

Questions & Answers from A-Z

Arrival and Departure:

Guests are responsible for their own travel arrangements to and from the property. Local staff are legally not allowed to transport people, and therefore cannot offer transfers from the airport to the booked property. For car rental options or transfers from the airport to the property, please check our TRAVEL TIPS page.

Alcohol Limits:

The blood alcohol limit in Mallorca is 0.5%. Especially in the summer months and during the holidays, frequent checks are carried out. Fines are also much higher and stricter than in Germany.

Baby Cot:

Baby cots for children up to approximately 2 years old can be booked at €5 per night, subject to the owner's approval. Please inform us at least 7 days before arrival if you need a baby cot, as they are not available in unlimited quantities and may need to be arranged. Unfortunately, children's beds are not provided.

Baby Set:

At some properties, a baby set can be provided free of charge upon prior written request. The set includes: walkie-talkies, pool/beach toys, potty, night lamp, anti-slip mat for the bathroom, baby dishes, child toilet seat, child step stool (bathroom), baby cot, high chair, children's DVDs. The baby set is only available at designated properties (see property description) and subject to availability, and must be ordered in writing at least 5 days before arrival.

Beach Flags on Mallorca's Beaches:

Most beaches are marked with colored flags indicating whether swimming is safe or if there is a potential danger.

* **Blue Flag:** Good water quality, sanitary facilities available, environmentally friendly waste disposal.

The blue flag is awarded by the Foundation for Environmental Education (FEE).

* **Green Flag:** Swimming is safe.

* **Yellow Flag:** Swimming only for experienced swimmers (possible currents)

* **Red Flag:** Swimming is strictly prohibited

Bedding:

One set of bedding per bed is included in the total price for each stay in the bedrooms. Additional bedding sets can be booked when making the reservation or on-site for an extra charge. If there are deviations, this will be noted in the description of the respective property. Bedding for sofa beds is not included in the price and must be booked separately if needed.

Children's Beds:

Children's beds (for children from about 2 years) are unfortunately not available.

Driving in Mallorca:

Wearing seat belts is mandatory for all passengers in Mallorca. Children must be secured in appropriate child seats in the car. It is also mandatory to carry two warning triangles and safety vests for all passengers, so it is recommended to check your rental car for these safety standards.

Dogs/Pets:

If the owner of your booked holiday accommodation has allowed you to bring your dog, please note that dogs are generally not allowed on the furniture (especially not in bed). In Mallorca, dogs must always be kept on a leash and are not allowed in most restaurants. In residential complexes, dogs are not allowed at the pool (even small dogs or those in bags). Waste must be collected and disposed of. If your dog is allowed at the booked accommodation, an extra cleaning fee of €50 applies, and the owner may require a higher deposit. Dogs are also not allowed on most beaches. However, there are a few beaches and coastal areas where dogs are permitted, even in summer. Please inform yourself accordingly, as fines for violations can be very high.

Firewood:

Firewood is generally not provided and must be purchased by guests. Existing firewood is usually the property of the owner and may only be used with the permission of the local contact. Firewood can be bought at larger or local hardware stores (Ferreteria) on the island.

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Grill/BBQ:

Some holiday homes have outdoor grills/BBQs, usually gas operated. Gas bottles for these can be obtained at almost all REPSOL gas stations. If a gas bottle runs empty during your stay, please replace it, and do not leave it empty. The cost of a gas refill is always borne by the guest. Note that grilling may be prohibited in certain months due to increased wildfire risk. Your local contact can provide information on this. Failure to comply can result in hefty fines. The guest is responsible for cleaning the grill/BBQ after use. If the grill is not cleaned, an extra fee of up to €50 may be charged.

High Chairs:

High chairs for toddlers can be booked at €5/day (if available). Please inform us at least 7 days before arrival if you need a high chair, as they are not available in unlimited quantities and may need to be arranged.

