

VILLA LOS ARCOS

For the perfect holiday

Welcome Pack

WiFi

Villa Los Arcos

Password: *****

Security & Emergency

For your safety and convenience, Villa Los Arcos uses electronic locks instead of traditional keys. Prior to your arrival, you were provided with access codes for the locks.

The keypads for the electronic locks are located by the gate and at the entrance door.

The villa is secured by both indoor and outdoor alarm sensors and cameras. Please remember to activate the alarm system each time you leave the property by entering the code you received before check-in.

The alarm keypad is positioned *****

If you are traveling with children, ensure the terrace doors and the door to the indoor pool are securely locked to prevent accidents. Small children could potentially slip through gaps on some terraces or fall into the pool if left unsupervised.

Emergency 112

Doctor / Ambulance: call 112

Local doctors are located in Las Lagunas Fuengirola, about 2 kilometres from villa in the Social Security Medical Centre, phone +34 952 468 653

Fire Brigade: call 112

The local Fire Brigade phone number is: + 34 952 461 046

Police: call 112

Local Police in Las Lagunas	+ 34 952 460 909
Guardia Civil	+ 34 952 485 018
You can report a crime via phone	+ 34 902 102 112

Manager / Host Sten Martinsson **+34 693 502 023**

Address to Villa Los Arcos: **Calle Paseros de Sierrezuela 30**
296 51 Mijas
Malaga, Spain

Fire Extinguisher

Kitchen and in Laundry / Sport equipment house by outdoor pool

First Aid Kit

Regulations

REGULATIONS & CHECK OUT

To help us maintain the villa and avoid deductions from your deposit, as well as prevent accidents or damages, please follow these guidelines:

- **Do not leave items in the pools**, as they can block the filters.
- **No glassware is allowed near the pool areas.** Plastic glasses are provided in both the bar and kitchen for your convenience.
- **Keep all doors and windows closed** when the air conditioning is on.
- **Turn off the air conditioning units** when leaving a room or the villa to help conserve energy.
- **Dispose of rubbish regularly** in the containers located 125 meters down the street to the left of the house.
 - Do not leave any garbage containing food waste outside.
 - Recycle accordingly: glass (igloo), plastic (yellow bin), paper/cardboard (square bin), and all other waste in the grey bin.

Your cooperation is greatly appreciated

Checking Out

Before departing the property, please ensure the following:

- The villa is left in the same condition as when you arrived.
- Bed linens should be left on the beds, and used towels placed on the floor.
- Return all sports equipment you used to the Laundry/Sports Equipment House.
- Dispose of all rubbish and leftover items in the containers located 125 meters down the street to the left.
- Clean the BBQs.
- Clean the fireplace.
- Wash and return all plates, glasses, cutlery, and kitchenware to their designated places.
- Place all cleaning products back in the cleaning cupboard.
- Lock all doors and windows, return keys to the apartments, and place the garage remote in the key box.
- Ensure all lights and air conditioning units are switched off

Going Out

Fuengirola

Pizzeria "Verona", El Coto roundabout, +34 951 504 465. Also Take-out and Delivery

Restaurante "Primavera" (Pizzeria/Italian). Paseo de Maritimo 80, +34 952 476 875

Chiringuito Juan Playa (Spanish/Local). Paseo de Maritimo 91, +34 952 660 717

Restaurante "La Carihuela Chica" (fine dining). Plaza San Rafael, +34 952 660 673

Restaurante Meson El Torillo (bbq/steakhouse), Av. Ramon y Cajal 37, +34 952 472 155

Bar "Dry Martini", Plaza de la Constitucion

Puerto Banus

Restaurant "Carpaccio", Muelle Ribera (Yacht harbor), Puerto Banus, +34 952 813 357

Linekers Bar, Yacht Harbor. Opens 8pm.

Pangea Night Club, Yacht Harbor. Opens 10pm.

Crystals Karaoke, Yacht Harbor. Opens 9pm.

Seven Disco Club, Yacht Harbor. Opens 10.30.

Sightseeing & Things to Do

A Few Suggestions

Fuengirola 8 km beach, Paseo Maritimo, Miramar shopping centre.

