



"The Apartment"

APARTMENT 403A (4th Floor)
MIGUEL MACHADO 3
EDIFICIO OLIVIA
SON CALIU
PALMA NOVA
CALVIA MALLORCA 07181
the-apartment.lodgify.co.uk



Guide for Guests

First Things First: Congratulations! You were born into the family and so get to use The Apartment!

This guide outlines everything you need to know about the apartment. If you have additional queries before you travel contact the.apartment.majorca@gmail.com. If you have queries while you are at the apartment, please contact the owner, Pat Roberts, on (+44) 07813 678945.

Things you don't need to take with you

The apartment comes complete with towels, beach towels and bedding. One of Majorca's best supermarkets (Mercadona) is located a 2 minute walk from the front of the apartment complex and sells food, toiletries, toilet paper, sun cream, water etc.

This should allow you to save on your baggage when flying to Majorca: pack light. There is little storage, and most things can be bought in Majorca, so less is more.

Travel from/to the Airport

The most economical and quickest route to the apartment from the airport is by the [A11 Airport bus](#).

How to get from Palma Airport to Son Caliu by bus:

- At the airport, go to door 4 to exit to a car/bus park:
When you are through arrivals and passport control, head for the exit for parking, buses and taxis, on level 0 (the same level on which you will leave arrivals), following signs like the one below. Preferably exit through the door numbered 4 to be in the center of the airport.



- Once outside, follow the pedestrian walkway to the Urban Bus Stops (labelled "Bus urbano"). When you leave the airport you will see a long outdoor pedestrian walkway in front of you with concrete pillars to either side and a multistorey carpark in the distance. The walkway has intermittent travellators on it. Keep following the walkway (crossing some roads) until you get to the Urban bus stops. There are stops on your left as you face them, and on your right.



- Wait at the Urban Bus Stop for the A11 bus (on your left)



- Take the A11 bus (usually red and yellow). Pay by card/applepay by tapping in when you board the bus. Make sure you tap off when you exit the bus or you will be overcharged. Tickets from the airport to Son Caliu cost €4.05 if paid by card, or €6.75 cash. FYI: bus tickets in Majorca work on a “hop” system: moving from one zone to another is a hop, and staying within a zone is 0 hops. So travelling from the airport to Son Caliu is 1 hop.

0 hops is €1.80 (by card)

1 hop is €4.05 (by card)

2 hops is €5.40 (by card)

3 hops is €6.75 (by card)

4 hops is €8.10 (by card)

Changes of bus are allowed for the same fare if you pay with a bank card, tapping on and off each bus.

Full bus information including a planner, timetable and prices in English, are available at <https://www.tib.org/en/bitllets-i-tarifes/sistema-tarifari-zonal>. More excellent information is available here [How to take the TIB bus in Mallorca](#)

- The bus travels on the motorway and takes about 30minutes.

If your flight is scheduled to arrive after 10pm take careful note of the bus times in the timetable [here](#) (or, if that link is outdated, from [here](#)). The last bus can be as early as 11pm.

Taxi

Taxis are readily available at Palma airport at all times of day and night (follow the signs in arrivals). The typical cost from the airport to the apartment is €45 (as at Summer 2023). Show the driver this address:

OLIVIA APARTMENTS (EDIFICIO OLIVIA)

MIGUEL MACHADO 3, SON CALIU, CALVIA 07181

Car Hire

On the internet you will find many low-cost offers for car hire from brokers, travel agents and even reputable travel companies (such as Expedia). Beware: These brokers usually cannot sell you the car hire company's own insurance and instead will offer you a personal insurance policy or a policy to cover an excess. If you hire a car via a broker, expect to be asked to leave a deposit at the car hire key collection desk, sometimes over €1000. Alternatively, car hire companies will seek to sell you their own insurance to reduce or remove a need to leave a deposit, so rendering the total cost of car hire much higher than what you expected to pay.