Internet/Wi-Fi:

Unfortunately, internet access in holiday properties is still not standard in Mallorca. If internet/Wi-Fi is available, it will be listed under General Equipment on the property's page. However, as this service is provided by a third party, the owner assumes no liability for its functionality. This is particularly true for Wi-Fi access in residential complexes, which are accessible to all guests. If internet access is available, please ask your local contact for the password. However, there are now many hotspots across the island that allow free internet access.

Please note that Wi-Fi may not be available in every room of the property, even if the house is advertised as having Wi-Fi. Thick walls and other factors can result in internet access being limited to certain rooms of the accommodation. Additionally, internet usage may be limited to a certain number of gigabytes, which is generally sufficient for sending and receiving emails and browsing the internet. Downloading or streaming movies or large amounts of data may be limited.

Luggage Storage Before Check-in/After Check-out:

All holiday properties offered are private accommodations. Unlike a hotel, there is no option to store luggage in a central location before check-in or after check-out. Since the accommodations need to be cleaned and prepared for the next guests before check-in and/or after check-out, leaving luggage in the property is not possible, as safety cannot be guaranteed. If you would like to explore Palma, the island's capital, on your departure day, there are several luggage storage stations available.

Pool/Community Pool:

The pool season depends on the weather but usually starts in mid-May and ends in mid-October. For fincas or houses with their own pool, it is usually usable all year round as the pools are generally not emptied. Pools are usually not heated, and the water is correspondingly cold outside the season. Be sure to observe the house rules, as pool hours are usually listed there.

Radio:

A popular German radio station is Inselradio (FM 95.8), which provides news from the island and around the world. For English-speaking guests, Sunshine Radio (FM 106.1) provides international news and local updates.

Shopping Service:

If you are arriving very late or on a public holiday, it is advisable to stock up on some basic groceries. For this, local staff offer a shopping service. Simply send us your shopping list at least 5 days before arrival so that the staff can plan accordingly. The shopping service fee is a minimum of €40 plus the cost of the purchased items and depends on the desired goods and the time involved.

Smoking:

All holiday accommodations are generally designated as non-smoking properties. Smoking on terraces and outside areas is usually permitted, but not inside the holiday apartment or house. This ensures that non-smokers can also enjoy the properties.

Tap Water:

Tap water in Mallorca is generally not drinkable. It is recommended to use bottled water for drinking, which is available in all supermarkets. However, tap water is safe for brushing teeth. It is also recommended to use bottled water for kitchen appliances such as coffee machines or kettles, as tap water is very hard.

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Tourist Tax:

Since July 1, 2016, the so-called "Ecotasa" (eco-tax/tourist tax) must be paid when holidaying in Mallorca. This amounts to:

- * €2.00 plus 10% VAT = €2.20 per person per night from May 1 to October 31.
- * €0.50 plus 10% VAT = €0.55 per person per night from November 1 to April 30
- * Children under 16 are exempt from the tax.

From the 9th night onwards, the tax is halved if staying in the same holiday property.

To simplify matters, these costs have already been included in the accommodation price for most properties, and the owner automatically pays the tax to the relevant authorities unless otherwise noted. Therefore, it is important that you submit the guest identification form, which we send to you with the booking confirmation, filled out by the time of check-in.

Towels:

Included in the total price:

1 set of towels (1 bath towel and 1 face towel) per person per stay for the full bedrooms (see also under Linen Package). An additional towel set can be booked for €12 per set (2 bath towels, 2 face towels, 1 bath mat). Beach or pool towels are generally not provided. If sofa beds are used, a linen package per person must be booked. Any deviations are noted in the property description under comments.

Waste Disposal:

In some municipalities, waste is already being separated. You will find the appropriate bins scattered around the town or often near large supermarkets. There are no bins attached to the house, as you may be used to in your home country. The bins are emptied several times a week and in summer, often even daily due to the high temperatures. Please do not place garbage in front of the door or on the street, as it may be torn open by stray cats or attract other pests. Please also dispose of your waste before check-out, as this is not part of the cleaning staff's duties. If waste is not disposed of before departure, the local staff are authorized to withhold an appropriate amount from the deposit, depending on the workload.

If you have any unanswered questions, please feel free to contact me.