



HOTEL SUNRISE

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# Welcome!

A warm welcome.

Our management and members of staff. It is an honour to have you in our Hotel VIVA Sunrise and will strive to make your holiday memorable.

*The Management Team*



## GUEST SERVICES

### RECEPTION

For your convenience, a variety of services are available at reception. The reception desk is available 24-hours a day. At reception you will receive all the information you need about excursions, bus timetables, flight times, bookings, etc. We can advise you about entertainment, shows or events taking place in the vicinity and around the island, religious events, tourist attractions and, in general, everything of your interest. Everything can be arranged through reception.

### WAKE UP CALLS

For your convenience, we have a personalized wake up call service. Please call reception to request this service 24-hours a day.

### CREDIT CARDS & FOREIGN EXCHANGE

We accept the following credit cards for payment: VISA, MASTERCARD, AMEX and DINERS CLUB. We also exchange currency at the same rates as any bank. Our credit line enables you to put all hotel charges on your room card until the end of your stay.

### CARS, BIKES AND MOTORBIKES HIRE

You can make arrangements through the reception.

### MEDICAL SERVICES

Daily consultation at the hotel. Please contact reception if you require our 24-hour medical service.

### WIFI

Free wifi throughout the hotel.

### E-MAIL

If you wish, you can receive messages at [sunrise@hotelsviva.com](mailto:sunrise@hotelsviva.com)

### TELEPHONE SERVICE

You can make internal and external calls from your room. Internal calls and wake-up service calls are free of charge. The cost of your external calls will be charged to your room.

To call the Reception dial 9.

To call other rooms dial de room number.

To make national calls press 0 to obtain a line. Dial the telephone number required.

To make international calls press 0 to obtain a line. Dial 00, the dialling code of the country and then the city without the 0 and the telephone number required.

### MASSAGE AND TREATMENT SERVICES

We put at your disposal a wide range of massages and treatments for your relax and well-being. You deserve to pomper yourself on holidays!

## ACCOMMODATION

### SAFE-DEPOSIT BOX

The apartments are fitted with safe-deposit boxes. For your own security, we would advise you to hire one, as the Management does not accept responsibility for anything that is not placed inside. The insured value of the content is limited.

### AIR-CONDITIONING

Remember that the air-conditioning can only operate when the key-card is inserted in the slot and you should also make sure that the windows and terrace doors are closed properly. This service is available during high season.

### COOKER

To use the cooker, the clock must be activated and the heat selected. When the dial is at zero, the hob will turn off automatically.

### ELECTRICITY

Electricity at the hotel is 220 V. Devices that operate only on 110 V will be damaged if used on a 220 V system. If you need an adaptor, please contact reception and we will be happy to provide one.

### REPAIRS

Please inform Reception if any breakdown occurs. If it has not been repaired within the following 8 hours, please inform the Manager.

### LAUNDRY

If you give the clothes you wish to be washed to your chambermaid before 10 a.m., they will be returned to you within 24 hours. Please use the bag and fill in the form which you will find in your wardrobe. We remind you that there is a launderette located on the ground floor of the main building.

### CLEANING

*Maid service does not include kitchenware.*

Maid service takes place between 9.00 and 15.30.

If you require any special service out of this schedule, please do not hesitate to contact reception.

### TOWELS

If you wish a towel to be changed, put it in the shower, otherwise the chambermaid will think that you are going to use it again. Please do not take towels to the swimming pool or beach. Also, please put your towels to dry on the clothesline installed on the terrace and do not spoil the appearance of the building by hanging them over the handrail. If you would like to change the towels, you can do so in the lower floor, two days per week.

### DAY OF DEPARTURE

Your room must be vacated before noon. If you wish to remain longer, please contact the reception.



## COMMITMENT WITH QUALITY

Our home and its untouched landscapes are our greatest treasure and the gift of our hotels. Our philosophy as a hotel chain is clear and arises from our love and respect for the land in which we find ourselves: Mallorca, paradise of immeasurable beauty.

At Hotels VIVA, we have a clear commitment to make progress in the fields of energy and sustainability.

With this in mind, we incorporate devices and technology that allow us to optimise our energy consumption (electricity, diesel or gas) as much as possible, thus also reducing greenhouse gas emissions.

