



Welcome to

Sunny Holiday Apartment, Torrevieja

Guest guide (v3.0)

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<https://www.sunnyholiday.es>



Safety first!

Please read and familiarise yourself with the apartment.
For your safety, the apartment is equipped with:



Fire Extinguisher - located in the kitchen/apartment entrance, on the floor.

Smoke alarm - located in the living room, on the ceiling. There is a spare battery for the smoke alarm in the cupboard under the TV.



First aid kit - located in the kitchen, on the wall.

The plastic storage cupboard in balcony contains a toolkit and cleaning products that can harmful to health. Also under the sink are cleaning products. Please keep the children away.

Beach gear found in the apartment is to be used at your risk.

Inflatable items/water floaters present in the apartment does not protect against drowning. Please supervise children when at sea.

Emergency contact numbers can be found on the next pages.

The cooker and the iron are very hot during use! Please operate them with care and keep the children away from them. During cooking, please use the kitchen glove provided.



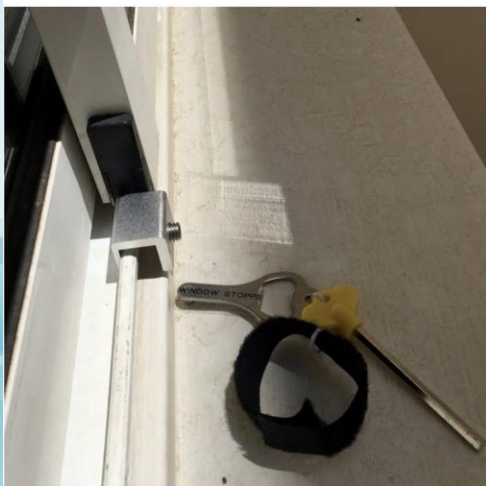
Safety first! Risk of Heights!

The apartment it`s at the second floor. Please pay attention (especially when children are) around the windows, balcony and hallway.

Do not leave children unsupervised in the balcony and in the hallway outside the apartment and do not climb on the edges! The consequences of falling from 2nd floor can be fatal.

To reduce the risk of falling, in the second bedroom, due to the beds being close to the window edge, we have limited the gap that windows can slide open to just 12cm (4.7 inch) that facilitates airing the room but reduces the risk of falling off the window.

If you consider the gap left is too wide and represent a risk for your family, please notify us asap. In case needed, we have left the keys for the window locks in the wardrobe in the main bedroom (see picture below). Keep the keys away from children.



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Safety first! Slips and trips

Please pay attention to the floor while in Spain. The floor of the apartment and balcony is made out of tiles that become slippery when wet. Also, the hallway is tiled and become slippery when wet. Be careful when stepping out of the lift or climbing down the stairway as the ground floor is slippery when wet.

Some of the town footpaths are tiled as below. Be very careful when wet and specially when walking in front of the garages as the footpath can be inclined.



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Emergency and health services

Emergency: 112

Ambulance and health emergencies: 061 or 112

Local police (policía municipal): 092

Civil Guard (guardia civil): 062

National Spanish police (policía nacional): 091

Dental surgeries, Hospitals and Pharmacies:

* Policlínica Dental Salud- nº3 bajo, Calle Félix Rodríguez de la Fuente, 6, 0034 965 70 60 81

* Clínica Dental Bushin - Calle San Pascual, 204,
0034 965 71 63 43

* Clínica Dental Tecnik - Fragata 38 bajo, esquina La Loma,
0034 965 71 93 80

* Urgencias **A&E**: Hospital Quirónsalud Torrevieja
Servicio de emergencias Partida la Loma, S/N,
0034 966 92 13 13,

Open 24 hours

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- Urgencias **A&E**: Hospital Quirónsalud

Torre Vieja

Servicio de emergencias: Partida la Loma, S/N,

0034 966 92 13 13,

Open 24 hours

- * Hospital Universitario de Torre Vieja Urgencias

Servicio de emergencias **A&E**, Carretera CV-95, s/n,

0034 965 72 12 00,

Open 24 hours

***Farmacia Playa del Cura**

Calle Ramon Gallud, 196, 0034 966 70 68 80,

Open 24 hours

***Farmacia Habaneras-Ldo. Gonzalo**

Esquina con, Avda. Habaneras, Calle Almudena, 36, 03181
Torre Vieja, España, 00 34 965 71 44 68

