



'Casa Matthew Information Pack'

We would like to welcome you to our holiday home in Los Alcazares, situated in the beautiful Mar Menor area of the Costa Calida region of Spain.

This information pack which is an extension of the details on our website has been compiled to give you as much information about our holiday home, the area and the booking process etc to make your holiday as easy as possible. If there is anything you feel we have missed, or would like to see included, please don't hesitate to let us know.

When you arrive there will be a copy of this information pack, which will also contain brochures of local amenities, attractions and services. Please feel free to add copies of brochures of anything you find that we have not included and try to make sure there is one of every brochure you might use whilst you are there returned to the pack on departure. You will also find a tourists information office close to the apartment, situated in the El Balneario Plaza in Los Alcazares, which will provide you with free maps and information on local events and festivals.

Similarly, there is a stock of books in the house. Please feel free to read whatever is there.

Overview

The address is: -

**Calle Islas Columbretes
Residencial El Divino
No. 44
30710 Los Alcazares
Murcia
Spain**

Our apartment is part of a small complex situated within 5 minutes of San Javier (Murcia) airport and close to the beautiful beaches of the Mar Menor, with its many beach bars and water sporting activities.

Los Alcazares is a popular destination for the Spanish for their holidays and hence still has a traditional feel to it (and why it is still cheap to eat out etc). Whilst the beaches are very popular due to the warm and calm waters of the Mar Menor lagoon, even in the height of summer it is not so busy as to be overwhelming. If you go to the beach between 2:00pm – 5:00pm it will be nearly deserted as the Spanish are all having their siestas!!

The development our apartment is situated in is a quiet community with access to 2 communal swimming pools (with children's pools) and is within walking distance of:

-  **Shops**
-  **Bars**
-  **Restaurants**
-  **Banks**
-  **Beaches**
-  **Medical Facilities**

Our apartment consists of:

-  **Two double bedrooms each with wardrobes**
-  **Full Bathroom (complete with bath)**
-  **Shower room/wc**
-  **Living/dining room**
-  **Fully fitted kitchen with all appliances**
-  **Front Terrace with garden furniture**
-  **Rear Terrace with garden furniture, BBQ, sun-loungers**

Our apartment is fully furnished and offers:

-  **Air conditioning/Heating in all rooms**
-  **Satellite TV with English channels, sports and movies**
-  **DVD/CD player with a selection of music and films**
-  **Fully equipped kitchen with washing machine, iron, microwave, oven/hob etc**
-  **Hairdryer**
-  **Playstation 2 (there are some games at the apartment, however please feel free to bring your own)**

[More Details about the Apartment](#)

[Bed Lines, Towels and Cleaning](#)

All bed linen and towels are provided and will be removed for laundry at the end of your stay. If you would like your linen/towels laundered and replaced during your stay please let us know and we can arrange this for you at an extra cost.

Please note we don't provide beach towels, which you will need to bring with you.
Please don't take any towels from the apartment to the pool area or beach.

The apartment will be cleaned before you arrive and on your departure. Again, if you would like the apartment cleaned during your stay please advise us before your holiday and we can arrange this for you at an extra cost.

Outdoor Patio's & Furniture

We have provided patio furniture on both the front and rear terraces; again we would appreciate it if you do take the loungers/chairs to the pool that you bring them back with you.

If any of our guests are keen gardeners please feel free to tend the plants/shrubs etc.

Air Conditioning/Heating

The apartment has air conditioning/heating units in all rooms. You are welcome to benefit from these but we would ask you to ensure that doors and windows are shut when using the air conditioning/heating units to conserve energy and only use them when necessary i.e. don't leave them on when you are out as they are effective very quickly when turned back on.

Supplies

There is a stock of basic items in the kitchen e.g. washing powder, washing up liquid etc. which you are welcome to make use of. If you do use something up we would be grateful if you could replace it for our next guests.

Appliances

Please feel free to use any of the facilities within the apartment. When using the washing machine please use an antical tablet to prevent lime scale build up with each wash.

Rubbish

Due to the climate, communal waste dumpsters are emptied on a daily basis, and we recommend that you put your waste in the dumpster daily.

Security

The apartment is not alarmed but there are grilles/window locks/shutters fitted where necessary. We would urge you to ensure that you are security conscious during your visit and make sure grilles/doors/windows/shutters etc are all used and locked whenever you leave the apartment. The front door should be double locked for security.

Other Notes

Please note we have a **No Smoking Policy** (apart from on the terraces) and are very sorry but pets are not permitted. We also ask that you respect our neighbours, particularly in terms of noise levels especially after midnight. Thank You.

End of Your Holiday

Please strip all beds and place all bedding and towels in a pile just inside the front door ready for collection following your departure.

Please remove and dispose of all perishable goods from the cupboards/fridge.

Please ensure all electrical appliances (especially air conditioning/heating units) are switched off.

Please put all outdoor chairs and sun loungers from the larger terrace inside the apartment.

Please lock all security grills and close all windows, doors and shutters prior to departure.

Local Amenities

There is a pedestrian area close to the development, called El Balneario Plaza, with shops, bars, restaurants, supermarkets, banks etc. The nearest supermarket, which is situated in the Plaza, is called Mercadona and is within walking distance. There are also numerous other supermarkets situated close by.

