



HOTEL INFORMATION

Welcome to Hotel Ivory Playa

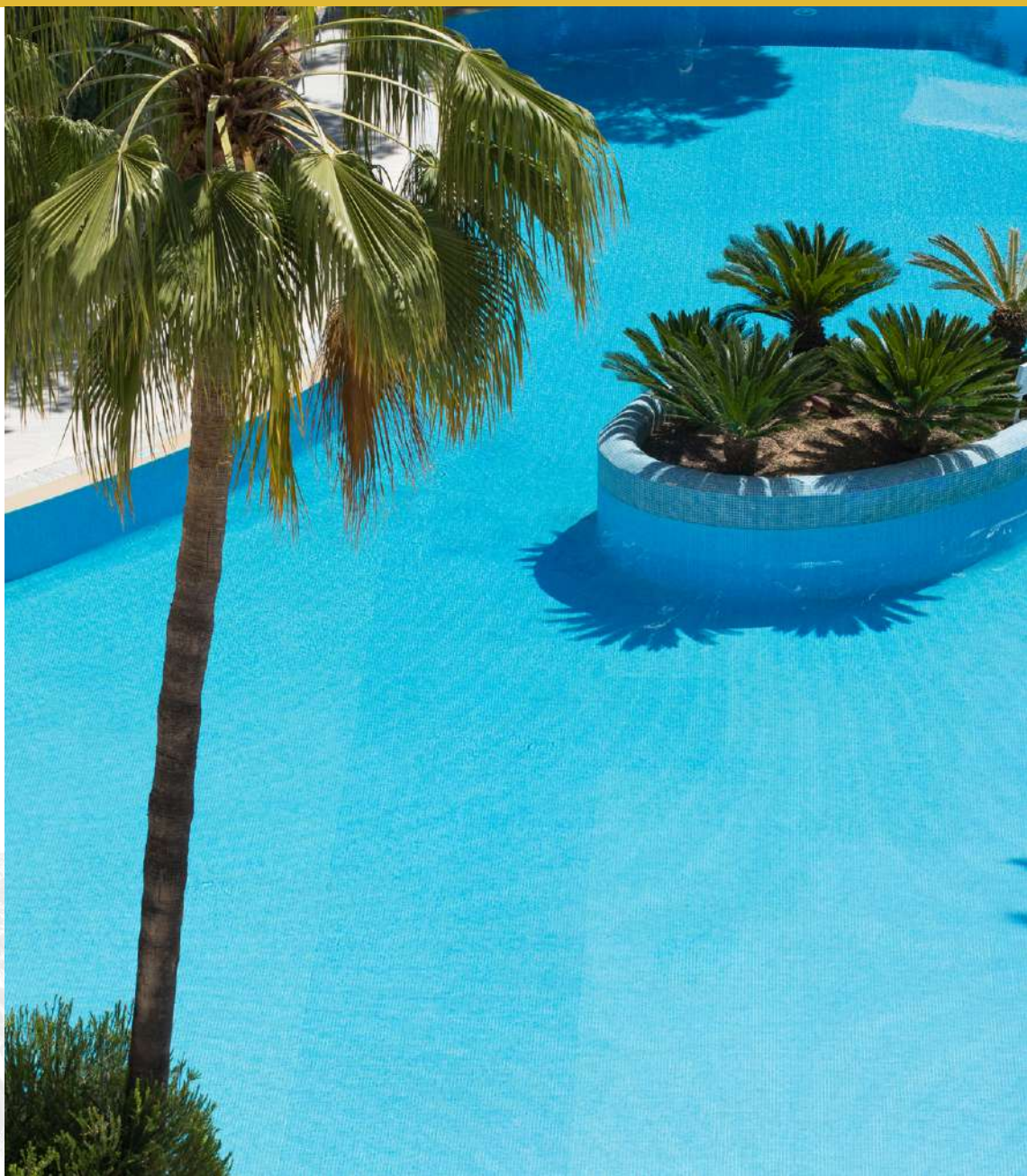
We wish you a happy and pleasant stay with us, we are 24 hours at your disposition to help you enjoy our facilities and services. Please contact us immediatly at the reception for any posible quiries.

With the intention of improving our service we would like to know your opinion and ask you to fill in the hotel questionnaire before your departure.

Being a family hotel the presence in social networks is very important to us and we appreciate very much if you share your opinion with others.

We give a lot of importance to the care of the enviroment and for this reason we would like to ask you to participate in our suggestions.

Please consult for further information:
www.hotelivory.com



Hotel Ivory Playa Services



Reception 24 hours service



Changing room with shower
(Late check out)



Plug adapter



Beach towels
(Rental and deposits)



Currency exchange



Laundry service
(See prices in reception)



Hair dryer



Table tennis
(Rental and deposits)



Free WiFi



Washing machine and tumble dryer
(See prices in reception)



Iron



Florist service
(See prices in reception)



Luggage storage



Safe box
(Rental and deposits)



Scale



Medical service



Ecotasa
Charge will be made at the end of the stay.



Book corner



Departure day:

- **Check out at 12:00h:** Let reception know if you are planning to leave earlier.
- **Possibility of prolonging your stay.** Ask about availability in reception.