This Hotel currently holds the following certifications:



## REQUESTS

Please respect the green spaces. We also wish to remind you that for children swimming pools and the beaches are very appealing places, so please keep an eye on them while they are swimming.

Water is a scarce and valuable resource in our island, please use it as sparingly as possible.

You can eat as much as you want from the buffet but please, do not take any food out of the restaurant.

To avoid breakdowns, please do not overload the lifts. And remember that children under 14 cannot use a lift without being accompanied by an adult.

It is not allowed to remove any article from the room, e.g. towels, blankets, glasses, etc. And each time before you go out, please remember to check that you have not left a water tap running or a light on.

If there is any message or correspondence for you, we shall leave it at the reception.

Thank you for your attention and, most of all, thank you for having chosen Hotels VIVA for your holidays. We wish you enjoy this time thoroughly.

## WE INFORM YOU:

### SURROUNDING AREA

Alcúdia and its surrounding area offer you spectacular possibilities to enjoy your leisure time. Archaeological remains, nature, beaches, shows, restaurants, leisure centres... ask for all this information at the reception.

### SMOKING POLICY

It is against the Spanish law to smoke in the hotel rooms or any other closed areas.

### VARIOUS

For your safety and security, all rooms and public areas are equipped with fire alarms.

Please keep silence in the hotel and surrounding areas at night time.

Some of the services and facilities mentioned in this directory may not be available on a 24-hour basis or without advance request. Fees on certain facilities/services may be applied.

### FOR THE KIDS

Daily activities, games, quiz shows, Mini-disco with Bufo, surprises and fun. Our new offer to extend the concept for children is the VIVA Cool Kids Only Club. Under the common pirate theme the children can enjoy intense fun and activities for all ages and all tastes.

### YOUR OPINION

Your opinion is very important to us. Your honest review will help us to improve our service. We appreciate your recommendation on the following websites:



## FACILITIES

### SWIMMING POOLS AND GARDENS

Please avoid ball games as well as the use of air beds. Reserving sun beds with towels and other belongings is not allowed, neither using the sun beds be used on the terraces of your apartments. If you need towels for the swimming pool, ask the reception. For your own safety, we remind you that the swimming pools are treated with chemicals after closing the pool so please do not swim after that hour.

YOU WILL FIND THE POOL OPENING HOURS ALONGSIDE WITH THE SAFETY RULES ON THE PANEL LOCATED NEAR THE POOL SHOWERS.

### PIRATE BOAT & SPLASH KIDS POOL

An individual swimming pool that is the kids' favourite spot. Slides and aquatic games in a maximum of a 40 cm depth secure area.

### MINI-CLUB

Bufo Club, children's playground, games and, most of all, many activities arranged and coordinated by our entertainment team especially for the children.

### ENTERTAINMENT

Have fun during our full daily programme of activities for children and adults. You can also enjoy shows performed by professionals and the entertainment staff. For more information, consult the notice board at the Reception lobby or any of our activity organizers.

### SPORTS

In the Hotel we have a multisportive court (futsal, basket, volleyball), table tennis, shooting ranges, sports hall... as well as a varied sports programme supervised by our staff.

### VIVA CYCLING STATION

We have a large bicycle center where you will find a store to leave your bicycle, workshop area, laundry area, etc. For more information, please contact reception.

### VIVA GOLF

At reception you will be informed with all the information you need regarding this sport; golf courses, green fees, etc.

### GYM

A room with fitness facilities, the perfect spot to do some exercise.

### SUPERMARKET

To make your stay even more enjoyable, you will find everything you need in the supermarket: national and international products, fruit and vegetables, cleaning products, cosmetics, alcoholic and soft drinks, beach goods, exclusive products from the Boutique VIVA... Everything to make your stay more enjoyable. Our supermarket is next to the reception lobby.

## DRESS CODE IN RESTAURANTS

### MORNING AND MIDDAY

#### *Casual sport*

Shorts, Bermuda shorts, beach body wraps and T-shirts are welcome. Tank tops, wet clothes and swimwear are not permitted.

### EVENING

#### *Casual elegance*

Gentlemen: Long trousers, cropped trousers, formal Bermuda shorts, formal T-shirts.

