

FAIRWAYS CLUB INFORMATION BOOK



RCI
GOLD
CROWN
RESORT



RCI
HOSPITALITY



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WELCOME

Welcome to Fairways Club!

The Management and staff wish you a warm welcome, and whether you are visiting for the first time or are a regular visitor, we wish you a relaxing and enjoyable holiday. We will do everything we can to ensure your stay is a pleasant and memorable one, but should you have any requirements please do not hesitate to contact us at reception.

Fairways Club has been designed to give the feel of a typical Andalusian village, but with the added comforts of modern facilities. Each apartment has satellite television and a comprehensive range of equipment plus an extensive inventory. We provide a mid-week linen-change, and should you require extra sheets or towels, these can be obtained by requesting them at Reception. We can also arrange car hire for you, as well as provide full details of the local transport routes and timetables. We also have information and can take bookings for a wide range of interesting and fun excursions to the local areas and beyond. The excursions are very popular with our guests. Full details and prices for these services are available at Reception.

As you will be aware, our check-out time is 10:00 a.m. For those of you with late flights, we offer the possibility of a late check-out (there is a surcharge for this). There is also a luggage room situated in reception. You may also ask at Reception about the possibility of the use of a courtesy apartment (subject to availability) so that you can take a shower and freshen up, or just simply have a rest from the sun!

To conclude, we wish you a pleasant stay. If you do experience any fault, please report them to reception and we will do our best to rectify it as quickly as possible. As always, our aim is to ensure that your stay with us is a most enjoyable one. If you require any further information or need help with anything at all, please just ask us – we are here to help!

HAPPY HOLIDAYS !

Fairways Club Management

RESORT MAP



FAIRWAYS CLUB RULES

1. Do not make any noise that may cause disturbance to other residents, and please lower TV and music volumes after 11:00 p.m. No radio or portable music equipment is permitted in the pool area. If you are disturbed by another client, please notify the security guard.
2. Do not hang towels, clothes or similar items over the balconies or in areas visible from other exterior areas of the complex. You must use the clothes racks provided.
3. Please do not let children play on the stairs or in the walkways and ensure that they are accompanied when using or playing near the pool.
4. The pool may not be used when closed, and glassware of any kind is strictly forbidden from the pool areas.
5. Reserving SUN BEDS is not permitted. Towels may be removed from Sun Beds once it becomes clear that they have been reserved and are unattended. Sun Beds must not be taken from the pool area, nor should those, in your respective apartments, be taken elsewhere.
6. Sunbathing in the passageways and communal gardens is not permitted.
7. Please note that large heavy balls are not permitted in the pool or in any other part of the complex. Also, whilst swimming aids are permitted, the use of inflatables within the pool is strictly prohibited.
8. For security reasons, only clients staying at Fairways Club Apartments can use the Pool and Club facilities.
9. Skateboards, bicycles, roller skates or similar are not permitted on the resort.
10. We do not allow pets and ask that you refrain from feeding any stray animals.
11. Please ensure that only toilet paper is disposed down the toilets. Anything else may well cause a blockage which would be unpleasant to say the least!
12. Please ensure that the doors and windows are locked when leaving the apartment, even for a brief time.

YOUR APARTMENT



CARE OF YOUR APARTMENT

We would emphasise the need to look after the furniture and equipment within your apartment, ensuring that cushions, upholstered items and furniture are not taken outside. Owners and guests should refrain from sitting on the furniture whilst wearing wet bathing costumes or suntan lotions. To enable us to maintain the standards in your apartment, your co-operation is requested to ensure that all breakages are reported to Reception as quickly as possible.

Please **do not encourage cats, doves or other animals to come to your apartment**. This is not always appreciated by other guests using the apartment after you leave.



HOUSEKEEPING

Your apartment will have been thoroughly cleaned prior to your arrival, and there will be extra bedding in the wardrobes. A card will be on display in your apartment indicating the next cleaning date.

Please do not use the apartment towels at the poolside. There are pool towels available for rent at Reception.

Upon your departure, we please ask that you leave your apartment as you found it.



TELEVISION

Television screens are pre-programmed to receive a variety of channels, both local and satellite. The stations are pre-set, and no further channels are available, so please do not search for any other channels. If you have a problem with the reception of any of the channels, please report it to reception so that the problem can be rectified as soon as possible.

PLEASE DO NOT ADJUST THE T.V. SETS YOURSELVES



REFUSE & RECYCLING

Your apartment is supplied with plastic disposable bags. Please make use of them, and when filled, we would appreciate your co-operation in placing them in the large grey refuse bins situated outside the resort. They are located across the road near the supermarket, and close to the 9th Hole Bar. There are also recycling containers for a variety of items. Please follow the signs.



MAINTENANCE SERVICE

In order to assist you in the event of any faults occurring in your apartment, we have technicians on duty from 08:00-19:00 hours. Requests for repair or maintenance services can be made to reception during working hours, who will ensure your problem receives prompt attention.



