



## USEFUL INFORMATION

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Thank you very much for choosing us to spend some well-deserved holidays in Gran Canaria.

In the following link [www.hellocanaryislands.com](http://www.hellocanaryislands.com) you will obtain a basic guide with a lot of information to enjoy Gran Canaria even more with services, places of interest or recommendations for restaurants on the island.

Remember that our staff will always be at your disposal and do not hesitate to contact us with any questions or concerns.

WE WISH YOU A HAPPY STAY IN GRAN CANARIA!

**The team of  
ART Las Palmas y MUR Hotels**



## HOW TO CONTACT US: EMAIL AND TELEPHONE NUMBERS

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### **RESERVATION Department / CENTRAL Office**

(Monday till Thursday from 09:00 - 17:00h & Friday from 09:00-14:00)

☎ 0034 928 296 991

✉ comercial@murhotels.com

### **ART Las Palmas - Reception**

☎ 0034 679 96 94 17

✉ recepcion.artlaspalmas@murhotels.com

### **In urgent cases 24 hrs (MUR Hotel Neptuno)**

☎ 0034 928 777 492

### **Ambulance**

☎ 112

### **Urgency**

☎ 092

[www.artlaspalmas.com](http://www.artlaspalmas.com)  
[www.murhotels.com](http://www.murhotels.com)





## CHECK IN AND CHECK OUT TIME

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The arrival time is from 15:00 p.m.

If you arrive before the time of entry to the accommodation, you can make use of the facilities until the delivery of your apartment.

Check-out time is until 11:00 a.m.

If you have a late flight and you need to extend the departure time, please you will have to notify 2 days in advance.

Depending on the availability in each case, we will give you an answer.



## RULES OF COEXISTENCE

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Please leave the apartments and their furniture in the same conditions as you have found them.

We would appreciate it if you turn off all appliances and lights every time you leave the apartment to minimize electricity consumption.

**The garbage must be taken out every day and deposited in the public containers that are destined for it on the street.**

Damage within the apartments: Damages caused to the apartments by clear negligence or misuse will be borne by the guests. An estimated valuation will be made, it will be paid by the guest and the real cost will be presented by email to the guest later, adjusting the amount that proceeds.

It is not admitted to introduce into the apartments any movable objects other than the usual ones and typical a guest might bring.

It is not admitted to introduce into the apartments any electrical or gas appliances. The only exception is for personal hygiene items such as shavers, hair dryers, etc ...

It is not admitted, to accommodate more people than those informed in the admission document by the client.



## INTERNET CONECCION

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We offer free internet connection throughout the complex via Wifi. You simply have to activate the Wi-Fi on your device and select the **artlaspalmas.com** network. A window will open, where you must enter some personal information and the number of your apartment with an **A** in front, example **A123**. After completing the form you will be able to enjoy free Wi-Fi throughout your stay.



## OUR WATER IS A PRECIOUS GOOD

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We appreciate the responsible use of water and recommend sustainable use. We suggest the use of bottled water for consumption, such as for soups, a tea or coffee. Tap water is not drinkable.



## EVENTS AND OTHER KIND OF CELEBRATIONS

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Remember that the building is located in a residential area and therefore all noise and activity that could disturb our neighbors is totally prohibited. Parties, celebrations and the entry of visitors are prohibited. Please respect after 9:00 p.m. the rest of our neighbors and clients of ART Las Palmas. We thank you for this attention to us and the rest of our clients and neighbors.



## BATHROOMS

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Please do not flush wet wipes or feminine products down the toilet. Use the bins that are available in the bathrooms for this.



## CLEANING

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Your stay includes the final cleaning of the apartment. Remember to leave the kitchen clean, collected and with the minimal garbage. If your stay is longer than 7 days, you will receive a complimentary cleaning in the middle of the stay, with a change of sheets. Towels are changed twice a week. If you want additional cleaning, you can request it at the reception for € 20 per day.



## WASHING MASHINE & DRYER

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All apartments have a washer and dryer combination. Use the washing machine only, if it is really necessary and when you have enough clothes to fully load the washing machine. Be careful not to overload the machine. To hang your clothes you can use the clotheslines provided inside the apartment.



## BALCONIES

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Use the balcony with consideration and responsibility. Do not throw objects and do not hang clothes on the glass railing. It is not allowed to place the clothesline on the balcony.

Please close all windows and terrace door every time you leave the apartment for your own safety and for the correct use of air conditioning. With the doors open, the system does not work.



## **COWORKING & MEETING ROOM**

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If you need to do home office, we have a coworking area that is perfect for this with very comfortable tables and chairs. Perfect for any type of business meeting or simply working from a distance. Next to the Coworking you will find at your disposal a meeting room with capacity for up to 6 people with a TV screen, air conditioning and natural light. For reservations and prices please contact us.



## **PARKING**

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We have a private parking inside the building.  
The cost of parking is € 12 per day / per car.



## **VENDING MACHINES**

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Water, soft drinks, snacks, chocolates or coffee ... the vending machines (€), located on the ground floor, offer you various options for a snack to eat and drink.