Opening hours:

Monday-Friday 9:00–14:00, 17:00–20:00

Saturday 9:00–14:00

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Useful information

Internet access:

Adults:

Wi-Fi Network: Sunny Holiday Apartment

Wi-Fi password: Time2relax1

Children (under 18):

Wi-Fi Network: Junior-Sunny Holiday Apartment

Wi-Fi password: Juniorsurf19

Supermarket:

Consum,

Av. de las Habaneras, 75, 0034 965 70 68 15,

Open Monday-Saturday 09:00-21:30

Taxi:

0034 659 04 11 20 Taxi Torrevieja

0034 965 71 22 77 Radio Taxi Torrevieja

0034 653 80 28 30 Taxi Julio

0034 966 92 74 20 Teletaxi Torrevieja

Emergency property contacts:

Property management: 0034 676 757 003 Bogda

Landlord: 0044 770611 9590 Remus

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Facilities

Internet



There are 2 networks available for you: **Sunny Holiday Apartment** and **Junior-Sunny Holiday Apartment**. The Wi-Fi network Junior-Sunny Holiday Apartment, has the adult content restricted.

Air conditioner



The 2 aircon units can be used to cool/heat up the apartment. Please follow instructions provided (below) to operate.

Keep the windows and doors shut while the aircon is running. Please turn off aircon while not in apartment. For best comfort set the temperature to 24-25 Celsius during summer and 21-23 during the winter months.



Steam iron

In the main bedroom, there is a steam iron (and ironing board) available for you to use if needed, please make sure you keep it away from children and avoid skin contact while hot.



Hairdryer

The hairdryer is in the bathroom. Avoid splashing it with water and make sure the hairdryer is dry before using it.

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Washing machine

For instructions (below) using the washing please see the programs that are suitable for you. Program buttons are touch activated. Turn the dial to choose/set the program needed for the washing cycle.

TV: IP TV, Netflix and Youtube



You have the option to watch international channels (via Smart IPTV App), or use the streaming apps (i.e. YouTube).

In the Living room press the Source or Home button on the remote control and select the Smart IPTV app.

In the 2nd bedroom is a TV and an Android box that also offers you IPTV and streaming services/apps. Press the source button on the remote control, selecting HDMI source - make sure the Android box is on. Also Netflix account available.

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USB charging points and wireless charging

The apartment benefits from multiple USB charging points distributed in all the rooms, that cover all main connectors, Micro USB, USB C, Lightning (iPhone/iPad) and 3 wireless charging points.



UK wall socket

In the main bedroom, we also have a wall socket that accommodates UK 3 PIN plug.



Nightlight

For your convenience and safety, there is a sensor activated night light in the bathroom to avoid dazzling at night.



Colour coding shower

To help you set the right temperature, the shower head will turn different colour based on the water temperature.

Green: 0-32 Celcius

Blue: 33-41 Celcius

Red: Above 42 Celcius. Avoid skin contact!



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Safe

There is also a safe for you to use if you feel like keeping your valuable items in a safe.

If you want to use it please let us know (Remus or Bogda) and we will provide you the code for the safe.



Amazon Kindle Paperwhite

Our Kindle is loaded with many great books. If your favourite book is not on the device, just download it from the store (or let us know and we will download it for you).


You can download as many books as you read at no cost for you, it's all on us.

Just 1 simple rule: please only download the book(s) you read.



Hob

The hob is touch activated:

- 1) Touch  for on/off.
 - 2) Touch the symbol for the hob you want to use.
 - 3) Touch +/- symbols to adjust heat
- We recommend using **7-7**. power.

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We hope you will enjoy and relax using **HoMedics massager**. Just choose the right programme for you and relax.



For your health check, the apartment has a **blood pressure monitor** and a **digital thermometer**.



For your comfort, there is also a **hot water bottle** to use if needed.

Disposal of rubbish



Please dispose your rubbish bags in the rubbish bin provided by the local council, located at the junction of the street, as you leave the building, on your right. The rubbish can be disposed after 21:00.



