR HIRE

FREE CAR HIRE: Mallorcavillas.net include within the price of your Villa accommodation ONE inclusive Group B Seat Ibiza or similar - 5 door - A/C car. "EXCLUDING APARTMENTS".

UPGRADING: Should you wish to upgrade the car included in your Villa Holiday price or wish to take an additional car. Please contact us for further details and pricing.

* Should you not wish to have the inclusive car, please inform us at the time of your booking, in order, to reimburse cost of the vehicle.

* Automatic cars on request - **6 weeks in advance**. No guarantee to supply.

PRICE INCLUDES

* Delivery and collection either Palma Airport or Pollensa - free of charge.

* All prices are inclusive taxes and fully comprehensive insurance.

* Unlimited mileage.

* Petrol: Cars are collected with sufficient petrol to get you to your resort Pollensa. Cars returned as same as collected.

* Car seats / Booster seats / Baby seats £25 pounds per week.

NOT INCLUDED

* Loss of Car keys.

INSECT/ ANIMALS

Mosquitoes, ants and other insects are endemic in warmer climates, particularly in country areas. Ant powders are a good repellent, but it helps to ensure you keep crumbs to a minimum. Mosquitoes can also be kept at bay by a good repellent – you will find a variety of repellents can be purchased at chemists and supermarkets. Many properties which we rent are surrounded by gardens and countryside. Therefore, field mice and other rodents are common, along with local farm animals. You will find that local dogs and cats sometimes roam unattended and may cause disturbance. Unfortunately, this type of aggravation is unavoidable. **Therefore, we ask for your patience understanding should it occur during your holiday**, the same can happen in the **countryside** back in your own home country.

SPECIAL REQUESTS

We will do our utmost to try and meet any special requests that you may have, however these cannot be guaranteed. Any request should be mentioned at the time of your booking.

ELECTRICITY

Electricity supplies can at times be erratic, especially in peak season. Electricity cuts, although rarely last more than a few hours, as such all or any inconveniences caused are not usually acute. (**Note.** It is not always possible to use 2 or 3 electrical appliances at the same time due to voltage supplied on the Island generally.) A kettle and washing Machine can blow out the electricity. kettle and hairdryer A/C units and Dishwasher also. Please cut down items when in use to save loss of electricity, and its suggestable put on the Dishwasher and or the Washing Machine when you go to bed this also assists.

BEHAVIOUR

In event that you or any member of your party behaves in a way to cause distress, injury, annoyance to others, damage to property or does not respect or conform to local laws and customs, we reserve the right to terminate your holiday forthwith. In such an event we will have no further liability or financial responsibility to you and you will have to meet any costs or expenses incurred as a result of your behaviour.

CONTINENTAL BEDS AND MATTRESSES

Bed sizes may prove different to sizes recognized in your own country and ask your flexibility on this area. Bed mattresses are a highly and personal individual preference, some guests may prefer hard, others medium and some soft. It is not possible to supply mattresses to everyone's preference. Our owners are asked to supply a good quality bed that is not foam and is of medium firmness. If the mattress supplied at any of our villas does not meet a guest's personal satisfaction or expectancy, unfortunately, we cannot be held responsible for any disappointment regards bed mattress supplied at the property.

AIRCRAFT NOISE

In certain resorts, it is not uncommon to experience aircraft noise. This may be more noticeable during peak season due to increase of flights, this is beyond our control.

NOISE AND ACTIVITY

Accommodation in residential or rural areas are likely to be quieter than properties villa located in the heart of the resort town. Residential and Town Villas it can be anticipated some surrounding noises exist, whether it is **passing vehicles, pedestrian traffic, residents, or from nearby property.** In both resort towns and residential it may prove during summer months **local fiestas** take place which may include music concerts or special fiestas within these zones, if we are advised and known to ourselves, we shall always pre-advise. Villas and properties in the country sounds such as animals and

birds, sheep with bells, cockerels, and other are not uncommon. Town and outskirts of town villas along with residential Villas - **Noise levels can increase during peak season.**

BEACHES

Where we advertise approximate distances to the beach, please remember that beaches may not always be sandy, but may be of rocky or local stone or mix of both. **We cannot be held responsible for crowded beaches,** especially during peak season.

POOL SIZES

We describe our pool sizes as accurately as possible, keep in mind, many of the sizes we rely and are informed by the owners. Dimensions provided are "approximate" only.

TRACKS OR APPROACH ROADS

Some of our properties may be approached by rough or uneven roads or tracks leading up to them. Some approach roads also may prove to be steep. If you are particularly concerned about driving on unmade roads, please check with us regarding access and suitability of access.

RUBBISH

You will be required to take your **rubbish on a daily basis** to a nearby collection point. Please do assist by doing this it not only reduces risk of unpleasant smells yet removes risk of insect infestation. Bottles must be disposed of separately. **It is not the owners or maids responsibility** to disperse of your daily rubbish.

