

GENERAL INFORMATION RELATED TO COVID-19



Update 03/10/2021. The information relating to Covid-19 and safety measures is changing frequently. Here is some basic information, it will come in handy during your stay. Please be informed that all Covid-19 information is available on the Balearic Government's website: <https://www.caib.es/sites/coronavirus/es/portada/> available in Spanish and Catalán.

Information relating to Covid-19 safety measures taken by Alcudia Town Hall is available here <https://www.alcudiamallorca.com/covid19/> in Spanish, English and German. Here you will also find information and restrictions relating to the beaches of Alcudia and their occupancy levels in real time.

The smaller beaches of Mallorca are sometimes closed by the police if they reach maximum occupancy levels.

Other websites of interest are the following, in various languages:

For the latest info on Covid-19 safety measures and restrictions: <http://safetourism.illesbalears.travel/en>

For real-time info on ALL of Mallorca's beaches and the occupancy levels: <https://www.platgesdebalears.com/en>

USE OF FACE MASKS IN MALLORCA

In short, it is obligatory for everybody who is age 6 and over to wear face masks in the Balearics when they are

a) in an enclosed space (like the public areas of our building, supermarkets, shops, offices, lifts, all public transport, etc)

b) outside: if you cannot maintain a safe distance of at least 1.5m with other people who are not in your group. You must always carry a facemask with you.

c) You must wear face masks in all indoor public areas of our building. You must also wear face masks on your way from your apartment to the swimming-pool, garden or restaurant. Inside the bar / restaurant: they can be taken off when your food & drink is placed in front of you. If you are walking around inside the bar / restaurant, a face mask must be worn!

Please note that face masks must be used at all times when speaking to our members of staff.

Face masks must only be used by you in your apartment if you are inside and one of our staff members requires access (cleaning, maintenance, etc). In this situation, our staff are not allowed inside your apartment unless you

- a) Put on a face mask in their company
- b) Go and wait on the balcony for them to finish their job
- c) Go and wait outside or vacate the apartment

If you have justified health reasons and can produce an exemption letter (doctor's note) when asked, you are not required to wear a face mask by the Balearic Law. **Face masks with breathing valves are not allowed as per the Balearic Law.**

LIFTS

Please do not share a lift with people who are not members of your family unit. **Face masks must be worn in the lifts.**

MISC.

SMOKING IS NOT ALLOWED ANYWHERE IN THE OPEN AIR if you cannot maintain at least 1.5m distance from other people.

INFORMATION TO KNOW BEFORE YOUR HOLIDAY

The Spanish Government requires you to fill out a form online. This generates a QR code, that you can save to your mobile / tablet, or print on paper. This is to be shown when asked at your arrival at any Spanish airport. This will also be available upon arrival in Spain, but filling it out in advance should save time.

<https://www.spth.gob.es/> Available in: Spanish, English, French and German

Who needs to fill this out? All people traveling to Spain from other countries, regardless of their nationality, age or any other consideration.

Each form is personal and non-transferable and is associated with a single trip.

You may be required to write our address and contact information, as we are your “address in Spain”:

Apartamentos Siesta I

Avenida Pedro Mas y Reus, 23

07400

Puerto de Alcudia - Mallorca - España

Telephone: +34 971 890 970

Other useful links are these, they are both official.

<https://www.facebook.com/BritsInSpain>

<https://travelsafe.spain.info/en>

RECEPTION

Upon arrival at Reception, please use the hand gel provided. You should designate one person of your booking to be the one to come to Reception desk, with the passports and booking information. Please remove any covers from your passports. **We recommend that you bring your own pen (to stop pen-sharing).**

If you have booked with a tour operator, unless you have agreed in advance to pay for any upgrades or extra services, there will be the Balearic Tourism Tax to pay directly at Reception. This is applicable to all guests who are age 16 and over. It is 2.20 Euros per person, per night for the first 8 nights. And 1.10 Euros per person, per night from the 9th night onwards.

If you have booked via our own website or e-mail, via Booking.com, Expedia or any other online tour operator where full payment is not taken in advance, there will be the Balearic Tourism Tax and the balance of the accommodation to pay. We will also require your home address. It will be a great help to us if you could already bring this, written on a piece of paper (which will be securely destroyed).

Payment can be in cash (Euros) or with bank card. Check-in is from 14.00 hrs onwards. Check-out is at 12.00 hrs (midday). We have a luggage room.

As Covid-19 prevents us from offering our printed copy of the “Hotel Directory” in your apartment, please do not hesitate to contact Reception regarding any questions that you may have. **Reception is number 9 from the ‘phone in your apartment.**

The Hotel Directory is available on our website: <https://www.apartamentos-siesta.com/en/covid-19>

SWIMMING-POOL

Opening times: 09.00 – 21.00 hrs

If the lifeguard is not on duty, the sign will be up. You may use the pool, but this will be at your own risk.

There are restrictions in place in the swimming-pool, to stop crowds from forming.

We have a separate swimming-pool information leaflet, available at Reception. It is also on the white information board, on your way to the swimming-pool from Reception.

You are required to sign-in everyday that you use the swimming-pool, by the entrance gate, where the lifeguard sits. As you are required to sign the register with ID, it would be a good idea for you to take a photograph of your passport or ID numbers (if you do not know them), or write them down.

Please use the hand gel provided there and during your time around the swimming-pool, as often as possible.