Ceiling fan

Except the 2 aircon units, there is 1 ceiling fan (remote controlled), in the 2nd bedroom.

For the remote to work, the light needs to be switched on from the wall switch.



Siesta - nap time

Although we always need to be considerate towards our neighbours, in Spain between 14:00 and 17:00 is Siesta – people are resting.

Enjoy a nap, relax while on holiday and please avoid making noise.

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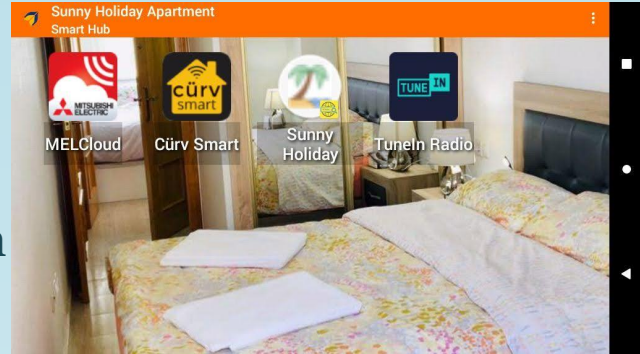
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Use of appliances: Smart Hub - Tablet



The apartment benefits from an Android tablet as Smart Hub to help you control the Aircon and the lights.

The tablet also has installed TuneIn Radio App that allows you to listen To various Radio stations.



The Apps used:

1) MelCloud is used to control both Aircon units.

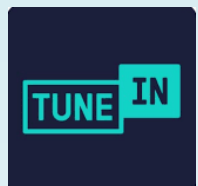


2) Curv Smart App is used to manage the lights (as alternative to Google Home speakers)



Other App available

TuneIn Radio – international radio stations



Please do not change/delete the settings on the Apps or the tablet.

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Use of appliances:

The Aircon



Both aircon units are controlled via the MELCloud App, installed on the Android tablet provided in the apartment.

On the Home screen you`ll find the MELCloud App. Open the app and control each aircon unit by tapping the relevant icon.



Select the Preset Program (Heating 23, Cooling 24 or Cooling 25) you need by tapping on it.

You can also adjust manually the temperature between 23-25 Celcius.

N.B there is up to 1 min delay between setting the aircon on the tablet and the aircon unit receiving the commands.

Please be considerate towards the environment and:

- 1) Don't leave the aircon running when leaving the apartment
- 2) Keep the doors and windows shut while AC in use

Please empty (before over flow) the 2 bottles that collect the condensation (find them in the balcony, under the aircon units).

Use of Aircon – optimum room temperature

The aircon reduces the room temperature and the humidity. As a guideline, during the summer time an indoor temperature of 24-25 Celcius and a humidity between 40-70% will provide an optimum living environment.

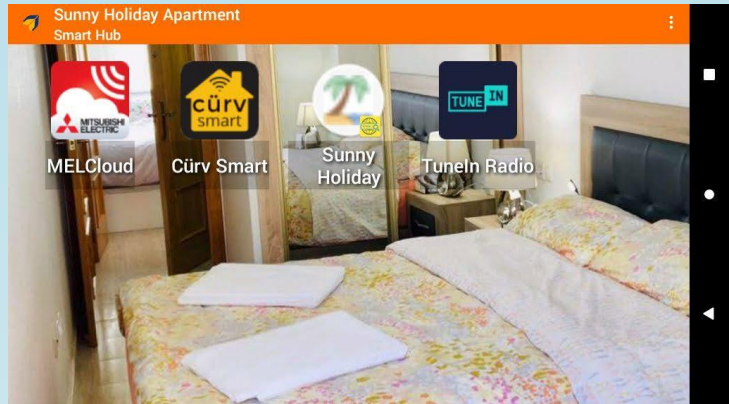
During the winter months, the optimal temperature is around 21-23 Celcius. - continued on next page