Ladies: Long trousers, cropped trousers, formal Bermuda shorts, formal T-shirts, skirts, blouses. Casual shoes or dress sandals must be worn.

## GASTRONOMY

Without a doubt, one of the best things about travelling is the chance to enjoy good food and try out all kinds of different flavours. VIVA Sunrise aims to cater for every palate and leave everyone wanting seconds. Delve a bit deeper go into what we have in store for you...

REMEMBER, IF YOU HAVE ARRANGED TO USE THESE SERVICES, YOU SHOULD TAKE YOUR KEYCARD WITH YOU AND FACILITATE IT TO THE DINING ROOM STAFF WHEN NECESSARY. IF YOU HAVE NOT MADE ANY ARRANGEMENTS BUT WOULD LIKE TO TRY THE BUFFETS, YOU CAN BUY YOUR TICKETS AT THE RECEPTION OR AT THE RESTAURANT.

### CAPRICE RESTAURANT-BUFFET

Imagine going through counters stocked to the brim with delicious food. That's what our buffet is like. From the early hours of the morning, we're prepared to offer you anything you might fancy - from an energetic, healthy breakfast or one full of sweet treats. The choice is completely up to you!

#### *Breakfast Buffet*

07:30 - 10:15

Every morning we offer a wide choice of full breakfast.

#### *Early Bird Breakfast*

If you have to leave the hotel in the morning before the opening of the restaurant, we can provide you with a cold "Early Bird" breakfast. Please contact reception the day before your departure for this to be arranged.

#### *Lunch & Dinner Buffet*

13:00 - 15:00 | 18:30 - 21:00

We have at your disposal a delicious buffet of hot and cold specialities. For the sake of propriety, please be correctly dressed when using the dining room service.

### EL PATIO RESTAURANT

18:30 - 22:00

It's dinner time, do you fancy a quick snack while you carry on chilling? Then EL PATIO is the restaurant you're looking for!. At night time it turns into a casual restaurant where you can tuck into delicious grilled meats on the hotel's central terrace.

### LA PALAPA POOL BAR & BISTRO RESTAURANT

10:00 - 18:00

You can now enjoy delicious snacks next to the pool. We have completely reinvented the idea of a pool bar. Cool off with some delicious drinks; including cocktails, long drinks, aperitifs, smoothies, and frappés. Plus a healthy selection of beer and wine. But we still have even more to offer! You can sample à la carte dishes at our Pool Bars: healthy salads, pastries, tartar, pizzas, meats and fish. Now that's true living!

### BABALÚ LOUNGE BAR

16:00 - 00:00

Find a special moment to share with your partner. Whether it's gazing into each other's eyes, a few shared laughs or talking until the sun comes up. We'll provide the music and the drinks: cocktails, long drinks, champagne or liqueurs. It's up to you. When night falls, enjoy live entertainment, such as the piano, singing, comedy or Spanish dance performances. Whatever happens at the Lounge Bar, stays at the Lounge Bar. At our Sport Bar you'll be able to watch your favourite team play or explore the galaxy from the comfort of your PlayStation. Make the most of the night - you're on holiday!

### DRINKS TRUCK

10:00 - 18:00

At Hotels VIVA we like to innovate and surprise you every season with new experiences. Come to our new Drinks Truck, parked directly inside the hotel next to the main pool, and enjoy the variety of drinks that we offer you. Fun on wheels!

### DRINKS, COCKTAILS, ICE-CREAMS

Do not forget that at any time you can choose from the wide selection of drinks, cocktails and ice-creams available at our bars.



## ACCOMMODATION TYPES

### ALL INCLUSIVE ELITE

For the connoisseurs. The benefits of the all-inclusive with many extras!

With our All Inclusive Elite we take you to another level in the All Inclusive Hotels. Add another a la carte dinner for each week of accommodation. Premium drinks \* are included.

We give you 50% discount on treatments and massages without limitations!

You will have super comfortable slippers and a bathrobe that you can enjoy during your stay. It also includes a children's gift set with bufo shoes and buffalo doll (Katty) for the little ones.

As a welcome on the day of arrival, the Mini Bar Gift Package includes four soft drinks, two juices, two water and two beers.

