

# Welcome to Donsancho 27

Calle Rosa, 3

Puerta 27

Residencial Don Sancho 5

03189 Orihuela Costa

Alicante

Here are just a few tips to make your arrival at the apartment easier.

- When you exit the airport please ring Keith or Joanne on the numbers below and advise them of your arrival time at the apartment.
- When you arrive at the complex the first entrance to the complex is the carpark (look for Don Sancho Fase V written on the staircase)
- Entry into the apartment is initially through the uPVC door using the green key then through the internal door using the square key.
- If the electricity is off the box to turn it on is behind the door on the left hand side.
- Through the kitchen into the Galleria is where the washing machine and water boiler is, turn the water supply on for the washing machine using the in-line tap and the on/off switch for the boiler is on the wall.
- The safe is in the wardrobe in the main bedroom
- The pool is accessed with an electronic fob which is hung in the kitchen storage cupboard
- The upstairs area is where you will find the sun loungers, barbecue, beach towels etc.
- Please use the towels that are in the solarium storage room when you go to the beach or pool areas.
- Guests are supplied with 2 towels each in the apartment, if you use more than the allocated amount please attempt to wash them yourselves, the cleaning company levy extra charges for washing piles of towels and this cost may be recovered through your security deposit.
- Electricity smart meters have now been fitted in the complex, if the electricity trips then the advice is to turn everything off and after a few minutes the system will automatically reset.
- Wifi SSID TVHoradada\_Craig, Password TVH20072017

If you have any problems please ring Craig on the following numbers:

+44 7973 636282 or +44 1942 840027

Joanne or Keith are available approximately 20 minutes away

Keith +34 657 503 949

Joanne +34 686 593 680 (Please use only if there is no answer above)