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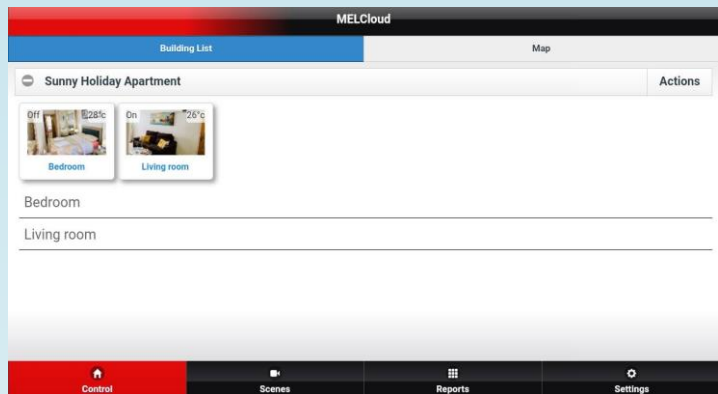
Use of appliances: The Aircon



Tap on the MELCloud App to open it.



Once the app opened, tap on the aircon unit you want to control.



Select one of the Preset Programmes available to cool or heat the Room.



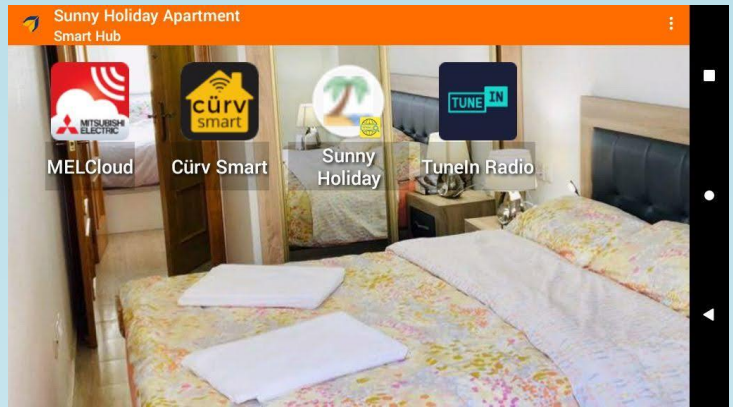
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Use of appliances: Smart lights

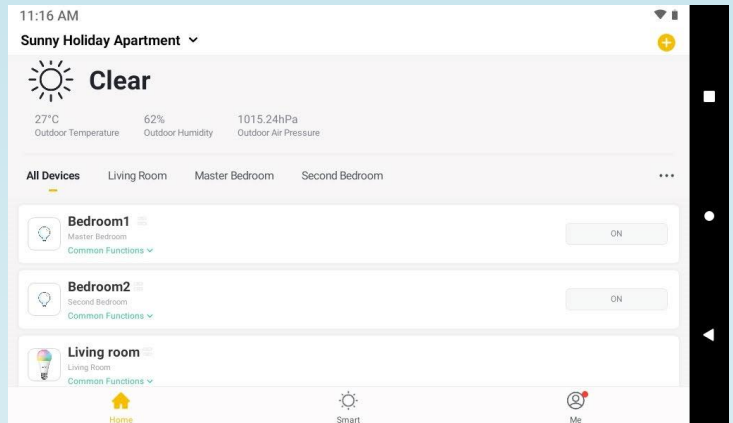


Tap on the Curv Smart App to open it.



Once the app opened,
You will see all the smart
lights available in the
apartment.

You can control each
individual light or control
the lights group in
specific groups (by room).



P.S. A more convenient way of controlling the lights is via
the existent Google Home speakers.



Smart Assistant: Google Home

Activate Google home assistant by saying “OK Google”

Ask Google assistant to help with various tasks, like:

- 1) Weather: How is the weather today? Or say Good morning.
- 2) Local amenities: Show me the closest restaurant
- 3) Local taxi: Show local taxi phone number
- 4) Translate: How you say in Spanish Bring me the bill
- 5) Control lights: Turn on/off,/dim, change colour, etc.
- 6) Play music: Play relaxing music
- 7) Health advice: Show my what to do in case of a sunburn
- 8) Entertain: Tell a joke
- 9) Games: Play a trivia game
- 10) You can also use Google to Turn off the TV (turning it ON or navigate through the TV Apps is not supported).
- 11) Stop Google home assistant by saying “OK Google, Stop”