It is recommended not to purchase your car hire from a broker/travel agent. Instead, purchase your policy on the internet directly from a car hire company in advance and purchase the car hire company's own insurance product.

Goldcar is recommended because they offer a "key and go" product which includes all insurances. Even if you damage the car, there will be no recharges at the end of the hire period. Using this product, there is no need to leave a car damage deposit when collecting the key: only a fuel deposit is taken (less than €100) as a credit-card hold which is released on a return of the vehicle with a full tank of fuel. Often you will find that Goldcar will give you a car with pre-existing damage. This is usual, and should not be a concern provided you have purchased their "key and go" product which includes full insurance.

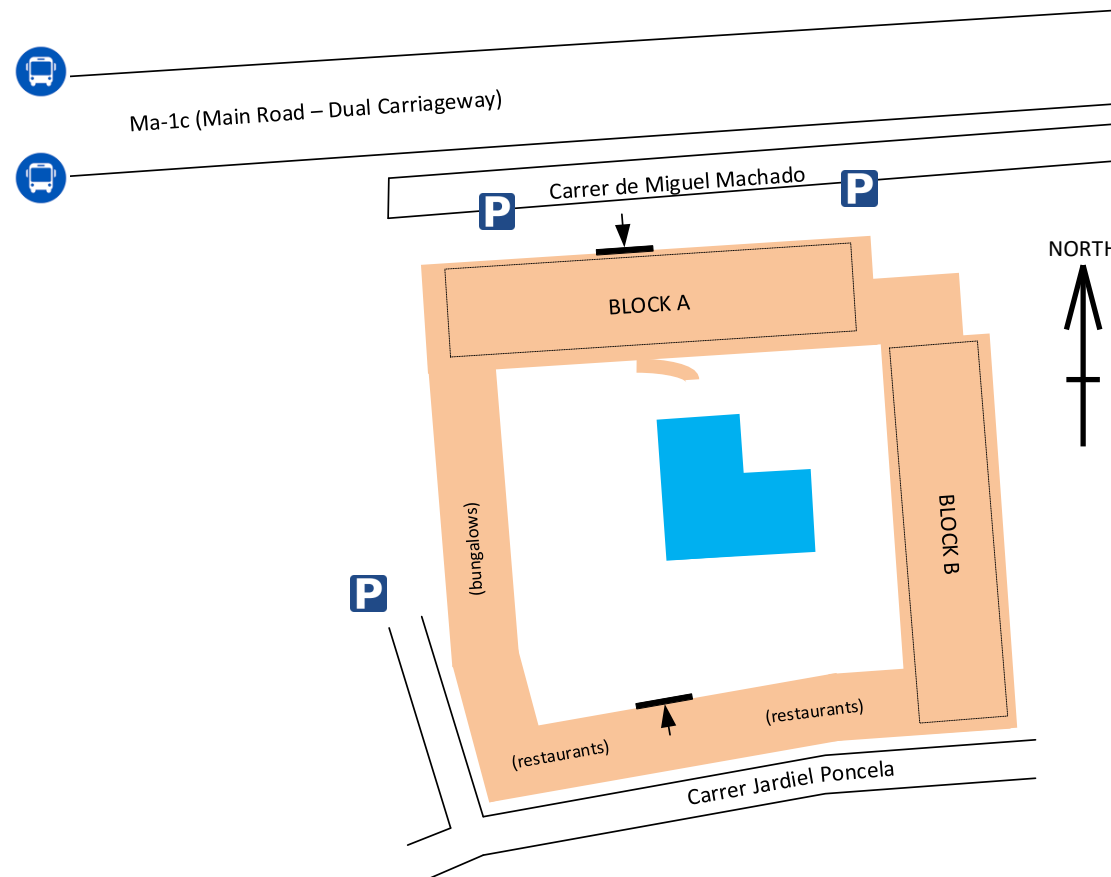
Do not assume that any particular car hire company is open late at night: they are all closed by around 11pm. If you arrive after this time, consider travelling via taxi to the apartment and collecting a hire car later if required.