Apartment



- **The electric supply** will become active with your entrance card to your room



- **The fridge** will always be connected to the electric supply



- **Air Conditioning (cold and hot depending on the weather):** The air conditioning is centralized and will be deactivated if you have any windows open



- **Shower gel and shampoo** are available in the bathroom of your apartment



- **"Do not disturb"** at your disposal by using a button. See the door handle



- **Telephone:** Dial 8 for external calls or dial 9 to contact reception



- **Doble bed or twin bed** on request. Continental quilt, pillow menu, blankets or soft mattress available when required



- **Cot / High chair / Baby baths** (On request. See prices in reception)



- **Coffee machine in Standard Apartments** (On request. See prices in reception)



- **Curtains / Blackout curtain liner** to improve your rest, on request



- **Don't use the bath towels outside of your apartment.** You can rent beach towels in reception. Spa: we provide you with one towel gratis



- **Free welcome mineral water**



- **Sofa bed** For more sleeping comfort the armrests can be taken off



- **Smoking is prohibited**

Cleaning



- **Days / Schedule**

Depending on the season. Get informed at reception.



- **Change of towels and sheets**

Read the "Eco info" section for more information or ask at reception.



- **Please contact the reception if you require any special time for cleaning.**



Heated outdoor pool

We use solar energy panels to heat the water of the 25m outdoor swimming pool. Temperature: 24° to 28°. Due to this the temperature might vary according to the weather conditions and drop to 20°.



SPA

Obligatory sanitary conditions:

In Spain its obligatory to use swimsuits inside a SPA (incl. sauna and steam bath). Thank you for respecting this condition.

Obligatory use of flip-flops and as well the use of swimming caps inside the pool.

Flip-flops and swimming caps can be purchased in the Spa reception.

It is obligatory to shower before the use of the installations.

It's obligatory to use a towel in the sauna.

We provide one free towel for the use in the SPA. Other towels and bathrobes for your entire stay are available for hire in the Spa reception.

There are lockers free of charge in the changing rooms available. Ask for a key in the Spa reception.

It is forbidden to take drinks in glass bottles or cans into the Spa area.



Restaurant



Opening hours depend
on the season

Dress code
(Appropriate clothing, shoes)

Breakfast Buffet y Dinner
(Contact reception)

Menus
(You will find the menus at
the entrance of the restaurant)

Information and help on
food intolerance

Payment
(you can pay cash, with credit card
or charge to room bill)

Pool Bar



Opening hours depend
on the season

Snack menu
and cocktails

Payment
(You can pay cash,
card or bill it to your room)

Bar Central



Opening hours depend
on the season

Cocktails, pizza and
baguettes

Payment
(You can pay cash,
card or bill it to your room)

Entertainment



Depend on the season

Day and night

Miniclub from 4 years onwards

Aquagym
(Seasonal)

Horseback riding
(Seasonal)

Night shows
(Seasonal)

Games and activities

Spa



Opening hours depend on the season

Dress code
(It is required to use swimwear, sandals and swimming cap)

Free entrance for all our clients from 16 years onwards

Special children hours
(4-15 years accompanied by adults)

Massages and beauty treatment
(See discounts and special offers)

Gym
(Open from 8.00 to 22.00h)

SPA and GYM reservations in hotel reception

Payment
(You can pay cash, with credit card or charge to room bill)

Pools



9.00-19.00h

Large pool

Heated pool
(25 meters)

Baby pool

For security reasons not allowed:

Use of large and giant swimming pool floats

Not allowed:

Reservation of sunbeds

Smoking in the pool area

Use of glasses, bottles or any type of glassware

Others



Information at reception
Obligatory cycling package

Bicycles
(Hire, workshop and bike storage)

Tennis courts (€)

Doctor (€)

Beach

Bus stops

Taxis

Supermarket

Alcudia Market
(Tuesdays and Sundays)

Rent a car

Hairdresser

Souvenir Shop

Golf

Solar panels

Since 2011, the Hotel Ivory Playa has installed 42 BAXIROCA Mediterranean energy solar panels (model 250), with a maximum power transmitted per collector of 639W/m² (every collector has a surface area of 2.51 m²), with a exchanger / water supply of 58 thermal kW.

This power is used to heat domestic water, with a daily consumption of 17,600 liters, as well as the water in the 25m swimming pool.

By using this new technology we reduced the CO₂ emission per kWh. Heat generated by combustion of heating oil is 0.287 kgCO₂/kWh.

Every hour of sunlight aprox. prevents $0.287 \times 58 = 16.646$ kg CO₂ excluding losses due to orientation, transmission, performance and electric power (water pumps).



Eco Info

Hotel Ivory Playa provides you a little guidance to make your stay the most sustainable from an ecological perspective. We thank you in advance for your cooperation during your stay with us.

- **Don't waste electricity in your apartment:**

Always turn off the lights and remove the card from the box when you leave the apartment.

- **Water consumption:**

Adequate water consumption is essential, as it's a scarce resource. You can use the eco button on the toilet to contribute actively to save water and minimizing the change of towels / bed linen.

- **Correct use of the air conditioning system:**

We ask our guests to use the air conditioning system consciously and not leaving it switched on during their time outside the apartment.

- **Use of towels and bed linen:**

Thank you for reusing your towels / bed linen to minimize the water consumption of washing them daily without being this always necessary. Change of bed linen (under request). Please put the placard you will find on your pillow if you need change of bed linen. Help us to avoid unnecessary changes and taking care of our planet by saving water and energy.

- It's totally forbidden to pour used oil into the sink.

- Do not use containers or metallic objects in the microwave.

- Smoking in the apartments is not allowed.

- **There is a bin in your apartment:**

We ask for your cooperation for the recycling of plastics, glass and organic waste. There are recycling bins in the common zones for the correct recycling of waste.

- Bring the meds and batteries to reception, please.



Thanks for your cooperation!

