

SERVICES AVAILABLE



Front-desk

■ The hotel's front-desk is available 24h a day. Make sure you ask our staff for any information you may need and do not hesitate asking information about excursions, public transport timetables, flights, bookings...

We can recommend any leisure activities that may be of your interest. Shows or events that are taking place in the near, touristic attractions, emblematic places and cultural insights that may interest you.



Payment method

■ We accept the following payment methods:

- Cash
 - Visa, MasterCard or Amex
 - Bank transfer. This must be announced previously, and the transfer must be deposited a week before arrival.
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Car rental

■ We offer car rental possibilities. Please, contact front-desk, should you be interested in booking a car, at least the day before. We have all the rate and insurance information available.



Medical service

■ In the event of needing medical service, we can help you and call a home doctor.



Devices

■ We have a Tablet available should you need to connect onto internet (only to be used at reception/ hall area).



Wi-fi

■ We have wi-fi connection available all around our facilities. Should you not have the password, contact front-desk and you will be given one. Free service.



E-mail

■ Should you need to receive any information via e-mail or print any documents you can do so through reception.



Check-out

■ The room must be checked out before 12:00h. Should you need any extra time, please contact our front-desk staff and they will facilitate the necessary information. This service may have an extra charge. Remember that you can also drop your luggage off at front-desk with no extra charge. Moreover, we have an express 'day-use' room with a shower available.

ROOM



Safety box

■ Using the safe is free of charge. Please, follow the instructions that are by the safety box. Should you have any doubt of how to use it, do not hesitate to contact us.

We highly recommend using the safe to deposit any belongings of value. The Hotel will not be responsible of the loss of any valuable object.



Air conditioning

■ The air conditioning system is regulated in order to warranty your major comfort. If a door or window is open, the system turns off the air. When the room mis empty, the air is also switched off. The aim is to reduce energy consumption. The system also controls the room temperature indicated on the thermostat.

Should any further information be necessary, or should you have trouble regulating the air conditioning do not hesitate to contact us.

During the winter season there is only the possibility of having hot air, and in summer, cold.



Lighting system

■ The Ars Magna Hotel has chosen a light system that respects the environment. A robotic system controls through movement sensors and if the guest is in the room or not. For you to fully enjoy your stay, the lighting system is explained below:



Switching shower lights on/off



Nightstand lights and lamps above bed



Control for led lights



General illumination.

At night it is recommended to switch the general light off.



Water

■ We kindly ask our guests to reduce the amount of water down to the necessary. It is a very valuable element and it must be taken care of.



Repairs

■ We have our own technical service that will be at your service should there be any issue in the room. Please, contact front-desk and the matter will be taken care of as soon as possible. Should it take long to repair we would offer a room change.



Laundry

■ The Hotel has an external laundry service from Monday to Friday. If clothes are handed in reception before 12:00h, it will be ready by the next day. You can check rates and availability at front-desk.



Room cleaning



Cleaning



Do not disturb

■ Our cleaning service is from 8:00 to 15:00. Next to your room door you will find a tactile board where you can indicate if you need your room cleaned or not. Should you change it during the morning, we recommend you let our receptionist know to make sure the room is cleaned.

It is important that you select the red button should you like not to be disturbed, and green in order to have the cleaning service.



Towels

■ If a change of towels is needed, you should only drop them on the floor, and we will proceed to bring a clean change. If you leave it on the hanger, it will be understood that you will use it again. Due to the water consumption we do not change them daily. However, should you like to change them we will proceed as required gladly.

Should you need towels for the pool area, request for some at front-desk. Please, do not use the ones from the room.



Minibar

■ At the minibar you will find drinks. In the room you have the Price list for your information.

In addition, our cleaning service will make sure it is full every day, once a day. Should you need any other drinks added, or any extra, contact front-desk for information.



Amenities

■ Our amenities are provided according to its usage. Should you need any extra, reception will provide you with anything you may need.

We also have bath robes, slippers, shoe cleaner and sewing kits.



Hair drier, straightener and iron

■ You will find a drier under the sink. Moreover, we have available hair straightener and irons. Please, ask at front-desk.



Water boilers (kettle)

■ We have available kettles for our customers upon request at front-desk.



Excursions

■ You can check any information about excursions and timetable you may need with our front-desk team. We also have tickets for the City Sight-seeing bus in Palma.



Pillows and blankets

■ We can provide with extra pillows and/or blankets if needed.

