

## **Ten Mallorca**

Welcome to Ten Mallorca. Thank you for choosing to stay with us and we look forward to providing you with some wonderful experiences.

We are a new family run business. Ten used to be originally a priory with chapel and then a loom factory and for the last 30 years a family house, which over the last three years we have gradually turned into a boutique hotel using influences from our travels and passion for design, style and luxury. We have made each room unique using different wallpapers and tried to create a cosy yet luxurious feel to the place. It has been a long journey for us, but so happy we are finally here and are able to welcome you!

We are a new boutique hotel in an old restored house which whilst we think we have thought of everything we know that we have bound to have missed something. We want to make this a special place and time for you so PLEASE do tell us so at least we can try and make it right.

To save you having to look for us and if you have whats app or Instagram or messenger – just message us if easier. (0034 744 482 497- or 0034 684 416 019. search for us on Instagram or facebook TenMallorca.

We have provided some information below that you may find helpful during your stay at Ten.

### **FOOD**

#### **Breakfast**

We serve freshly cooked breakfast every morning from 8:30 until 10:30 in the rear terrace. Everything is freshly cooked to order. If you have any allergies or specific dietary requirements please let us know so we can ensure you get a tasty start to the day.

We can also cater for vegans with vegan yoghurt and cheeses but please do let us know so we can buy in advance from a vegan store in Palma. That is the same if you are gluten free please.

#### **Lunch**

We offer a daily poolside menu which includes salads, pasta and daily specials served from 13:00- 15:00 every day

#### **Dinner**

We open our evening restaurant for dinner on Mondays and Thursdays served from 20:00 – 22:30 and we ask for reservations 24 hours in advance. Dinner is served around the pool in the summer months. We have a good selection of local and organic wines to pair perfectly with your meal. You will be able to find

a menu by the bar. Once again - please let us know in advance if you have any specific dietary requirements.

## **DRINKS**

### **Bar**

Our bar is open from 12:00 until 00:00. We have local and organic wines and Cava's as well as a wide and exciting Gin selection. Please ask to see the Gin menu. We also serve the legendary Mallorcan (hoppy lager) Rosa Blanca on draft as well as bottled beers and lagers small selection of cocktails.

## **ROOM STUFF**

### **Air conditioning/heating**

The air conditioning is for cold or hot air. The controls are located by the entrance door to your room. The system is activated by switching the right hand top switch from the zero (0) position to any of the three fan positions from low to high. The dial on the left side regulates the temperature. The switch on the bottom right is for either hot (upper position) or cold air (lower position). **Please note if you open the balcony doors or windows the air conditioning will automatically turn off.**

### **Bathroom**

We have provided you with small toiletries, which you can find in your bathroom. If you happen to have forgotten anything, (toothbrush, toothpaste, phone charger etc.) please see a member of staff and we will be happy to get what you need. We have also provided you with an ionic hair dryer located in your wardrobe. We also have hair straighteners if you need. The mirror has a demister pad behind it so it shouldn't steam up. The towel radiator is operated by the black switch above and has a preset maximum temperature.

### **Bed Change and Towels**

We will make up your bed every day and do a full change every third day including towels. If you need it to be more regular just ask - its no problem but helps us save on water consumption if we can do every 3 days. If you don't use your extra large dressing gowns please just leave on the hangar or just ask us to take them away.

### **Key card/ Electricity**

Your key card is not only for room entry but also to activate the electricity in the room. Pop the key in the holder, which is located just inside the bedroom door and the electricity, will come on. There is also a double plug socket in each room (by the fridge), which works without the key card for the fridge and for phone charging. There are USB points in the headboard to charge things overnight.

### **Laundry**

We provide a laundry/dry cleaning service to take the hassle and stress off you. Please ask a member of staff for details. If you would like to use an iron and board in your room please see a member of staff.

### **Mini Bar**

In each room there is a mini fridge. We have provided you with Ten Mallorca still water (free of charge), Rather than stock the fridge with things that you don't want just ask us and we can make sure you have your favourite drink in the room at our bar prices. We have also provided you with tea and coffee making facilities in your room. Please let us know if you need fresh milk in your room or if there is anything you require for your room.

### **Safe**

There is a safe to store your personal belongings in the wardrobe. To set a code press the reset button on the inside of the safe door. It will emit two beeps and then you can set your new pass code (3-8 digits) and press # to confirm. If the unlock icon appears the pass code is set correctly. To open, enter in your pass code and turn the lock and to close just turn the lock. Please leave the safe open at the end of your stay.