Mijas Pueblo "The Whitewashed Village". Horse carriage. Views and Mountain hiking

Malaga Cathedral, Museo Picasso, Centre Pompidou, Harbor, Calle Larios shopping + Christmas light & sound show, Easter "Semana Santa" processions

Marbella Old Town, Beach Boardwalk, Golden Mile, shopping, fine dining

Puerto Banus Yacht harbor, Waterfront dining, Night clubs, Shopping)

Estepona picturesque Old Town and Harbor)

Ronda one of the most beautiful places in Andalusia

Sierra Nevada Skiing Nov-Apr just 2,5hrs drive from villa!

Camino del Rei pre-book online a guided tour along vertical cliffs

Grenada don't miss Alhambra! Pre-reserv tickets online!!

Cordoba La Mesquita Cathedral, Roman bridge

Sevilla Cathedral, Alcazar Palace, Old Town, Flamenco

A-Z

Activities

We encourage you to enjoy an active vacation with the complimentary sports equipment provided, including mountain bikes, football with goals, basketball, tennis rackets and balls, table tennis paddles and balls, and golf putters and balls. All sports equipment is stored in the poolside house.

- **Mountain Bikes:** We offer 4 mountain bikes free of charge, with a pump available in the Laundry/Sport Equipment House. The lock code for all bikes is ****. Please note that any missing or damaged bikes will incur a charge.
- **Poker Chips:** A black case with poker chips is available next to the bar.

Additional Activities

We are happy to help organize the following:

- Golf reservations
- Tennis lessons
- Soccer training sessions and matches with local teams
- Horseback riding

- Yacht charters
- ...and more

Feel free to inquire for assistance with any of these activities!

Air conditioning

For the air conditioning units to operate efficiently, please ensure that all doors and windows are closed while they are in use. Since it takes less than 20 minutes to heat or cool a room, there's no need to leave the units on when you're out for the day. Additionally, these are domestic units and are not intended for continuous operation.

We appreciate your help in reducing electricity consumption. The units take about 5 minutes to reach full effectiveness, so please be patient. Thank you!

Airport Transfer

We offer airport transfer services. Please make your reservation at least 3 days in advance.

Alarm

The alarm box is located on the left-hand side inside the front door as you enter the villa. You should have already received a 4-digit code for the system.

To activate or deactivate the alarm, enter the code when the green light next to "Listo" is on. The alarm is active when the red "Conectado" light is on; if the light is green, the alarm is not connected.

Before leaving the property, please ensure that all terrace doors and windows are closed, and then activate the alarm.

ATM

ATMs are readily available, with the closest one located at the El Coto roundabout on Avenida de Mijas. The maximum withdrawal limit is typically €500.

Baby Car Seat

€75 per stay.

Baby Cot

Including linen & towels available at €75 per cot per stay.

Baby High Chair

For our youngest guests. €15 per chair per stay.

Baby Stroller

We have a foldable stroller at €75 per stay.

Bakery

Bakery by El Coto roundabout is open from early morning.

Banks

Banks are open from 9.00-14.00, Monday to Friday.

Bar

Upon arrival, the bar and the wine cooler are fully stocked for you, including soft drinks. See “Bar Price List” for info about assortment and price.

BBQ

How to Operate the Gas BBQ:

1. On the connected gas bottle, turn the green switch to display a red flame.
2. Turn any of the burners to the ignition position.
3. Press the ignition button on the far left to light the burners.
4. Repeat step 3 for any additional burners you wish to use.
5. Adjust the temperature by controlling the burners and closing the lid.

Important: When you're finished, turn the gas bottle switch back to the green position. Gas is provided free of charge for our guests.

Note: A fee of €200 will be deducted from your deposit if the grill and BBQ equipment are not cleaned after use.

Beach

The beautiful beaches of Fuengirola are just an 8-minute drive from the villa. To avoid parking issues, we recommend using a Taxi, Uber, or Bolt.

Bed linen

Upon request, we offer a change of bed linen and towels (including bed sheets, pillow covers, duvets, large towels, and medium towels) at a cost of €25 per person. This service is available once per week.

