



P R I S M A R





## **PRISMAR VILLA. USER MANUAL. v 3 march 2021.**

### **1. Enter. Check in and Check-out.**

Dear Guest, welcome to Villa Prismar. In this informative dossier we will try to capture all possible answers to your doubts when using our holiday home and thus achieve your maximum satisfaction and enjoyment.

Therefore, we invite you to carefully read this information that will be made to you before your entrance to the house, although there will be a printed copy for your consultation and reading in the house itself, thanking you in advance for your attention and compliance with the simple rules that are established here for you to enjoy a fantastic experience.

First of all, thank them for choosing our home, as you will see there is a lot of affection and dedication in it, and at least, that is what we want to transmit, for this we ask for a responsible use of housing, resources and supplies, being forbidden the celebration of events and parties, pets and not respecting the maximum capacity of it, all in order that our customers, in harmony with the environment and the neighbors, enjoy the calm and calm atmosphere offered by this unique area of Tenerife.

We care about the health and pleasant environment of users so smoking is not allowed under any circumstances.

Departure or check-out time is 12:00 hours, so we ask that at that time the house be available to be checked, return the deposit, and proceed to its preparation and cleaning. Please note that we may have other guests scheduled to enter so we ask that the schedule is respected, which we greatly appreciate. However, if you have to leave at an early time or wish to make an autonomous exit, simply leaving the keys at the indicated place inside the house and communicating that you have already left it, it will be reviewed that same day and the deposit will be refunded at the time of the established way.

As for the time of entry, as we have advertised, it is from 16:00 hours until 22:00, we will always try to adapt as much as possible to your arrival time to avoid waiting, so it is important to contact us in case of delay or incident, as well as to set a specific arrival time and check in.

At check-in you must provide the details of each guest (detailed below) to communicate them to the authorities, being a necessary requirement for check-in, in addition to verifying or depositing the deposit if it had not been done in advance (depending on the booking platform).

### **2. How to get there.**

The house is located on Calle Prismar, no. 12, municipality of Tacoronte in Tenerife. Its location is simple if you use a browser because if you do not know the area it can be



complicated the first few times, although there are several ways to get there, we highlight the points of interest for your arrival.

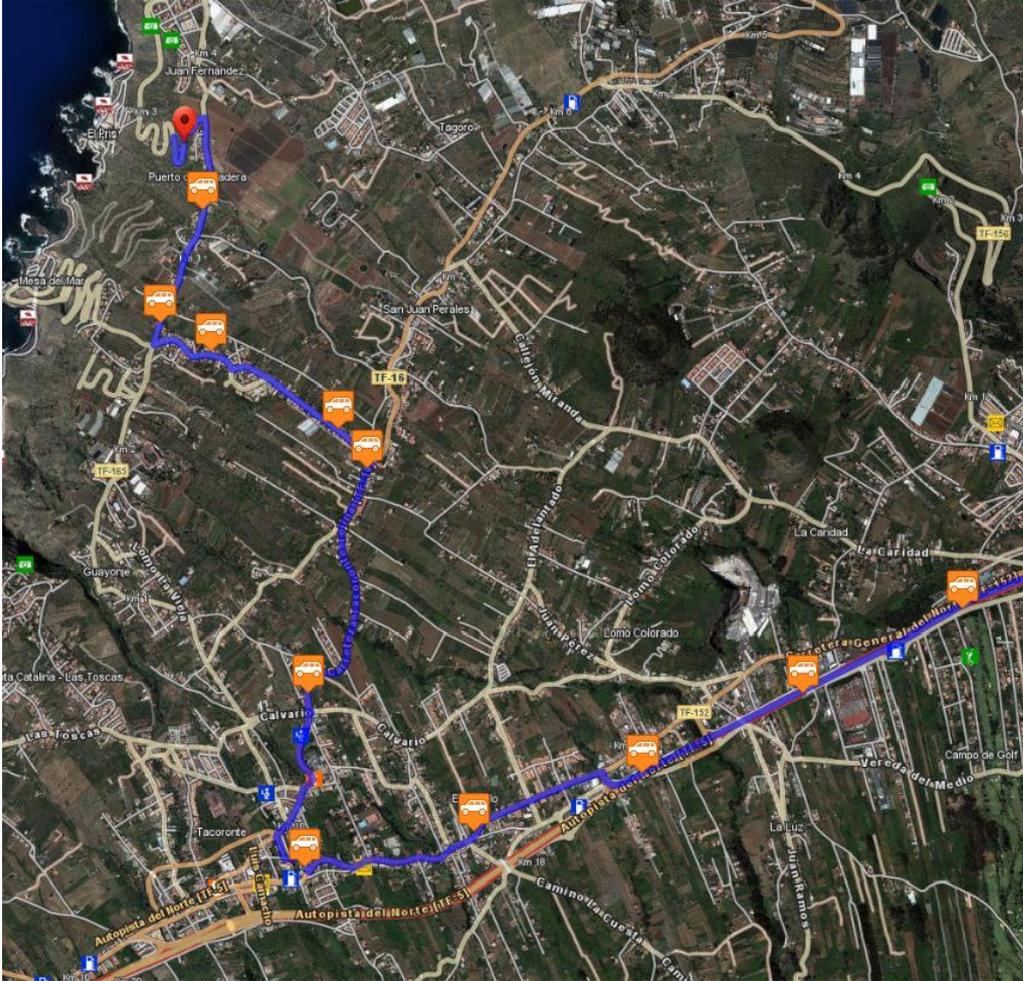
Villa Prisma, located on the north coast of Tenerife is 20 minutes from Tenerife North Airport, accessible by car from the TF-5 motorway. It is also estimated that by car from Tenerife south airport we will take approximately 65 minutes.