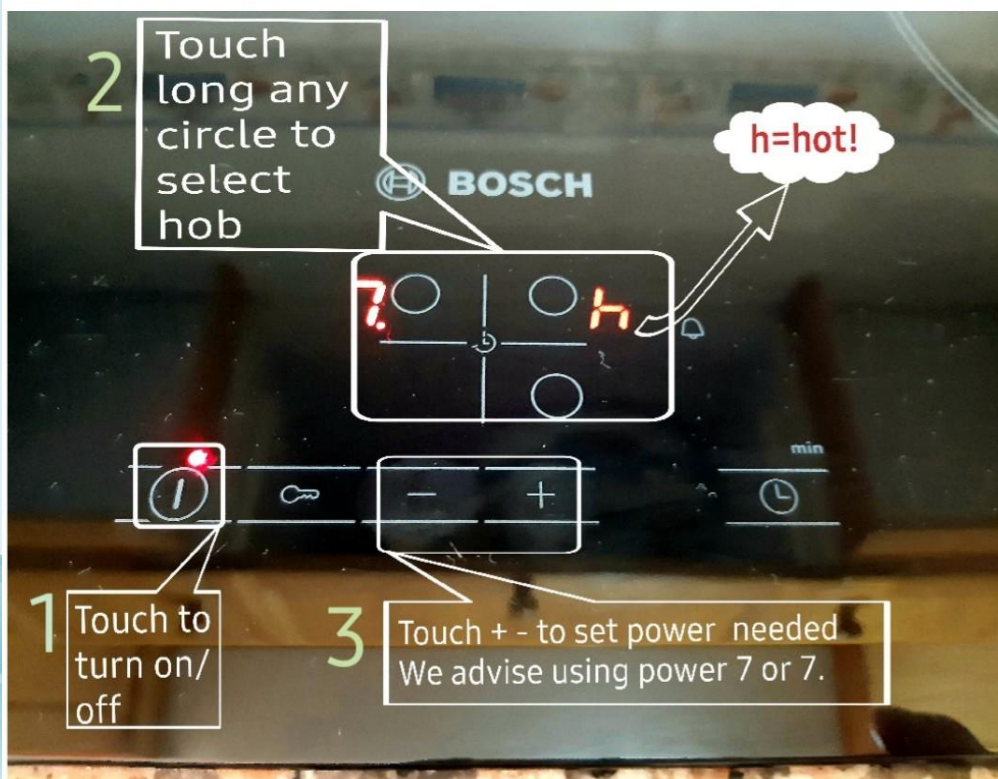


The use of other appliances: The hob

Using the hob

The vitroceramic hob is touch activated

- 1) Touch long the On/Off symbol to turn on the hob
- 2) Touch the circle symbol for selecting the hob needed
- 3) Touch + - symbols to adjust power. We advise using power 7 or 7.
- 4) Shut down the hob by touching long the On/Off symbol.
- 5) After shutting down the hob a red h will be displayed to warn the hob is hot!



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Use of appliances: Washing machine

For a quick wash cycle of 25 min please use:
Rapido 15", Temp 30, Rinse 1, Spin 1200.

Using the washing machine

A) Operating

- 1) There are just 2 push buttons: Start/Stop and Pause/Resume (see red area)
- 2) The 2 areas highlighted green contains touch keys

B) Programs

There is a Quick 15 min program. This setting is recommended for small loads, not for full load (8 kg)

Daily wash (Lavado Diario) setting provides a full washing cycle in 1 hour (using 2 as Rinse)

- 3) Use delay function to schedule washing cycle as needed



Use of appliances: TV

- 1) Use the Home (or Source) key to open Menu
- 2) Using the arrows, select the app you want
- 3) Press the Enter key to open the app