Bookings

For all booking inquiries, please contact us at bookings@rentvillacostadelsol.com

During the low and shoulder seasons, you can rent Villa Los Arcos for less than a week. The rate will be calculated as follows: the weekly rate divided by 7, multiplied by the number of days requested, plus an additional €595.

Catering

See “Menu” on the website

Check-in

Check-in time is at 4 PM. During the low season, we may be able to accommodate early check-in requests. Please inform us of your expected arrival time so that our villa manager or host can be available to welcome you and provide the necessary information and instructions for your stay.

Check-out

Check-out time is at 10 AM. During the low season, we may be able to accommodate late check-out requests.

Cleaning

The villa is prepared for your arrival, and cleaning after check-out is included in your rental. However, as per the agreement in your contract, we kindly request that you:

- Remove all leftover food and drinks that have been opened.
- Store dirty plates, glasses, cutlery, and cookware in the dishwasher.
- Place clean beer and wine glasses back in the bar/kitchen, and other kitchenware in its designated spot.
- Leave bed linens on the beds and used towels on the floor.

Cleaning cupboard

The cleaning cupboard is located on the right-hand side as you enter through the front door. It contains the following items:

- Broom and brush
- Mop and bucket
- Cleaning chemicals
- Vacuum cleaner
- Iron and ironing board
- First Aid Kit

Complaints

While we strive to ensure a pleasant stay at Villa Los Arcos, we understand that minor issues may occasionally arise. If you encounter any problems, please do not hesitate to contact the villa manager or host for immediate assistance. Your feedback is crucial to us as we continually work to improve both the villa and our service.

Coffee

In the bar, you'll find a Lavazza coffee machine that uses capsules for a rich Italian coffee experience. The first 25 capsules are complimentary. For additional capsules, please refer to the "Bar Price List."

In the kitchen, there is also a coffee maker (filter) available for your use.

Cooktops

The kitchen is equipped with 2 induction cooktops that are operated by touch controls. To turn them on, press the lower left symbol; to turn them off, press the upper left symbol. Ensure the turn-off symbol is not illuminated to enable temperature adjustments.

A special cooktop cleaning liquid is available under the sink.

Cookware

Please take a few minutes to explore the drawers and cabinets in the kitchen. You'll find everything you need, and perhaps even some extras.

Beer and wine glasses are also available in the bar.

Dish Washers

The kitchen is equipped with 2 dishwashers, located on either side of the sinks. To ensure the machines and drains remain in good condition, please rinse plates, glasses, cutlery, and pots and pans before loading them into the dishwashers.

To operate the dishwashers:

1. Avoid overloading the machines.
2. Place one dishwasher tablet in the tray and lock the tray into position.
3. On the upper edge of the door, you'll find a row of buttons. Press the on/off button to the far left to turn the machine on.
4. Select the desired program and then close the door firmly.

Dishwasher tablets are stored under the sink, where you'll also find supplies for hand washing. Please ensure all items are returned clean and in their proper place.

Doctor

In case of an emergency, call 112.

For non-emergencies, you can visit Quirón Salud at Paseo Jesús Santos Rein 19, Fuengirola, which is open 24 hours.

If you need to see a private general physician or family doctor, we recommend Dr. Adolfo at Nordic Medical Centre, Avenida Acapulco 2. You can reach him at +34 681 661 525. Dr. Adolfo speaks Spanish, English, and Swedish.

Drinking water

The water in the villa is filtered and safe for drinking.

Electrics

There are 4 fuse boxes in the villa:

1. In the cleaning cupboard, immediately to the right as you enter the villa.
2. In the fridge room, located in the kitchen.
3. In the cupboard by the office desk, under the stairs.
4. In the Laundry/Sport Equipment House.

Ensure all switches are in the "up" position to keep the circuits on.

If the electricity goes out, check the fuse boxes for any tripped circuit breakers. If a switch is down, try to turn it back up. If it doesn't stay up, turn off a few high-usage electrical items and try again.

If no breakers have tripped and the electricity is still off, there may be a general power issue beyond the villa. Please be patient as the power is restored and contact us to inform us of the problem.