How to Get Around

Airports

The closest airport, which is less than 10 minutes from our apartment, is Murcia San Javier. Alicante is approximately 45 minutes away. A number of the budget airlines fly into both Airports all from major UK airports, for example: -

www.bmibaby.co.uk

www.jet2.com

www.flymonarch.com

www.easyjet.co.uk

www.mytravel.com

www.ryanair.com

www.skyscanner.net

Car Hire

Whilst many things are within walking distance of the development and it is quite possible to enjoy a holiday at the apartment without a car, we strongly recommend that you hire a car to fully appreciate the surrounding areas.

Our personal experience is that it is best to hire a car from the airport you arrive at and drive to the apartment.

Airport Transfers

There are taxi ranks at Murcia and Alicante airports. We can also arrange airport transfers. If you require airport transfers please let us know and we can arrange this for you. Please ask for prices

Bike Hire

It is also possible to hire bikes in Los Alcazares if this form of transport appeals to you. The area is very flat which makes this a great way to explore the area. Bike hire can be arranged from the rental shop close to the Mercadona supermarket in the main square.

Meet and Greet

Our local key holder will meet you at the apartment; irrespective of the time you arrive. She will give you the keys to the apartment and show you how the basics work. She will also call back after a couple of days to check that you have settled and answer any questions you may have about the apartment or area. When you leave she will meet you to check the property and to take the keys back.

Welcome Pack

Aside from the basic supplies in the kitchen we can also provide a welcome pack if requested consisting of the following on arrival: -

Tea
Coffee
Milk
Sugar
Orange Juice
Bottled Water
Loaf of Bread
Butter
Marmalade/Jam
Toilet Rolls

Emergency Contact Details

In case of emergency i.e. Police, Fire or Ambulance, always dial 112 – English is usually spoken.

The Area and Things to Do

Regarded by the World Health Organisation as the healthiest climate in Europe, this region has a reputation for 320 days of sunshine per year. The La Manga strip is a unique location in Europe as it has two seas; on the one side is the Mediterranean while on the other is the Mar Menor, the largest lagoon in Europe. Only here is it possible to see a sunrise and sunset over the sea.

Los Alcazares is a traditional Spanish town, with its marina and restored ancient spa, situated on the mar Menor looking over towards La Manga strip. Because it is a lagoon the water in the Mar Menor is not very deep, is warm and the tides and currents are minimal making it extremely safe for children.

The seven kilometres of coastline is divided into seven beaches, some with the blue flag awarded by the EU and they are all connected by means of a magnificent promenade, giving access to numerous games and sports activities.

A walk around the town offers many shops, restaurants and historical sites and you may be lucky enough to be there to enjoy one of the many festivals that take place throughout the year.

Whilst Los Alcazares provides a good centre to explore other areas of the Murcia region, it offers so much in itself that your only concern will be what to choose.

Within easy reach of Los Alcazares there are a number of things to do including: -

Several golf courses, the closest of which is the brand new Roda Golf and Beach Resort, situated close to our development.

You can also find: -

Pitch and putt
Driving range
Pleasure boat rides
Diving trips
Schools for kite surfing, windsurfing and sailing
Horse riding
Go-karting
Markets
Shops
Water parks
Casinos
Shopping

There are numerous restaurants providing food from all around the world with some of the best seafood restaurants to be found in the area.

Both Cartagena and Murcia offer the opportunity to explore some of Spain's historic culture.

Pricing and Booking Process

The following prices are applicable for the rental of our apartment and are charged on a weekly basis for a maximum of 6 people: -

2009 - 2010

18th July 09 – 2nd Sep 09 £370

3rd Sep 09 – 19th Dec 09 £290

20th Dec 09 – 3rd Jan 10 £370

4th Jan 10 – 26th March 10 £300

27th March 10 – 11th April 10 £380

12th April 10 – 23rd July 10 £345

24th July 10 – 5th Sep 10 £380

6th Sep 10 – 17th Dec 10 £300

18th Dec 10 – 2nd Jan 11 £380

Full week rents include cleaning/changeover etc.

Please ask for prices for longer or shorter term rents.

If you would like to enquire about availability and/or make a booking please email us at bookings@casamatthew.com or call Chris or Paula on 00 44 (0)161 748 5701 or 00 44 (0)7899 793537

The terms of the rental are as follows:

A £100 pound securing deposit is required.

The booking is subject to a payment of £100 refundable damage deposit, which is refunded after your holiday subject to there being no damages reported.

Booking is confirmed once both deposits have been received.

The balance of the holiday rental is payable in full 6 weeks prior to your holiday start date.

Payment may be made by the following methods: -
Bank transfer in either sterling or euros
Cheque payable to C. Doherty

Travel and holiday insurance is your responsibility and is highly recommended

Cancellation policy is as follows:

6 or more weeks prior to holiday start date - £50 charged against the deposit

6-4 weeks prior to holiday start date - £100 charged against the deposit

4-2 weeks prior to holiday start date - £200 charged against the deposit

Less than 2 weeks prior to holiday start date – Rental payment in full

If you need to contact us directly please feel free to do so on: -

**Chris Doherty 00 44 (0)161 748 5701 or 00 44 (0)7899 793537 or email
bookings@casamatthew.com**

'And Finally, We hope you have a fantastic holiday!!'

We aim to ensure that the information contained in the information pack and on the website is as accurate as possible, however some things may change which are beyond our control. Please feel free to contact us if you have any questions.