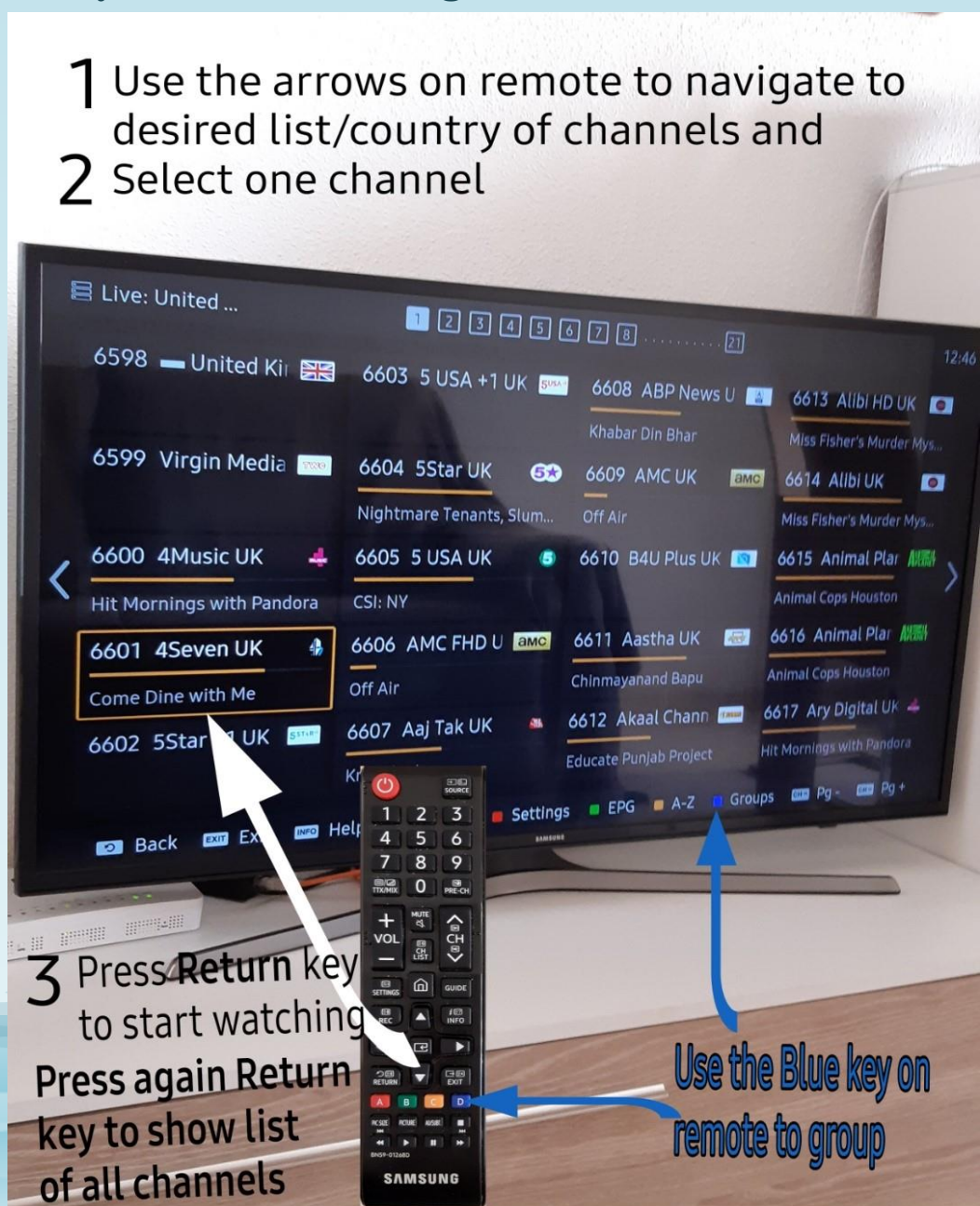


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Use of appliances: IPTV App

- 1) Once inside Smart IPTV app, use the arrows to select the country list needed
- 2) From the list select a channel
- 3) Press the Enter key to start watching the selected channel
- 4) Press the Enter key again to open all channels list.



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Use of appliances: TV and Android box – in bedroom 2

2nd TV offers apps like Netflix, YouTube, Amazon, Smart IPTV



Use the small remote to control the Android box.

The TV is linked to a Android box, via HDMI cable. It's like having an Android mobile phone connected to the TV.

- 1) Turn on the TV
- 2) Using Samsung remote choose HDMI source
- 3) Make sure the Android box is turned on. Use the small remote to do so
- 3) Use the small remote to select the app you want to use: Netflix, Smart IPTV (for TV channels), etc.

P.S. The small remote control has a mouse function. Once activated (by pressing the Mouse symbol button) use the buttons to move the cursor.



Electricity



During the period with high demand using many electrical appliances at the same time (i.e. cooker, kettle, coffee maker, iron, etc.) may result in over loading the electrical network and as result the safety breaker will switch off the electricity.