If you notice any faulty electrical appliances or worn wiring, unplug the item immediately and call us. Do not attempt to repair it yourself.

Events

We only allow corporate events at the villa. External event management services are not permitted.

First Aid Kit

There are 3 First Aid Kits available in the villa:

1. In the cleaning cupboard, immediately to the right as you enter through the front door.
2. Under the sink in the kitchen.
3. In the Laundry/Sport Equipment House.

Food hygiene

When the weather warms up, ensure all perishable items are stored at the correct temperature. **Any perishable food not kept in the fridge should be stored in airtight containers to prevent attracting ants.**

Regularly empty the garbage bin to avoid attracting ants, cockroaches, and other pests. Dispose of garbage and trash in the containers located approximately 125 meters down the street to the left, past the tennis court.

Football

We frequently host football clubs for training sessions and matches against local teams. We assist with renting football fields and organizing match events. For more information, please contact us.

Additionally, you can enjoy playing "mini-football" on the villa's lawn for a fun and informal game.

Fridge / Freezer

To ensure your refrigerators work at their full potential, please follow these guidelines:

- **Avoid overfilling** the fridges, as it impairs air circulation and cooling.
- Store non-perishable items outside the fridge to save space.

- Minimize the frequency of opening and closing the fridge doors, and ensure they are always firmly closed to maintain an effective seal.
- **Do not set the fridge to its maximum setting;** it operates more efficiently on a medium setting.

Fruit Trees

Fruits from the trees on the property can be eaten, but please do so at your own risk.

Garage

The garage gate is operated by a remote control, which is stored in the key box just inside the entrance door. The gate is semi-automatic, so please press the remote control to close the gate after you pass through.

If the electricity goes out, use the key on the remote control ring to release the garage gate's cogwheel (located in the black box at the lower left of the gate). This will allow you to manually slide the gate open or closed.

For your security, always ensure the garage gate is kept closed.

Garbage

Please deposit garbage and trash regularly in the containers located approximately 125 meters down the street to the left, past the tennis court.

Garden

The gardener visits the property twice a week (once a week during winter). They have their own code to access the grounds but do not have access to the villa.

The garden features an automatic irrigation system that operates during the night.

Golf

The Costa del Sol, often referred to as Costa del Golf, boasts over 50 golf courses between Malaga and Gibraltar! Just a 5-minute drive from the villa, you'll find the 36-hole Mijas Golf, which is visible from the property. We can assist in organizing your golf holiday.

Additionally, we have our own putting green located behind and below the outdoor swimming pool for your convenience.

Horseback Riding

The Costa del Sol is also renowned as an equestrian destination, with many well-maintained stables offering riding experiences for individuals and groups through the stunning landscape. Contact us for assistance with booking your horseback riding adventure.

Hot water

The hot water is supplied by several water heaters around the property. Please do not adjust the controls. If you experience any issues with hot water, contact us immediately so we can resolve the problem. To ensure that there is enough hot water for everyone, please use it sparingly.

Internet

Username and password Will be provided separately

Jacuzzi

The Jacuzzi is located in the Master Bedroom bathroom, offering a romantic setting with breathtaking views of the sea. When filling the Jacuzzi, please ensure you don't leave it unattended to avoid flooding (you might want to set a phone alarm). It takes approximately 20 minutes to fill.

Note: Do not activate the jets until the water level is above the nozzles, as starting them too early can damage the pump and potentially affect your deposit.

Keys

The villa is equipped with electronic locks. Prior to your arrival, you will receive codes for the gate and entrance door.

Keys for the guest apartments and the remote control for the garage will be provided on arrival.

Kitchen

Upon arrival, you will be provided with essential items including kitchen roll, dishwasher tablets, washing-up liquid, cloths, kitchen towels, surface cleaner, bin bags, dish brush, and sponges.

Additionally, you will find sugar, salt, pepper, and an assortment of spices and sauces available for your use.

For more information, please refer to the sections on "Dishwashers," "Cooktops," and "Fridge/Freezer."

Luggage storage

We can store your luggage both before check-in and after check-out.