The sunbeds are set out on purpose, two-by-two. Please only move them if you require an extra sunbed for your own family to be together. **Please use towels on sunbeds.**

Please use the showers before swimming and make sure that you keep a safe distance of at least 1.5 m from the next person, or next family, at all times.

Use of inflatables: Armbands, inflatable life jackets, small rubber rings for children are allowed, as they are swimming safety devices. Small / medium “donuts” and foam “spaghetti floats” for adults are also allowed. **Lilos, boats, multi-person inflatables are not allowed.** The bottom of these inflatables do not allow the lifeguard to see properly and there could be a person trapped under said inflatable.

There will be no “lost property” box this year. Please ask Reception or the lifeguard if you have left an item at the swimming-pool.

Drinks are only allowed in plastic glasses or bottles. Please kindly dispose of your rubbish in the bins provided.

COVID-19 TESTS TO GO HOME

There are now quite a few private clinics in our area that offer Covid-19 tests. The nearest one is in the main Bellevue building, 5 minutes on foot from our apartments. Please search on Google: **Juaneda Urgencias Médicas Alcúdia Bellevue**. The prices of these tests can vary from clinic to clinic, but as a general rule they are around 30 Euros for an antigen test and 75 Euros for a PCR. You can also search other nearby clinics on Google such as these two: **Hospital de Día Quirónsalud Playa de Muro** and **Urgencias Médicas Alcludia Garden**.

PLEASE NOTE THAT YOU MUST CHECK YOUR GOVERNMENT’S REQUIREMENTS REGARDING HOW MANY HOURS BEFORE DEPARTURE YOU NEED TO DO THESE TESTS AND WHAT TYPE OF TEST YOU REQUIRE.

BED & BREAKFAST

The buffet breakfast will no longer be served buffet-style, due to Covid-19 and the restrictions on buffets. The breakfast will be served in our bar & restaurant “The Red Lion”, at a table, à la carte. Timetable: 08.00 – 10.30 hrs. Drinks are included (coffee, tea, juice, water, etc). Please tell the waiters if you have any food allergies or intolerances. You will be required for all the family to sit together, in one sitting. Please remember to wear a face mask until your food & drink arrives at your table (if you are inside).

OUR BAR & RESTAURANT “THE RED LION”

Any food orders can be asked to take away and eat in your apartment. For take away: please order, pay and collect at the bar. **Please tell the waiters if you have any food allergies or intolerances.**

Please remember to wear a face mask until your food & drink arrives at your table (if you are sat inside). Also wear the face mask when getting up from your table to use the toilets (as they are inside).

For guests who have booked B&B: Breakfast is served from 08.00 until 10.30 hrs.

The Red Lion opening times:

Bar: 10.00 – 19.00 hrs

Food served: 10.00 – 15.30 hrs

CLEANING & MAINTENANCE SERVICES

There is no cleaning service on Thursday or Sunday. Towels will not be changed on these two days.

Towels are changed and cleaning is done on all other days. Sheets are changed twice per week. Your arrival day counts as a clean sheet day.

Please report any maintenance issues to Reception. In order for the air conditioning to work, you will first need to close the balcony window.

Please remember that if you are in your apartment, and the cleaners or maintenance staff need access, you must either:

- a) Put on a face mask in their company
- b) Go and wait on the balcony for them to finish their job
- c) Go and wait outside or vacate the apartment

They are not allowed in your apartment if you are there without a face mask on.

WIFI

Reception will give you some wifi codes. Each code is valid on only one device. The network is called "Apartamentos Siesta". When you connect with it, a white website will pop-up. Please tick the box that says 25 Euros (we pay this, not you!) Now please type-in the highlighted PIN code and press "acceptar". Once you have also accepted the terms & conditions, the device should be connected to the wifi. If this does not connect, please come to Reception **with the device that you are trying to connect and the wifi code that you have tried to use.** We will try our best to help you.

COVID-19 SYMPTOMS

While we understand that you will already know what the general symptoms of Covid-19 are, we are obliged by Balearic Law to inform you of the Covid-19 symptoms:

DRY COUGH, FEVER (>37.5 °C), DIFFICULTY BREATHING, DIARRHEA, TIREDNESS, MUSCLE ACHES, LOSS OF TASTE / SMELL, CONJUNCTIVITIS, ABDOMINAL PAIN, CHEST PAINS

If you experience any of these please inform Reception (number 9 from the 'phone in your apartment) and stay in your apartment until further notice.

Please have either your passport and EHIC card handy (for public health care), or passport and travel insurance details (for private health care). The Spanish Government Covid-19 helplines are as follows (they speak English): **TEL INFOCOVID: +34 971 130 583 / +34 971 211 991**

ENTERTAINMENT

Our entertainer is called Camilla. There are activities for kids and for children, please check the big white information board on your way from Reception to the swimming-pool. **Camilla's days off are Mon & Tues** (no activities on those day). We recommend that you bring your own pen for quizzes and the fun bingo. **Please make sure to follow the indications of our entertainer for ALL activities and use the hand-gel when the entertainer asks you to.**

THANK YOU

We understand that these are unprecedented times for all guests. This situation is also new for us, the staff of Apartamentos Siesta I. We are working very hard and we are doing our very best to ensure the safety and well-being of everybody. **We thank you in advance for your kind cooperation and understanding, and we wish you a happy holiday!**