To avoid this situation, please try not to use all the electrical appliances at the same time.

To restore the power, just switch back on the breaker (electricity panel is on the right-hand side as you enter the apartment).

Should you require any assistance or have any requirements, please do not hesitate to contact us:

contact@sunnyholiday.es or
+447706119590.

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Local attractions

Fun fair, submarine and Dique de Levante (long walks).

Submarine S-61 - Floating Museums

Av. del Puerto, 03181 Torrevieja, Alicante, Spain

+34 966 70 46 43

<https://goo.gl/maps/vK116SfVUwSDqcWUA>

Nations park:

Near Ronda Cesar Canovas Girada, 03181 Torrevieja,

Alicante, Spain

<https://goo.gl/maps/Ak2YNzyzjiH4dSCa7>

Parasaling:

<https://www.parasailingtorrevieja.com/>

Boat trips to Tabarca

<http://torrevieja.com/en/boat-trip-to-the-island-of-tabarca/>

Water parks:

<https://torrevieja.aquopolis.es/>

<https://aquaparkflamingo.com/>

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Local addresses

Apartment address:

Apartment Sunny Holiday, Torrevieja

Calle Concordia, 110-112, 03182 Torrevieja, Alicante, Spain

07706 119590

<https://goo.gl/maps/4zeKDb6W1s254TeeA>

24/7 pharmacy:

Farmacia Playa del Cura 24H

Calle Ramon Gallud, 196, 03182 Torrevieja, Alicante, Spain

+34 966 70 68 80

<https://goo.gl/maps/hFs5fE1SCu4zg3aK8>

Closest supermarket: Consum

Supermercados Consum

Av. de las Habaneras, 75, 03180 Torrevieja, Alicante, Spain

+34 965 70 68 15

<https://goo.gl/maps/vCuEdYhWnu9hwTfHA>

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Mini Market, open until midnight:

Ideal Foods, Minimarket

Calle Patricio Zammit, 39, 03182 Torrevieja, Alicante, Spain

+34 865 67 10 23

<https://goo.gl/maps/KATT9AwqCcPR49ts6>

Larger supermarket:

Mercadona

Calle Vicente Blasco Ibáñez, 03181 Torrevieja, Alicante, Spain

+34 966 70 08 23

<https://goo.gl/maps/TC7LdSkqHDmfLm4Y9>

Shopping Centre:

Habaneras Shopping centre and Carrefour

<https://goo.gl/maps/iBE7K2A9QRDprFu67>

Torrevieja Sports centre:

<https://goo.gl/maps/3EmL32sHyVykBiNs7>

<http://torreviejasportscity.com/en/instalaciones-3>

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Airport transfers

If you have requested airport transfers, please see below the meeting instructions for Alicante and Murcia International.

Alicante airport

As leaving the arrival gates, walk straight ahead and take the lift to the 2nd floor.

Leave terminal building and wait for our representative in front of the Costa Coffee shop.



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Murcia International

As leaving the arrival gates, please walk towards the Information office where our representative will be meeting you.



Should you require any assistance or have any requirements, please do not hesitate to contact us:

 contact@sunnyholiday.es or

 +447706119590, also WhatsApp 

Please also visit FAQ page on our website:

<https://www.sunnyholiday.es/faq>

We are delighted you have chosen Sunny Holiday Apartment. We wish you a relaxing holiday!



COVID Safety

To help with your safety, the apartment has:

- 1) UV disinfection lamp with Ozone. If you`ll use it, please shut the door/window and **leave the room when the lamp operates. After the disinfection session (30 min), open the window for 40 min before using the room again.** The specific smell is from Ozone.
- 2) Hand gel dispenser – installed at the entrance in the apartment-, please se use it to disinfect your hands at the entrance in the apartment. Also, use the small bottles while out and about (please wash the outside of the bottles before 1st use). Top up the recipients with sanitising gel as needed, from the 5 L recipient placed under the sink. **Keep the children away!**
- 3) Face masks can be found in the living room next to the TV and in the main bedroom in the chest of drawers in the 1st drawer. Please use the masks while on the public spaces.

As rules and regulations regarding COVID19 are changing regularly, please check the latest on local media and follow the instructions provided by Spanish authorities.