Laundry

The washing machine, along with detergent and softener, is located in the Laundry/Sport Equipment room. You will also find drying racks there, and an operations manual is available to guide you.

This facility is for your personal use, so there is no need to wash bed linen and towels before check-out.

An iron and ironing board are stored in the cleaning cupboard, which is to the right inside the entrance door.

Light switches

It may take a bit of getting used to, but you'll soon figure out how things work.

Important: Ensure all fuses/jumps are turned up in the fuse boxes.

Locked up cupboards and doors

These areas contain private and personal items of the owner. Please do not attempt to open them.

Lost & Found

If you accidentally leave any valuable belongings behind at checkout, we will promptly arrange to ship them to your home address at your expense.

Maintenance

Occasionally, urgent maintenance work may be required while the villa is occupied. If this happens, we will notify you and do our best to minimize any disruption.

If you need assistance or require any maintenance during your stay, please contact us.

Markets / Ferias

Street markets are a great way to explore local culture and shop for items like clothes, souvenirs, toys, fresh fruits, and vegetables. Here's a schedule for local markets:

- **Tuesdays:** Fuengirola
- **Wednesdays:** La Cala de Mijas
- **Thursdays:** Torremolinos
- **Fridays:** Benalmadena
- **Saturdays (Flea Markets):** Fuengirola, Puerto Banús (Nueva Andalucia), and La Cala de Mijas.

Master Chef

Our chef, Heather, would be delighted to prepare her delicious and hearty meals for you. For more information and suggestions, please call or email our Manager/Host.

Massage

See "Massage" menu on website.

Mosquitoes

To avoid mosquito bites, make sure to close windows and doors before turning on any lights.

Mountain bikes

There are 4 mountain bikes available for you to use free of charge. They all share the same lock code: ****. If you need to inflate tires or adjust saddles, you'll find the necessary equipment in the Laundry/Sport Equipment House.

Music

You can connect wirelessly to the surround sound speaker system in the lounge using Bluetooth on your smartphone, tablet, or laptop. Ensure that Bluetooth is also activated on the amplifier.

Amplifiers for connecting your devices are also available in the bar and the master bedroom.

Please note: No loud music is allowed after midnight.

Pharmacy

The closest pharmacy is located opposite the small supermarket at the El Coto roundabout.

For after-hours needs, a 24-hour pharmacy will be listed in the window.

Rubbish

Please dispose of your rubbish daily to avoid attracting ants and potentially rats. Seal all waste in plastic bags before placing them in the main bins, which are located approximately 125 meters down the street to the left of the villa.

Smoking

Smoking is only permitted outside. Ashtrays are stored in a drawer opposite the sink in the kitchen island.

Sports

We invite you to enjoy an active vacation with the following amenities available for free:

- Tennis rackets and balls
- Table tennis bats and balls
- Football with goals
- Basketball
- Golf clubs and balls for the putting green
- Mountain bikes (4 available) with a pump in the Laundry/Sport Equipment House. The code for bike locks is ****.
- Poker chips in a black case next to the bar

We can also assist with organizing:

- Golf reservations and tee times
- Tennis lessons
- Soccer training sessions and matches against local teams
- Horseback riding
- Yacht charters

Supermarket

For essentials, there is a small supermarket located by the El Coto roundabout, just before turning left towards the La Sierrezuela urbanization.

For a larger selection:

- **Carrefour Supermarket:** A 5-minute drive from the villa at Avenida de los Lirios. Open Monday to Saturday from 9 am to 10 pm, and also on Sundays during July and August. They offer online shopping and delivery services at www.carrefour.es/entrega-recogida-pedidos.e.
- **Mercadona Supermarket:** A 3-minute drive from the villa on Avenida Mijas. Open Monday to Saturday from 9 am to 9:30 pm, and also on Sundays during July and August. They also provide online shopping and delivery services.

Swimming pools

We are pleased to offer our guests two swimming pools:

- **Outdoor Pool:** Features a deeper section (4 meters) suitable for diving.
- **Indoor Pool:** Provides a cozy ambiance year-round and can be heated from October to April, at an additional cost.