The Apartment Complex

The Olivia apartment complex is arranged as a quadrangle enclosing a communal pool. The north and east sides of the complex are multistorey blocks of private apartments, north is block "A" and east is block "B". The west side of the complex is a single-storey terrace of private bungalows. The south side of the complex is a row of local businesses and restaurants.

Each residence in the complex is privately owned. It is not a holiday resort, hotel or aparthotel: there are no lobby facilities, no security personnel etc. Think of it like a complex of private flats in the UK.

The complex can be entered via a locked door to the lobby from the road named "Carrer de Miguel Machado" to the north (see the arrow in the plan below). It is recommended to use this entrance if arriving by taxi. A second entrance is available through a locked gate between the restaurants from the road named "Carrer Jardiel Poncela" to the south (see the arrow in the plan below). Both the locked door and gate use the same key.



Free parking is available on Carrer de Miguel Machado, though this is often full. Alternative parking is available in a free community car park accessed via the access road immediately adjacent the apartment complex from “Carrer Jardim Poncela”.

Access to the quad where the pool is situated is possible on levels 0 and -1 of Block A. On Level 0 (the lobby ground level of the entry door), a series of steps will take you down to the pool in the quad. On level -1 (one floor below the lobby) doors open out into the quad.

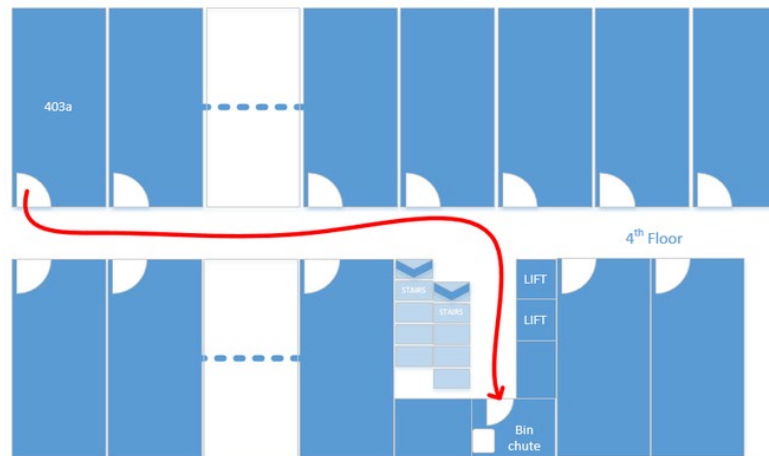
The apartment is located in Block A on the 4th floor. Two lifts are available along with a staircase. Take care if the floors are wet: they can be very slippery.

The Swimming Pool Area

The communal swimming pool is free and available for guests to use. Located in the quad, the opening hours of the swimming pool vary with the season and are advertised inside each lift. The pool is for the use of residents (and their guests) only: persons from outside the apartment complex are not permitted to use the pool.