### **TV**

There is a smart TV in your room, ready and equipped with Netflix for you to personally log into. We also have a VPN currently set to the UK so that you can watch BBC and ITV. Please let us know if the app hasn't appeared and we will set it up for you.

### **Wi-Fi**

We have Wi-Fi across the hotel. The network name is TENMALLORCA and the password is all lower case tenmallorca. If you do have any problems connecting just see a member of staff who will assist you.

## **OUTSIDE THINGS**

### **Beach**

As we are in the middle of the island – all of the beaches are within easy reach-coves in the east, wide breezy beaches in the north, expansive wide in the south and rocky outcrops in the west. The nearest is at Can Picafort or Playa Muro (about 18 minutes drive). We have a beach towels here so you don't need to pack them. We also can loan a map subject to availability.

### **Gym**

The gym is located on the ground floor near the swimming pool and is open from 7am until 9pm

### **Pool toilet**

There is a pool toilet by the shower.

### **Swimming pool**

We have a salt-water infinity pool. We do have a pool cleaner once a day that will be there at 7:00 for approximately 1 hour. We do not have a lifeguard so please take care when around and in the pool. There is a shower to use if you want to cool down before going in the pool.

## **Towels**

Like most hotels now, we are trying to help the environment so if you want us to keep your pool towel for you without washing we will either dry it and store it for the next day or please take to your room. Or of course we will change the towels every day so please just leave on the sunbed or drop it into the basket. If you want clean towels and we are not to be seen- please just message or grab one from the laundry opposite the pool toilet.

## **Opening Hours**

There is an Island wide policy to respect your neighbours after 12 midnight (unless you are in Magalluf). We close the main front door at midnight so if are planning on coming back later please ask for a key.

## **Emergency numbers**

John (owner)	+34 684 416 019
Joanna (owner)	+34 744 482 497
Police, Ambulance, Fire	112
National Police	091
Local Police	092
Guardia Civil	062
Emergency Ambulance	061

Juaneda Clinica (hospital in Inca)      +34 971 731 647

**In the unlikely event of a fire, please follow the emergency exit signs.**

**We want you to have a special stay with us here at Ten Mallorca so if there is anything we can do to make your stay even better, please don't hesitate to ask!**

**Sineu Information** Please ask we have maps in in reception

## **The Market**

Mallorca's largest market happens every Wednesday in Sineu. 8am – 13.30. You are 2 minutes away from the market. Our chef loves buying food from here, so if you get inspired by anything please let us know and the chef can cook you something! It has everything from livestock to leather bags. You need to go. It can get very busy so the earlier the better if you want a clear run.

## **Public Transport**

The train station is about 8 minutes walk and has an hourly service to Palma via Binissalem (wine tasting). Trains depart at 41 minutes past the hour on weekdays and 47 minutes past at the weekends. During July and August the last train back from Palma is 04.15 so you can have a very late one if you fancy a night dancing. Please let us know if you can beforehand and we will make sure you can back in easily!

### **Restaurants in Sineu**

There are 25 restaurants, an ice cream parlour, a microbrewery and a wine tasting bar in the village of Sineu. Below is a selection of restaurants but please ask us for recommendations and we can help.

**Antic Celler San Toreó** 6 minutes walk traditional mallorcan with interesting tables good outside space. Opens every day for lunch and dinner.

**Can Pep**- Mallorcan Burgers and salads- 5 minutes walk. Open Tuesday to Sundays 18.30h to 23.30h.

**Can Font**- traditional Mallorcan cuisine with a lovely terrace and great fish. Closes Monday

**Celler Son Toreo**- 5 minutes walk traditional mallorcan with great art – no outside space. Opens every day for lunch and dinner. Closed Mondays.

**Molí d'en Pau**- Traditional Mallorcan – 10 minutes walk- booking likely to be essential. Lunch and dinner. Closed Mondays

**Santapi** – Italian pizza, tapas and salad – including vegan pizza. 4 minute walk. Doesn't close. Book for an outside table.

**Tomassini**- vibrant busy Italian near the train station . 8 minutes walk. Open Wednesday to Sunday 18.00 to 00.00.

There are lots of lovely restaurants all over Mallorca, please just ask as we have a great guide of the top 100 restaurants and we can also give you our personal recommendations.