The most significant points of Tenerife and its distance are :

- From Puerto de la Cruz on the TF-5 motorway about 30 minutes.
- From the capital Santa Cruz de Tenerife by the TF-5 motorway would be 30 minutes.
- From Los Cristianos in Tenerife south, from TF-1 it would be 75 minutes being similar from Playa de Las Américas.



Below you are shown an arrival itinerary from the capital, although all accesses come from the TF-5 motorway, Tacoronte exit, it is highly advisable to help or support some gps maps type app, or similar, as there are several ways to get there.



### **3. Access and distribution of Villa Prismar.**

Once you arrive at Prismar street, as we'll meet at the appointed time, you will be given a tour of it to explain the general operation, although the house is accessed through the gray pedestrian door located outside , and then through the main white door located on the highest floor, from there you access the staircase that gives access to the rest of the house.

The house has the electronic key enabled to provide autonomous access to the interior of the house with an electronic lock once the check in is done.



The Villa has 3 levels once you access the house, going down you reach the level of the bedrooms, all of them exterior to a terrace common to all of them; then we continue down and you reach the rest of the dependencies of the main living room, kitchen and TV room and games, all of them also face a common terrace on its level that has seating, rest and outdoor dining areas; finally reaching the pool area which there has two sun terrace enabled.

The useful areas of the house by floor and area are as follows:

- Access floor: 50 m<sup>2</sup>. Terrace: 170 m<sup>2</sup>.
- Floor rooms: 130 m<sup>2</sup>. terrace: 100 m<sup>2</sup>.
- Living room / kitchen / games: 170 m<sup>2</sup>. Terrace: 100 m<sup>2</sup>.
- Solarium / Pool: 120 m<sup>2</sup>.

They're approximate surfaces.

#### **4. General operation and Recommendations.**

Once in the house, it is equipped with equipment for up to 8 guests, although the normal number is 6, and up to 8 (at an additional cost) in a room equipped with bunk beds.



It is advisable to consult the reservation in advance if the 8 guests are going to be adults as it is designed so that the additional 2 up to 8 are children.