Safety and Regulations:

- For security reasons, never swim alone and always supervise children with an adult. Use of the swimming pools is at your own risk.
- The pools are cleaned weekly during winter and twice a week during summer. They are also checked for quality before each new check-in.

Important Guidelines:

- **No Glass:** Never use glass around the swimming pools. If a glass breaks in the water, the pool will need to be emptied, which will impact your deposit. Please use the plastic cups available in the kitchen and bar.
- **Diving:** Do not dive in the indoor pool or in the shallow part of the outdoor pool.
- **Alcohol and Meals:** Avoid swimming after consuming alcohol or a heavy meal.
- **Sun Protection:** Use towels to protect sunbeds and cushions from sun lotion.
- **Wet Clothes:** Please do not sit on sofas and chairs inside the villa while in wet clothes or with suntan lotion on.

Taxi

The easiest is to use **UBER** or **BOLT**

Going FROM the villa:

- **Mijas Taxi:** (Villa Los Arcos is formally located in Mijas) Call +34 952 478 288. Provide the address Calle Paseros 30, La Sierrezuela. Taxis usually arrive within 10 minutes.

Going TO the villa from Fuengirola:

- **Fuengirola Taxi:** Call +34 952 471 000.

Estimated Taxi Fares:

- **Malaga Airport:** Approximately €50
- **Malaga City:** Around €60
- **Marbella:** About €60
- **Puerto Banus:** Approximately €70

For a VAN or mini bus to Marbella or Puerto Banus, contact Taxi Marbella at +34 671 388 798 for a round-trip arrangement.

You can pay for taxis in cash or by credit card.

Terraces

Please be cautious as strong winds can occur suddenly. Ensure that possessions and items are secured when near the pool and on roof terraces to prevent them from being blown away.

Toilets

The villa uses septic tanks (not main sewers), so please dispose of only natural waste products and toilet paper in the toilets. Do not flush nappies, sanitary towels, or other non-biodegradable items, as this can cause blockages. Misuse may affect your deposit.

Tourist Office The Tourist Office is located in the center of Fuengirola at Paseo Marítimo 32.

Opening Hours: Daily from 9:30 am to 9:00 pm

Phone: +34 952 467 457

Towels

Upon check-in, each guest will receive three towels: one hand towel, one bath towel, and one pool/beach towel. Additionally, there are hand towels provided in every bathroom and tea towels available in the kitchen.

TV

In the lounge, the two TVs are linked and display the same channel. They are connected to the MAG IPTV box located under the TV. To operate them:

1. Turn on both the box and the TVs.
2. Find the input channel by pressing the input button on the TV remote and selecting the HDMI 1 input channel.
3. Use the MAG remote to choose what you want to watch by navigating with the arrows and pressing OK.

In the bedrooms with individual TVs:

1. Turn on the TV first using the power button on the TV remote.
2. If no channels are displayed, press the input or source button on the TV remote to access the input options and select HDMI 1.
3. If this doesn't work, unplug the power cord from the satellite box behind the TV, wait a moment, and then plug it back in to reset it.

4. Ensure the TV input is still set to HDMI 1 and wait for the signal to return.
5. Use the arrows on the satellite box remote to change channels.

Water

The water in the villa is filtered and safe for drinking.

Please conserve water: If the main water supply is disconnected, the villa's reserve tank will be activated. During this time, water pressure might decrease, so please use water sparingly until the main supply is restored.

Hot Water: The villa has several water heaters. Please do not adjust the controls. If you experience any issues with hot water, contact us so we can resolve the issue. Use hot water conservatively to ensure it lasts for your entire stay.

Wedding events

We do not offer private event services, including arrangements from external event companies.

WiFi

Complimentary WiFi is available throughout the villa and on the terraces.

Username: Villa Los Arcos

Password: *****

Yacht Charter

Enjoy a day on the sea with a chartered catamaran or single-hull boat. The package includes a captain, food, and drinks.

Contact us for availability and pricing.

Thank you for your visit!

We hope you have enjoyed your stay and wish you a safe trip back home.

Welcome Back to Villa Los Arcos!

Sten Martinsson
Manager / Host