

PUEBLO EVITA INFORMATION BOOK



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WELCOME

Welcome to Pueblo Evita!

The management and staff bid you a very warm welcome - whether you are here for the first time, or on a return visit, we trust that you will have a happy and relaxing holiday here with us. 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.

Pueblo Evita has been designed along the lines of a typical Andalucía village, but has the added comforts of a few mod-cons. Each apartment has satellite television and a comprehensive range of equipment, and an extensive inventory unique to the apartments. 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 you with full details of the local transport routes and timetables. However, if you would like a really relaxing time, why not try one of our varied and interesting excursions to the local areas and beyond? They are very informative, and prove to be extremely 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 am. For those of you with late flights, we ask you to use the changing rooms at the lower pool. We also have a luggage storage area for the safe-keeping of your cases. This facility is free of charge, and once again we ask you to request full details from Reception.

Finally, we wish you a very pleasant holiday. If you do experience a minor problem during the first few hours, please remember that we are only human, but we will 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, please just ask us - we are here to help!

HAPPY HOLIDAYS !

Pueblo Evita Management

RESORT MAP & REFUSE INFORMATION



IMPORTANT INFORMATION ABOUT RUBBISH DISPOSAL & RECYCLING

YOU MAY FIND RECYCLING BINS NEXT TO MERCADONA SUPERMARKET.

By Spanish Law **THE ORGANIC RUBBISH** must be deposited FROM 9:00 pm TO 11:00 pm OUTSIDE THE RESORT

CLUB PUEBLO EVITA RULES

1. Do not make any noise which may cause disturbance to other residents, and please lower TV and radio volume after 11:30 pm. No radios or portable stereos around the pool areas please.
2. It is our policy the **no smoking is allowed inside the apartments**. We do however provide ashtrays on the terraces and would ask that if you wish to smoke you do so outside. Unfortunately it is our experience that smoking in the apartments causes extra cleaning of curtains and soft furnishing to remove the smell. Smoking inside the apartments will incur a EURO 75.00 extra cleaning charge.
3. Do not hang towels, clothes or similar over the balconies.
4. Please do not let children play on the stairs or in the walkways, and ensure they are accompanied when using or playing near the pool.
5. Pools may not be used when closed, and glassware of any kind is strictly forbidden from the pool areas.
6. Only Pueblo Evita Residents and guests may use the swimming pools and club facilities.
7. No ball games, skateboards, bicycles or roller skates permitted on the resort.
8. We do not allow pets, and ask you NOT to feed any stray animals.
9. Ladies with high heels please show consideration to those below you.
10. Please double lock your front door, secure patio doors and windows, and switch off all lights and heaters/coolers when leaving your apartment.

YOUR APARTMENT



MAINTENANCE SERVICE

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



HOUSEKEEPING

Your apartment will have been thoroughly cleaned prior to your arrival, and there will be extra bedding in the wardrobes. Check with reception the days of cleaning. Extra towels and linen are available upon request. Please do not use the apartment towels at the poolside, there are pool towels available for rent at Reception. Upon your departure, we ask that you leave your apartment as you found it.



AIR CONDITIONING

For safety reasons we recommend that these are turned off when you leave your apartment.



APT, TELEPHONES (Elite Apartments)

If you are using an outside telephone line and plan to leave the Resort before 9:00am, we advise you to come to Reception before 5:00pm on the evening before your departure to arrange payment of your bill.



REFUSE

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 any of the refuse bins situated on the streets surrounding the complex. (You may find recycling bins next to Mercadona supermarket or general bins across from reception).

Please do not hesitate to ask for extra disposable bags if required.



APARTMENT EQUIPMENT & FURNITURE

We particularly ask that cushions, upholstery and furniture not be taken outside the apartment, and that all owners and guests 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.



TELEVISION

Television sets are pre-programmed to receive a variety of channels, both satellite and local. We occasionally experience problems with the satellite reception, in which case we ask that you bear with us as the reparation has to be organised by a specialist technician, and usually takes more than one day. The stations are pre-set. If you have a problem with the reception of any of the channels please report it immediately to our maintenance department.

PLEASE DO NOT ADJUST THE T.V. SETS YOURSELVES

RESORT FACILITIES & SERVICES



RECEPTION

Open 7 days:

WEEKDAYS (Monday - Friday):

9:00am - 5:00pm

WEEKENDS (Saturdays & Sundays):

9:00am until 11:00pm

Full information, assistance, excursions.

ALL YOUR HOLIDAY REQUIREMENTS



CAR HIRE

Available through Reception.



LEISURE

The following facilities are available within Pueblo Evita:

- Children's pool area
- Clubhouse bar/restaurant
- Supermarkets
- Table-tennis and pool table
- Selection of bars and food outlets
- Organized excursions (details at Reception)



LAUNDRY

On site, open 7 days.

2 washers & 1 dryer.

Tokens available from Reception.



MONEY EXCHANGE

There are a number of exchange bureaus located along the main road.



OFF-SITE FACILITIES

The following are available in the local area.

- Aqualand
- Golf
- Horse-riding
- Beach, souvenir shops ½ km
- Restaurants/ nightclubs /entertainment



PARKING

Check with Reception about local parking standards.