If you stay 5 or more days, we will give you a sightseeing tour\*\* to discover Alcudia and the charming surroundings of the hotel. You will love it!

During your stay the safe is included. Who gives you more to spend an all inclusive holiday in Mallorca? Enjoy your holidays!

### ALL INCLUSIVE

An all inclusive Hotel in Majorca for the most gourmets. Breakfast and dinner in the buffet restaurant Caprice. Includes a selection of wine list, national beer, soft drinks and mineral water at the table.

In addition to the daily theme evenings; Mallorcan, Mexican, Italian, Asian, Mediterranean, Gala and International. With your all-inclusive program you benefit from numerous high-quality options

Our Babalú Lounge Bar is open from 10:30 to midnight. We have an extensive menu and a selection of international drinks \* with and without alcohol, cocktails and long drinks etc. You can also have lunch in the pool bar. From 12:00 to 16:00 hr, you can enjoy hot and cold dishes à la carte.

## ROOM TYPES

### PREMIUM STUDIO

2

Perfectly equipped—it even has its own kitchen! In our Premium Studio, you'll have the best of a studio and a hotel in one unique space.

### PREMIUM APARTMENT

3 + 1

In your Premium Apartment, when you get back from the beach, you'll have all the comforts of a hotel, as well as your very own apartment. Relax in a large double bed, potter around your living room or enjoy the amazing Mediterranean climate on your terrace.

### 2-BEDROOM APARTMENT

4 + 2

With your family or with friends... If you want to be together in one place, this is the best option. Two bedrooms, one with a double bed and the second with bunk-beds or two single beds, a living room with a sofa bed and a terrace.

### ROYAL TERRACE APARTMENT (FIRST FLOOR)

3 + 1

If you want to experience an unforgettable family holiday, then our Royal Terrace Apartments are just the thing for you. They have a bedroom with a double bed, as well as a living room with a sofa bed, a private terrace with a jacuzzi and hammocks. Irresistible!

### ROYAL TERRACE APARTMENT (UPPER FLOOR)

3 + 1

It has a spectacular private terrace with a variety of special features for your luxury holiday: a private jacuzzi, a Balinese bed, and more. A bedroom with a double bed and a living room with a sofa bed. On top of the world!

IF YOU WANT TO IMPROVE YOUR ACCOMMODATION OR ROOM TYPE YOU HAVE CURRENTLY HIRED, PLEASE CONTACT THE HOTEL RECEPTION.



## JACUZZI HYGIENE-SANITARY INSPECTION

Dear Guests,

We wish to inform you that in compliance with the new European UNE 100030:2017 standards for the hygiene and sanitary inspection of private Jacuzzis, our maintenance staff are required to enter your terrace area several times during the day in order to take analytical samples and carry out a general inspection of your Jacuzzi.

We would like to apologise for any inconvenience this may cause you, but it is our obligation to comply with all legal requirements in order to ensure the optimum hygiene standards of this facility and your full enjoyment of it throughout your stay with us.

Thank you very much for your understanding.

The management team.

## RECOMMENDATIONS FOR THE PREVENTION OF DROWNING, INJURIES AND SPINAL CORD DAMAGE IN SWIMMING POOLS

- Stay away from swimming pool drains.
- Take time to check the water depth before entering the pool. Do not dive in head first in areas where you are unsure of the water depth, as it may be shallower than you think, causing serious knocks and possible spinal cord injuries.
- Avoid areas that are not suitable for diving from, such as trees, balconies or other inappropriate places.
- Enter the water slowly or jump in feet first.
- Keep a constant eye on children when they are near recreational water facilities, even in the case of small or shallow areas of water.
- Do not consume alcohol prior to any activities in or near water.
- In general, care must be taken to prevent cold shock responses. The best advice is to take a shower before entering the water to enable the body to acclimatise itself to the change in temperature, thereby preventing a cold shock response and other complications.
- Do not jump on top of other people in the water.
- Should an accident occur and the injured person require assistance in getting out of the water or handling, it is extremely important to immobilise their neck, avoid any movement of the spinal cord and notify a medical professional in order to move the patient.



# Loyalty has its reward



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