

**Important information:**

We are pleased to inform you that Club Marbella is currently undertaking a project to install photovoltaic panels, a project which is part of our onward commitment to sustainability and environmental care.

It is possible that during the implementation of these panels and on occasions some noise might be generated.

Please note that any fitting of these panels will take place between 16:00hrs and 21.00hrs.

Please be assured that we will make every effort to ensure that the undertaking of this exciting project is as unobtrusive as possible.

## **Welcome to Club Marbella**

We have prepared this letter to provide you with the services available and the general rules at Club Marbella. We thank you in advance for your cooperation in complying with the existing regulations and we are delighted to be able to assist you and inform you of all the alternatives that the Costa del Sol environment offers you so that you can enjoy your well-deserved vacation to the fullest. We wish you a happy stay and do not hesitate to contact us at reception for any information you may require.

## **Important house rules at Club Marbella:**

- During your stay, please be careful with the apartment and any damages must be paid for before your departure.
- Pets are not allowed.
- Please keep the apartment clean, excess dirt may result in additional charges on the day of your departure.
- Domestic waste must be disposed of in the containers located in the external parking area (after 9:00 pm during the summer). Under no circumstances should you dispose of waste in the hallways.
- Smoking is not allowed inside the apartment (except the terrace) or in common areas of the complex. Please use the designated smoking area.
- Clothes or towels may not be hung on the terrace railing for aesthetic reasons.
- Parties, music, or any noise that disturbs the rest of other guests at any time are not allowed.
- Check-out time in this aparthotel is at 10:00 am.
- Once the free car park is completed, you must park your vehicle in the surrounding areas.

## **Cleaning services during your stay in your apartment:**

- **Stays of 4 or fewer days** do not include cleaning, replacement of toilet paper, or changes of sheets and towels.
- **Stays of 5 to 7 days** will have a replenishment of towels, sheets, kitchen cloths, and spare toilet paper on the fourth day. Our housekeepers will leave a white plastic bag at your apartment with these items. Please deposit used towels and sheets in a black bag in front of your door for collection.
- **Stays longer than 7 days** will have the housekeeping staff enter on the seventh day and perform a change of sheets, change of towels, bathroom cleaning, floor scrubbing, and trash emptying.

## **Technical service for breakdowns:**

Please contact reception for any breakdown you detect. You can call from your apartment phone by dialling the number 9.

## **What to do for future visits:**

For future visits, we remind you to contact our reservations department at [plus@crownsresorts.com](mailto:plus@crownsresorts.com) and we will gladly inform you of all promotions or offers available for your next visit. If you recommend our establishment to a friend, work colleague, or family member, they will also benefit from existing promotions.

***We wish you a happy stay!***

## Facilities and services available at Club Marbella:

**Oxygen Sports & wellness center: Unbelievable but true!!!** Available for all Club Marbella Guests as from the 1-1-24 onwards. The use of this magnificent sports center is free of charge. Each guest wishing to use the sportscenter needs to contact our reception and leave a cash deposit of 30€ for the digital access card at our Club Marbella reception. Once you have finished your sport session return the digital access card at our reception and the cash deposit will be refunded.

**1 Restaurant “Café Marbella”:** (breakfast and lunch service available. You can also purchase coffee capsules, bread, water, milk, cakes, cocktails, etc.) 10 % discount on your first buffet breakfast.

**24-hour reception** phone nº9 (we offer excellent excursions, general information about the area, car rental service, and much more)

**Reservations department** phone nº1601. (Monday to Friday from 9 am till 5 pm. Ask about the existing offers and promotions for future reservations. There are lot's of advantages booking direct with us.

**Hairdressing, beauty and massage salon** phone nº1542. (A place where we focus on your well-being. 10% discount on your first treatment.

**Free outdoor Car park** (limited capacity until full. It is mandatory to register your license plate at the reception. To open the parking barrier use your apartment keycard. Please do not park close to the waste bins.

**2 Outdoor swimming pools:** It is mandatory to use the showers before each swim, jumping into the pool is not allowed for safety reasons. General work improvements is planed form the 11-12-23 till the 15-01-24. These dates are an estimation.

**1 Indoor heated pool:** (The use of swimming cap is mandatory in this region by the Junta de Andalucia health & safety authorities, advance reservation is required at reception. This are is a Relaxation area. Minors must be always accompanied by their parents/guardians).

**Limited sun loungers and umbrellas:** (it is not allowed to reserve sun loungers with towels. Once the sun loungers are exhausted, please speak to the lifeguard who will try to assign you a sun lounger that has been reserved with a towel and has been unused. Due to work improvement the solarium area will be out of order from the 11-12-23 till the 15-01-24. These dates are an estimation.

**1 Jacuzzi:** (reservation required for access to the indoor pool/jacuzzi at reception, swimming cap is not required for the jacuzzi). Minors must be always accompanied by their parents/guardians).

**1 Fitness area:** Key access required and available at reception + access code 1234) Minors must be always accompanied by parents/guardians).

**1 Squash court:** Key access is required and available at reception + access code 1234. (Advance reservation required at reception. Squash rackets and balls are available at reception without deposit).

**2 Saunas:** (Key access is required at reception. Rules for using the saunas are displayed at the sauna entrance).  
1 Billiard room: (no reservation required).

**Changing rooms with lockers and showers:** Key access is required and available at reception (no reservation required. Lockers will operate with a €2 coin, refundable upon opening the locker).

**Clothes dryers:** (located near the reception. Operated with coins. For more information, ask at reception)

**Mini golf area:** (reservation required at reception, golf clubs and balls are available at reception without deposit).  
Lost golf balls cost €2.

**Petanque area:** (reservation required at reception. Petanque/French ball set available at reception without deposit)

**Children's area:** (next to the children's pool) Out of order from the 11-12-23 till the 15-01-24.

**1 ping pong table:** (ping pong raquets and ball available at reception without deposit).

**Vending machines available:** (parapharmacy, coffee, water, soft drinks, chocolates, snacks, etc.) .

**Safe rental for €1 per day:** (activate the service at reception).

**Taxi reservations for up to 8 passengers:** (to all locations and special rates to the airport/train station, etc. Service available at reception).

**Electric mobility scooter rental:** (reservation required at reception. €10 per day).

**Free High-speed wifi ticket (2 devices):** (first two devices connected are free. If you wish to connect a third or more devices/s you will need to pay €3 per day for 2 additional devices.