NO SMOKING POLICY

Smoking is not permitted within the apartments or indoor communal areas, and a charge is applicable for any infringements inside the apartments.

RESORT FACILITIES & SERVICES



RECEPTION

Open everyday 9.30 a.m. – 5.30 p.m.

Reception telephone number: + 34 922 708152

Money exchange, Internet and printer access, Phone & fax, Wi-Fi ticket sales, Excursions, Taxis, Postal Services, Los Property and General Enquiries.

Every apartment has a safe available for rent, and this is available from reception.

ATM machine – In front of reception.



PARKING

There is plenty of roadside parking in the vicinity.



OFF-SITE FACILITIES

The following are available locally.

- GOLF
- CYCLING
- SUBMARINE EXCURSION
- SOUVENIR SHOPS
- RESTAURANTS



PUBLIC TELEPHONES & POST OFFICE

At Reception. *Same price as the normal postal rates.*



WI-FI

Free Wi-Fi is available in each apartment. The restaurants and bars also offer Wi-Fi for their clients.



CAR HIRE

This can be organised through reception or alternatively via the Amarilla Car Hire Office that is based on site.



LEISURE

The following facilities are available within Fairways Club:

- Swimming Pool
- Organised activities for both children & adults
- Club House Restaurant
- Rockin Horse Pub
- La Isla Bar
- 9th Hole Bar
- Supermarket (across the road)
- Table Tennis and pool table
- Darts
- Library with internet machines
- Organised excursions

HOLIDAY HINTS



ELECTRICITY

The electricity is activated by inserting your card in the slot situated close to the front door. In the interests of safety and the environment, when leaving your apartment please remove the card from the slot. Once the card has been removed, the electrical supply will cut-out, and therefore if your apartment has air conditioning this will be disconnected. In some apartments the air conditioning also cuts out if the doors or windows are left open. The water heater and fridge will remain in operation irrespective of whether the card has been removed.

The apartment FUSE BOX is located on the wall just inside the entrance door. In the event of a power failure, please check that all the switches are in the upright position.

Various incidents may cause a power failure, water entering a socket, or a faulty electrical appliance. If you are unable to re-set the switches successfully, please report immediately to Reception, and a technician shall be sent to attend to the fault.

ELECTRICITY INFORMATION

The voltage in Spain is 220v (240v in the UK). Hairdryers and electric shavers etc. will therefore run slightly slower than normal. 3-pin to 2-pin plug adaptors can be purchased from most supermarkets, and we do have a few available at Reception for you to borrow in emergencies!



STRAY ANIMALS

Please DO NOT FEED any stray cats and dogs or any doves that there might be on or near the complex. It only encourages the animals to hang around and the next occupant of your apartment may not be an animal lover.



INSECTS

Mosquitos, flies and ants are part of everyday life in a warm climate such as the Canary Islands. Although not particularly pleasant, they will not harm you. If you are bothered by mosquitoes or allergic to their bites, we recommend that you purchase one of the plug-in anti-mosquito atomisers that are readily available in the supermarkets. They are very effective and will keep your night bite-free!

The use of insect repellent is another possibility. You may find the odd beetle in your apartment. Don't Panic! We do have a pest control company who regularly visit the resort, and numbers are kept to the minimum possible. If you are particularly perturbed by beetles please ask your apartment to be sprayed but remember you will have to vacate it for a good couple of hours for the smell to dissipate.

Please ensure that you do not leave food or dirty crockery lying around your apartment or terrace, as this is a sure-fire way of attracting ants, particularly if you are on the ground floor. Remember that all insects are attracted to fresh or decaying food matter.



SUNBATHING

Temperatures in the summer can be extremely high, and even when it is breezy, and the sun is much stronger here than it is at home, so precautions must be taken at all times to avoid serious sunburn. Regular use of sun-screen lotions and hats is strongly recommended, and especially for children it is advisable that they wear T-shirts during the hottest part of the day.

To achieve the ideal tan that will not fade quickly or peel, you should build up your skin's exposure to the sun gradually, starting with 20 minutes on the first day. Make sure you drink plenty of fluids (non-alcoholic!) during the day, and if you feel faint or dizzy, move into the shade.

If you do get burnt you will need to get out of the sun and cover up for a couple of days. Serious sunburns may well require medical attention, so please be careful.

EMERGENCY PROCEDURES



ACCIDENT

If you have been involved in or witness an accident at the resort, you should urgently notify a member of staff. Do not try to move the patient as this may worsen the injury. The staff will call the emergency clinic and assist the patient promptly. If required, the staff will assist in any translating or legal formalities.

IN CASE OF EMERGENCY PHONE 112 (FREE)



FIRST AID

For all minor ailments there is a First Aid Kit available in Reception. Please ask the Receptionist on duty for assistance.



CHEMIST

The nearest chemist is in the entrance to Golf del Sur near the Golf Club.



POLICE

If you need to go to the local police station for any claims or information, we recommend that you ask a member of staff to assist with any translation needed. Please ask at Reception. If you wish to make a theft claim from your holiday insurance when you return home, you will require a stamped local police report. Don't forget to take your passport.