In any case, the house is equipped for the number of guests of the reservation, with sheets, towels and toilet (gel, shampoo and soap) of replacement or cleaning, in addition to the rest of the equipment, so, even if you were less than 6 guests it is necessary to know how many for the house to be properly prepared and not waste resources that for reasons of hygiene and advanced cleaning require its replacement, in any case.

The House is equipped with a travel cot and high chair, if necessary an extra cot or high chair should be consulted in advance.

For stays longer than 7 days there will be an extra set of sheets and towels per guest, but no exchange or replacement service, if you want such change and cleaning to be made by us you only have to communicate it, although such service would have an additional cost (detailed in the next section).

The House is equipped with a washing machine, cleaning products and iron and ironing board, so you can always wash the textiles you deem appropriate.

Personal grooming products are supplied for the entire stay, if required of any extra can always be supplied within the contact routes and in the established mode.

The house has the following equipment:

- Bedrooms:

- King size beds (master bedroom) Double bed (1.80m) and single beds.
- washable mattress cover and pillow.
- bottom sheets and countertop.
- duvet with washable cover.
- Blankets.
- Cushions.
- Pillows with protective cover in various sizes and heights for your choice.

- Bathrooms:

- gel and shampoo in individual jars for the stay.
- hand soap.
- hand towels, bath towels and hot flashes per guest.
- Dryer.
- hygienized vessels.
- toilet paper for the stay.
- bathtub (master bedroom) and outdoor shower and shower trays in the rest.



- Kitchen:

- complete utensils per guest.
- pans and cauldrons of different sizes.
- capsule coffee maker, Italian type and filter.
- tea water heater.
- cooking utensils.
- Toaster.
- Blender.
- Microwave.
- Oven.
- ceramic hob.
- Fridge.

- Wifi, TV and entertainment:

- Satellite TV in the master bedroom.
- Oversized TV in smart TV with some better-known apps.
- Consoles (PS 3, Nintendo Wii U, Nintendo Retro, Nintendo DS) and games for common use.
- Billiards.
- games and children's books.
- Wifi in 90% of the house and possibility of connection to 300Megas (for long stays and telework).
- Music player in main lounge with bluetooth connection.
- DVD player and several dvd's for common use.

- Outdoor/recreational:

- Fatboy hammock for common use not for swing.
- Trampoline (see on-site instructions).
- Swimming pool (see on-site instructions).
- Sun loungers for guests and Balinese bed.
- charcoal and charcoal barbecue for common use.
- Gas barbecue (service with additional cost).
- sets of tables and outdoor chair.
- Awnings and sunshades (see conditions of use and safety)
- Fan in main house and another laptop.



- Cleaning.

- Cleaning products kitchenware, soap, sponge, and cloths.
- dishwasher products type pills for the whole stay.
- cleaning products for washing machine, soap and softener.
- General cleaning products, bleach, bleach with detergent and multipurpose product for general cleaning, as well as utensils, vacuum cleaner, mop and broom.
- iron, clothesline, ironing board.

- security:

- fire extinguishers in access floor and kitchen and fire extinguisher co2 in electrical panel.
- Medicine cabinet.

Responsible use of resources is recommended to avoid waste.

The house has electricity of 230 V and Spanish system of plugs, we have some DC adapter although it is recommended that if you require a specific one bring the one that corresponds in case we do not have it in the house or it is not possible to get it.

The Wi-Fi network must be used responsibly, although the details of the stay can always be provided at the request of the authorities if necessary.

### **The Wi-Fi network:**

Name: Villa Prisma R.

Password: You will find it in the kitchen written on a whiteboard.

The network covers much of the house, although as it is a spacious house there will be areas of weak or no coverage, although the main rooms are equipped in addition to network cable access for devices such as Smart TV etc.

If for telework and long stays you can access the main symmetrical fiber network, upon request in advance for its configuration.

The appliances are easy to use although it is recommended to pay attention to the explanation given by the host for the use of the washing machine, dishwasher, ceramic hob, etc...

All other appliances and machinery is programmed for operation without having to be handled, such as the refrigerator, pool machinery, electric thermos, etc...