WCs

At the beginning of the season we ask all owners to ensure they have arranged cleaning of property septic tanks . These tanks are supplied at many of our properties, and differ from mains drainage. Septic Tank system has narrow pipe-work. We strongly suggest that **nothing other than toilet paper** should be placed down any WC. In the event of blockages caused by other ítems placed down WCs this not only proves expensive to clear yet may cause inconveniences to yourselves as spillage may result, in such cases, this is beyond our control and we cannot be held responsible.

BATHROOMS

Bathrooms vary. Where we describe as "**Shower Room**" refers to shower only WC and wash basin. "**Complete Bathroom**" refers to separate bath with shower over bath and/or bath with separate shower recess, WC and wash basin.

TWO VILLA ROLL-OVER HOLIDAY

If you are staying in one villa for the first week of your stay and rolling-over to another villa for your second week, we bring to attention vacation times and occupation times of any two Villa Holidays. Vacation is 10am occupation 4pm. (**Note** The Complimentary

food pack is **NOT** supplied at the second change over villa accommodation – **only on ARRIVAL** to your **FIRST accommodation**. We try to arrange the roll-over as smooth as possible for you asking maids and owners to give priority cleans.

TAXI TRANSFERS

We are in a position to arrange Taxi Transfers from the airport to your villa. Please enquire at the time of your booking regards availability and pricing. Refer to **Holiday Extras website menu bar**. If you would like a Taxi during your stay, wish to go out for the evening or day and not wish to drive your rental car, we have an arrangement with our local Taxi firm who know the locations of our villas and are able to collect you from your villa and take you back at your desire times, simply contact our Resort Office and we shall arrange this service for you.

VILLA SECURITY

In order to help protect your valuables all our villas offer **safety deposit box**. Please do place all valuable in your box if your Villa supplies this facility. If not, place items in your cases and lock the case, do not leave cameras, monies other on kitchen tables, or bench tops in eye view through Windows, ensure when using the pool or garden area at your property **keep the front door and windows locked** to deter any opportunist thief. When you depart your villa **ensure you lock all windows, shutters and doors**, as you would in **your own home**. Do not worry as break- ins are very rare in the resorts, **yet on odd occasion may occur**, but please heed to our advices.

BREAKDOWNS

Should you experience breakdown at your property or associated with swimming pool equipment, washing machines, dishwashers, fridges or other we bring this to the attention of our Resort Office **IMMEDIATELY**, or as soon as possible, in order that we can make arrangements for this to be rectified and repair, action the problem. Although we have our own technicians that can attend to any problem in some cases an additional technician may also need to be called from Palma, due to call out procedures, can take up to **seven days** and perhaps only once per week in some cases, before they visit the north of the Island, which we cannot be held responsible.

TELEPHONES

Unless otherwise stated, telephones are not provided in our properties. Therefore, we highly recommend that clients take mobile phones with them in case of emergencies. (**Note** in some areas there may be limited services especially in mountain zones.)

PALMA TAXIS

A taxi service operates out of Palma airport. However please be aware these drivers are **NOT** familiar with the location of our properties. We cannot be held responsible for any difficulties you may suffer in locating your property and/or all or any extra costs incurred by using an independent taxi service **Note**, we shall always strongly suggest we arrange a taxi service for you via the taxi connections we have who know the whereabouts of our properties to save you inconveniences.

LONG STAY HOLIDAYS

All our villas are available for multiples of one weeks duration. While the majority of our clients stay for one or two weeks, we are happy to arrange longer durations of three, four and more weeks on **special request** as and when villas may-may not be available.

WINTER HOLIDAYS

In the winter we have a range of villas which are available for you to enjoy. The island is very different in the winter months, so please remember that you cannot expect bright sunshine every day in the winter months. However, we have a number of villas which are available for winter breaks. You might like to consider the elegant and airy **Villa Lleida, the fantastic, the contemporary Villa Marge; the cosy La Sort or the süper unique of Cisterna**. Each of these villas Airconditioning units in bedrooms, which you can use as heaters in these zone, villas with central heating shall be placed on arrival some villas may be on timer system. Villas without central heating - electric heaters are supplied, to ensure the house is warm and homely throughout you holiday. If you are interested in staying in a Best Villas Pollença during the winter, please contact us at info@mallorcavillas.net

PETS

As a normal ruling Pets are not permitted in any our properties ,however, some owners are agreeable to allow Pets in selected Villas stipulated on our website. Please inform us at the time of your bookings as we may be in a position to approach some owners to ask they give consideration allowing pets in their properties over and above our allocated Pet Villas, this cannot be guaranteed, however, our aim is always to enquiry and ask.