IN CASE OF EMERGENCY PHONE 112 (FREE)



DOCTOR

If you have private insurance, we have agreement with a private clinic that is available 24 hours.

Should you need a doctor, we can arrange for a doctor to visit your apartment.

Please ask the receptionist on duty to call the doctor out for you.

Should you need to call the doctor whilst Reception is closed, please ring the EMERGENCY BUTTON on the wall outside the reception, and the security guard will come and call the doctor on your behalf.

Alternatively, you may call HOSPITEN SUR (also referred to as "The Green Clinic"), in Playa de la Americas on +(00 34) 922 750032.

IN ALL INSTANCES, YOU WILL BE EXPECTED TO PAY THE DOCTOR THE NORMAL CONSULTANCY FEE. THE DOCTOR WILL BE HAPPY TO ENABLE YOU TO CLAIM FROM YOUR INSURANCE.



FIRE

Each apartment is equipped with a smoke and thermal detector that is connected to a centralised panel. Fire extinguishers and hoses are in a red cabinet outside your apartment, and there is also a small 2Kg extinguisher in each apartment kitchen. In case of fire please URGENTLY notify a member of staff or ring the EMERGENCY BUTTON outside reception to call the security guard.

Refrain from entering the fire area for belongings or valuables. Once staff are notified gather in the area outside of reception. The staff on duty will be responsible for notifying the fire brigade and assisting the other guests.

IN CASE OF EMERGENCY PHONE 112 (FREE)

SAFETY & SECURITY



SAFETY IN YOUR APARTMENT

- Remember that it is strictly prohibited to smoke in the apartments.
- Avoid leaving children unattended in the kitchen or on the balconies.
- Beware of slippery wet floor tiles in the bathroom.
- Please ensure that household appliances are used correctly and turned off when not in use.



SAFETY AROUND THE RESORT

- Take care of wet floor surfaces, particularly around the pool areas and communal showers.
- It is prohibited for any kind of glassware to be taken to the pool areas.
- Children should be supervised when playing near gardens and pool areas.
- Beware of the stairways given that when it is raining they may become slippery.



SECURITY IN GENERAL

- Every apartment is equipped with a SAFE to store your personal belongings. Should you wish to take advantage of this facility, please contact Reception. Resort insurance does NOT cover loss or theft of Guests personal items.
- Ensure that all doors and windows are securely fastened and locked when leaving your apartment at any time.
- Do not let any unidentified persons enter your apartment.
- We advise you not to carry substantial amounts of money on your person and take care when carrying cameras and handbags.
- Do not leave any luggage, clothes or valuable items visible from the outside of your car.
- There is a security guard patrolling the resort at night. If you require assistance or have an emergency, please contact him by pressing the EMERGENCY BUTTON outside the reception.



WATER

The hot water is heated by an individual electric boiler. This will provide sufficient hot water for a couple of normal showers. Please note that once the hot water has been used, it will take time for the water to reheat.



DRINKING WATER

Although the tap water is safe to drink, it has a high mineral content and we recommend that you consume bottled mineral water that is quite economical. The supermarkets sell this in 5 and 8 litre bottles.

FAREWELL



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We hope this information pack has been useful in helping you to enjoy your holiday to the full. To enhance your stay that little bit more, please try to remember the following points of our guide to a happy holiday...

1. Don't expect to find things exactly as you would at home. You are visiting the Canary Islands and we invite you to sample what the islands have to offer.
2. Remember that you've come here to have a good time! Try not to let the minor matters annoy you. A carefree mind means a happy holiday.
3. Try not to let others get on your nerves. Everybody is here to have an enjoyable time.
4. Remember to say "gracias".
5. Please don't judge a country based on a single encounter with one person. Remember, we all have bad days!
6. Remember that you are a visitor in this country... treat your hosts with respect and they will be pleased to treat you as an honoured guest.
7. When in Rome, do as the Romans do. The same applies to Spain! And if in doubt – SMILE-!

In closing, we thank you for choosing to spend your holiday with us here at Fairways Club. We hope you have enjoyed it as much as we have enjoyed having you here. We all wish you a very pleasant journey home and look forward to seeing you here again soon.



QUESTIONNAIRE

We appreciate if you could fill in the questionnaire with your comments, and if you have come via an RCI exchange, please take the time when you get back home to fill in the RCI questionnaire. You shall also receive a survey from Survey Monkey, the answers for which will be received anonymously.

We do appreciate all the feedback, and our aim is to use this to improve wherever possible



LEAVING THE APARTMENT

- Please note: check-out time is strictly at 10:00 am.
- For those of you with late flights we have a courtesy room available and luggage storage facilities. Please enquire at reception the day before your departure.
- Another option if you have a late flight is to arrange a later check-out time (there is a charge for this of 40€). Please enquire at reception.
- Remember to remove all the valuables from the safe.
- Please return your apartment cards to Reception as well as the pool towels if you have rented them.

Thanks for your visit
We look forward to seeing you