We are pleased to give you the house in the best of cleanliness and comfort, and we ask for a responsible use to do so with all guests, although we understand that if for any fortuitous or



accidental reason a break occurs or similar we ask you to communicate it so that we can solve it well during your stay if possible, or for future guests , we invite you to leave the house as you found it so that we can offer the best service.

The house is delivered clean and equipped, and will be cleaned after the end of the stay at no additional cost. If you would like an additional cleaning or cleaning service during your stay, it can be requested by the established contact channels and has an additional cost (see specific section).

If during your stay, you require our presence, just contact us to go as soon as possible.

For stay of 7 days or more it will be necessary to carry out the maintenance and treatment of the pool, for its cleaning and control, so we will access outside the days established for this task, trying to avoid the weekend and early hours to avoid inconvenience, depending on the day of your arrival since such maintenance has already been done before your arrival. Question that will be communicated to you upon arrival.

Finally, as for the garbage, there is a bucket located on the access floor where you can the common and organic garbage, since it is collected on Mondays, Wednesdays and Fridays between 19:00 and 22:00 hours (except holidays) at the outside door of the house, for which you will have to remove the bucket (without the lid), advising not to take them out earlier because cats or animals can remove it. Once collected or the next day, you can put the bucket back in.

In addition, it has three additional containers enabled: green (glass), blue (paper and cardboard) and yellow (plastic and packaging) for recycling, although these wastes are not collected at the door, but once full you must be carried to each container near the house on foot or by car in several locations, although the nearest one is this:



## **5. Terms of Use and Safety.**

As avacation home, the guest is responsible for its use and safety, logically the recommendations that are given, especially when handling fire, the use of the pool, and other critical points should be followed.

The house has pointed out the most notable points so that it is always informed, in three languages (Spanish, English and German), which are detailed here for your knowledge.

The pool has an access door, which for safety for the access of minors must always be closed, since to avoid risks minors must always be accompanied by an adult. The pool measures 8 meters long by three on average and a minimum depth of 0.95 m and maximum of 1.05 m.

It has a saline chlorination system, PH regulator and filtration, which has operating hours depending on the use and season of the year. Although it must operate at times of intensive use to perform the filtration circuit by the Munich type filtration system. If it is detected that the pool gets cloudy or green do not hesitate to contact as it may always require additional treatment for mechanical or climatic reasons.

It is totally forbidden to access the filtration area for security reasons, in case of any incident contact us except emergency cases that you must contact the emergency services whose contact details we have in specific section.

Also, and by the configuration of the pool, it is designed to access by stairs or solarium always standing and never throw yourself into the pool, being totally forbidden to throw yourself



head-on because of the serious risk that comes with it. Responsible use is recommended for a safe enjoyment of the facilities.

It is forbidden to climb or throw yourself from the outdoor terraces to the pool, for obvious security reasons.

There is a side access by stairs with a door in the area the trampoline that can only be used as alternative access to the house in case of emergency.

Due to the excellent location of the house on the coast there may be windy days, in such case you should close the sunshades and awnings and collect those objects that may fly against a glass or similar to avoid breakages, only in cases of strong wind, which would be communicated in case of forecast by the Spanish weather agency.

In case of use of the awning arranged on the main terrace should always be closed at night.

Lastly, and for safety reasons it is recommended not to leave utensils outside the house on the terraces and fewer glass glasses or glass glasses as they could be dragged into the pool with the serious risk that this entails.

Glass cups cannot be used in the pool area because of its easy breakage and serious risk of cutting to users, as a glass break inside the pool leads to emptying (to affect the deposited deposit).

In case of wind it is not possible to open the garage door for safety reasons.

Finally, as regards the use of coal, it should never be thrown outside the house or pour water for shutdown simply let it be consumed and deposited once cold in the trash, due to the serious fire risk that this entails. Barbecues should always be used outdoors and away from flammable materials, avoid being very bristle with awnings and sunshades.