HOLIDAY HINTS



ELECTRICITY

The fuse box is generally situated just inside the entrance to your apartment, and consists of up/down switches (each of which controls a separate circuit). In addition to these there is a main fuse and cut-out breaker switch (trip switch).

Various incidents may cause a power failure, e.g. faulty socket, water entering a socket, over usage of power. In the event of a power failure, first check that all the switches are "on" (up), and/or that the power cut is not a general one. If you are unable to re-set the switches successfully please report immediately to Reception, and we will organise a technician to attend to the fault.

INFORMATION the voltage in Spain is 220v (240v in the Uk). Hairdryers and electric shavers etc. will therefore run a little 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!



INSECTS

Mosquitoes, flies and ants are part of every day life in a warm climate such as that on the Costa del Sol. 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 nights bite-free! 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 for 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 decaying food matter.



STRAY ANIMALS

Please **DO NOT FEED** any stray cats and dogs you may find wandering around. It only encourages the animal to hang around and the next occupant of your apartment may not be an animal lover. Remember, you have to be cruel to be kind.



SUNBATHING

Temperatures in the summer can be extremely high, 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 T-shirts should be worn during the hottest part of the day. During the summer you are more or less guaranteed sun every day, so you don't have to do all your tanning on the first day! To achieve the ideal tan that will not flake off as soon as you get home, you should build up your skin's exposure to the sun gradually, starting with 20 minutes on the first day. If your skin turns red - you're burnt !! Get out of the sun and cover up for a couple of days. For serious sunburn a thin smearing of natural yoghurt or milk is good for taking out the sting. Make sure you drink plenty of fluids (non-alcoholic!) during the day, and if you feel faint or dizzy move into the shade.

EMERGENCY PROCEDURES



ACCIDENT

If you have been involved in or witness an accident at the resort, 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.



FIRE

Fire extinguishers are located in a red cabinet outside your apartment. In case of fire, please

URGENTLY notify a member of staff or ring the contact Telephone numbers showing on the notice behind your apartment door.

Refrain from entering the fire area for belongings or valuables. Once staff are notified, gather across the street from reception or next to the chemist opposite Mercadona supermarket. The staff on duty will be responsible for notifying the fire brigade and assisting the other guests.

IN CASE OF EMERGENCY PHONE 112 (FREE)



DOCTOR

If you have private insurance, we have an agreement with a private clinic available 24 hours. Should you need a doctor, we can arrange for the 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 number behind your apartment door, the staff person on duty will come and/or call the doctor on your behalf.

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



CHEMIST

The nearest chemist is situated opposite supermarket Mercadona/Tennis club, there are numerous chemists around, easily recognisable by their distinctive large green cross signs.



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 translating 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)

SAFETY & SECURITY



SAFETY IN YOUR APARTMENT

- FOR SAFETY REASONS please do not leave lighting or any electrical appliances on when leaving your apartment. Ensure the household appliances are used correctly and are turned off when not in use.
- Take care that cigarettes and cigars are properly extinguished before disposal in the litter bin.
- Do not leave lit cigarettes or cigars resting on the surfaces.
- Avoid leaving children unattended in the kitchen or on the balconies.
- Beware of slippery wet floor tiles in the bathroom.



SAFETY AROUND THE RESORT

- Take care of wet floor surfaces, particularly around the pool areas, changing rooms 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 when it is raining as they become very slippery.



WATER

The main supply of your apartment is controlled by a stopcock situated either in your bathroom or in your hall cupboard. The water is heated by an electrical boiler usually situated in the wardrobe. It is set to maximum and provides sufficient water for 2-3 showers, and will take approximately one hour to re-heat.

WARNING:

Please note that the temperature of the hot water can be EXTREMELY HOT. We advise you to run the cold water first.



DRINKING WATER

The tap water is hygienically drinkable. However, bottled drinking water may be purchased from any supermarket and is recommended if you are going to consume large amounts. Under no circumstances should you drink the water from the taps in the gardens.



SECURITY IN GENERAL

- There is a safe in your apartment which we strongly recommend you use for the safekeeping of your valuables. The resort insurance does not cover loss or theft of guest's 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 large 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. If you require assistance or have an emergency please contact him by ringing the emergency numbers showing on the notice behind your apartment door.

FAREWELL



FAREWELL

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 time...

1. Don't expect to find things as they are at home, you have come to Spain to experience Spain.
2. Don't take everything seriously - worrying prevents fun. A carefree mind means a happy holiday.
3. Don't let others here get on your nerves. Everybody is here to have a good time.
4. Remember to say "gracias" at all times.
5. Don't compare countries. There will always be better, and there will always be worse.
6. Don't judge the countrymen by any one person.
7. Remember that you are a foreigner in this country treat your hosts with respect and they will be pleased to treat you as an honoured guest.
8. When in Rome, do as the Romans do ! and if in doubt - SMILE !!

In closing, we thank you for choosing to spend your holiday with us here at Pueblo Evita. 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.



LEAVING THE APARTMENT

- Please note: check-out time is strictly at 10:00 am
- For those of you with late flights we have showers and changing rooms available downstairs by the main pool and luggage storage facilities.
- Please enquire at Reception.
- On the morning of your departure please turn the refrigerator to zero and leave the door ajar.
- Remember to remove all your valuables from the safe.
- Please return your apartment keys and gate cards to Reception as well as the pool towels if you have rented them.

Thanks for your visit
We look forward to seeing you