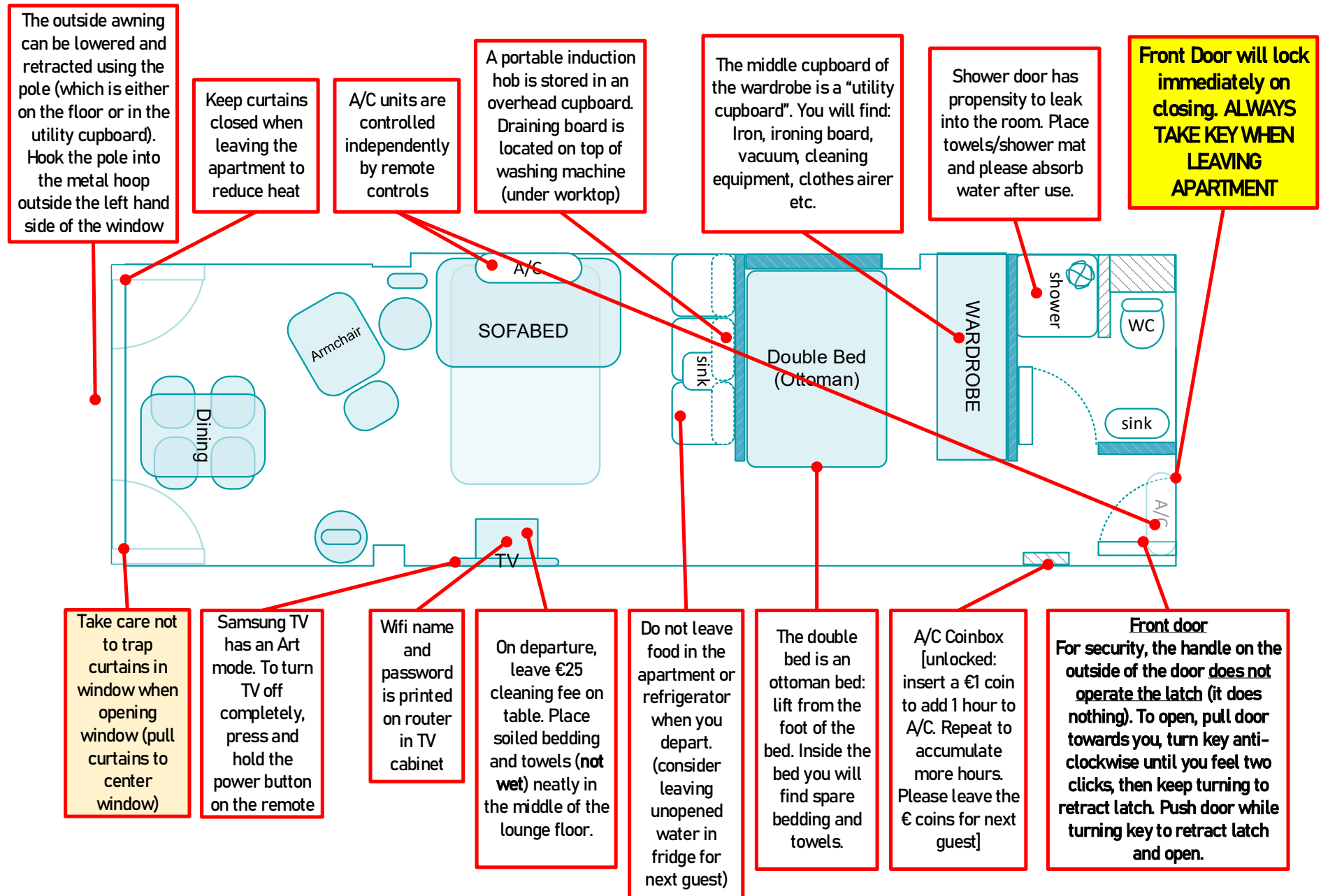
Rubbish

All rubbish is to be bagged and disposed of in the “bin chute” (known as “bazura”) which is located in the cupboard adjacent the lifts. As there are no readily available recycling facilities, all waste can be disposed this way.



The Apartment

A plan of the apartment identifying the key features is outlined below:



Important Notes:

- **Never leave the apartment without a key. It is very difficult to obtain a key if you lock yourself out, and may not be possible same-day.** The door self-locks when you close it and cannot be left on a latch. There is a small door-stay attached to the floor just inside the door though it is strongly recommended that you keep the key with you at all times.
- The air conditioning is available on a coin-box located on the wall just inside the main door to the apartment. You are not expected to make a contribution to the cost (this is included in your nightly rate) but you will have to use the coin meter to activate the A/C. Some coins will have been left for you in the coin-box: please insert those coins into the coin meter, recycling the same coins, to increase the number of hours of A/C on the small screen. Please leave the coins for the next guest.
- There is WiFi in the apartment: this is a 300Mbit fibre optic connection and will be more than adequate for all needs. The WiFi name and password is printed on the router located in the cabinet beneath the TV in the lounge. Do not share the WiFi details with anyone else.
- The TV is a Samsung Frame Art-TV that displays pictures when not watched. You can turn the TV off completely by pressing and holding the power button on the remote until the screen goes black.
- Fresh bedding and towels should have been provided for you when you arrive. Spares are available under the Ottoman bed (which can be lifted gently from the foot of the bed).
- The kitchen is equipped with a sink, a refrigerator with a small freezer compartment, a microwave oven and a single ring induction hob. Cookware, plates, bowls, cups, glasses and cutlery are all provided.

- The climate in Majorca is ideal for pests. To avoid pests, please ensure you do not leave food out, crumbs on the floor or food in the sink. All food should be in a sealed container or bag and stowed away in a cupboard. Eating should be restricted to the dining table, and food preparation to the kitchen area. Please dispose of unused food before you leave. Provided you follow these guidelines, any pest found in the apartment is unlikely to have originated in the apartment and can be readily relocated outside (preferably over the edge of a balcony!)
- The Sofabed is of Italian design and is extremely comfortable. To open the sofabed it is not necessary to remove the sofa cushions (only the scatter cushions). Simply grasp the centre of the top of the backrest and pull the back forwards towards you. The bed will open towards you into the centre of the lounge area. Ensure no furniture or belongings are in the way before opening the sofabed.
- The wardrobes and drawers are left empty for your use. Small suitcases should fit on the upper shelf of the wardrobe to keep them out of the way. A single central portion of the wardrobe is reserved as a utility cupboard and stores a vacuum, mop, brush, iron, ironing board, cleaning fluids etc. Please feel free to make use of these items as required (and regular cleaning is encouraged to avoid pests and promote a pleasant environment).
- **The shower door is known to leak at the edges and bottom. This is a known problem.** Please anticipate this and attempt to avoid excess water on the shower door. Also, please position a bath mat and towel on the floor outside the shower to absorb any leaked water. Please also mop-up any water on the bathroom floor after using the shower to avoid damage to the bathroom floor. Also, due to the design of the apartment complex, the shower drain is not fitted with a trap. It can therefore be a source of foul smell from the apartment's drainage system. You may apply some bleach (in the utility cupboard) to the drain if this is unpleasant. You may choose to cover the drain in extremis.



[bleach]

- An awning blind is available for use to the exterior of the main window in the lounge. When extended, the awning blind significantly reduces the sun reaching the apartment which reduces the temperature of the apartment. The awning can be extended and retracted using the hooked rod that can be found in the apartment (the rod should be stored in the utility cupboard or on the floor near the window). To extend or retract the awning, locate the hooked end of the rod into the metal hoop which can be found just outside the lefthand window. When hooked, the rod can be turned about its longitudinal axis to affect the position of the awning. It is essential that the awning blind is fully retracted when you depart to go home to avoid possible damage in bad weather.

TV

The Television is wall-mounted to save space and is internet-connected. Programmes and films can be streamed using all popular streaming services (Netflix, Prime TV etc.) UK national catchup services will not work in Spain (e.g. BBC iPlayer, ITVX, Channel 4 etc.).

UK TV can be viewed through the PLEX app which is preinstalled to the TV. To watch UK TV:

- Open the PLEX app
- Select the user named "0. British Live TV"
- If a TV guide is not displayed, select the library "Live TV and DVR".
- Channels can be tuned through the TV Guide. This service is streamed directly from the UK privately: it will take a few seconds to tune a channel when selected.

It is possible to record programmes in the TV guide on PLEX. Select the program and press select. Follow the on-screen instructions to schedule a recording. Recorded films can be viewed in the "Film Recordings" library. Recorded TV programmes can be viewed in the "TV Recordings" library.

Local Area

A map of the local area with useful landmarks is provided below.