The Gas Barbecue, which always requires cleaning after each use (at an additional cost if not cleaned) will be left clean and able to use, and it should always be checked before and after use the correct closure of the gas control and connection to the cylinder (it is left un connected and explained).

Appliances such as washing machine and dishwasher have a number of programs, it is always recommended to use the daily program for the washing machine and the 90" for the dishwasher, depositing the pill or detergent in the storage of the same, in the case of the washing machine is the one indicated with the II, and softener, whose quantities are recommended in the packaging , and for the dishwasher is supplied pill that is deposited in the compartment for this purpose and must be closed, once turned on, and programmed in the washing machine subtracts give start button and dishwasher close the door and will start working, never open before finishing as it negatively affects the appliance.



In case of water leakage inside the house by pipe breakage, even if the property is contacted, the first thing to do is to cut off the general supply of the house that is right on the exterior facade of the house, next to the exterior access door (to the right of the door and after the electricity boxes) and it must be closed completely.

The house has properly signposted fire extinguishers and medicine cabinet.

#### **5. Services at an additional cost.**

**Cleaning service:** If you want the house to be cleaned on an occasional or regular basis, it must be requested in advance and costs 90 euros/cleaning.

**Extra cleaning of towels/sheets:** If you only want cleaning during your stay of the sheets and towels, there is a cost of 20 euros per service.

**BBQ Cleaning Service:** The gas barbecue, due to its operation and for later use must be cleaned after use, not doing so comes at an additional cost of 30 euros.

**Additional guest:** For each guest from 6 and up to 8, an additional fee of 20 euros/day will be charged.

All other equipment is included in the price, and to the extent possible we will try to satisfy those requests or suggestions that are reasonable and that we have not initially foreseen, that is, if for example a kitchen utensil that it does not find or any small appliance that it considers essential is required, do not hesitate to contact us and we will try, as far as possible Fix.

#### **6. Contact routes.**

The contact routes that we have established for the reservation will be the preferred ones for the communication of doubts or suggestions.

Emergencies should always be dealt with first with emergency services, **TELEPHONE OF EMERGENCIAS IN CANARIAS: 112.**

Do not forget to distinguish an emergency, accident, fall, illness or fire from other incidents, such as a non-urgent breakage or an emergency of the type a water leak or power outage, in this case it should be contacted by the established routes with the host, or secondary telephone that you will have in the designated home. For incidents of this type, urgent ones can be contacted at any time to try their solution.

All other incidents preferably communicate from 9:00 to 17:00 hours for your solution as soon as possible.



## **7. Obligation to communicate identifying data to the Spanish authorities.**

As you will know, there is an obligation to communicate the identification data to the Spanish authorities of all people staying in tourist establishments (such as holiday homes) so that such data must be provided to all guests, length of stay and place for referral by the routes established by the authorities, which entails their obligation and provide it to you or at the time of arrival at check-in.

The required data will be:

Date of entry.

Nationality.

Document Type : ID, Passport or Other (Specify)

Guest's first and last name.

Sex.

Date of birth.

The processing of your data will be carried out for the purposes legally established and in the way established by Spanish and European regulations in this regard.

## **8. Bail.**

The deposit must be deposited or verified at the time of check-in, for which it is requested to come prepared to make the payment by means that it deems appropriate, preferably bizum platform, or transfer, in exceptional cases it will be deposited in cash and will be delivered receipt of the same, and will be returned to the departure upon verification of the correct condition and in the same way paid.

In case of damages or incidents, and not being attended by the guest will be deducted from the deposit prior to its delivery, if there is sufficient amount, or will be communicated to the relevant operator, for payment.



## **9. Emergency and incident telephones.**

**Canary Islands Emergencies (police, ambulances and firefighters): 112.**

**Civil Guard: 062 / 922 560 638**

**Local Police Tacoronte: 922 563 310**

Upon arrival you will be provided with the secondary telephone number to contact in case you are unable to contact the Host.

Esperamos que disfrute de su estancia.

Villa Prisma R.

Kadin N. González.