



Frequently Asked Questions

How far is the Nearest Airport?

[Málaga AGP](#) – is the nearest airport approximately 45 minutes drive from the villa. [Directions](#) are provided on our website and we will also email you with the directions.

How can I pay and when will my balance be due?

By cheque or bank transfer UK pound. We will email you the full cost of your villa rental with details of how you can pay and when payments are due. If you decide that you wish to go ahead and book the villa we will automatically reserve the requested dates, you will then need to send your 30% booking deposit within the next 7 days in order to secure your booking with us. The balance is due 6 weeks prior to departure if less than 6 weeks before your arrival a full payment will be required to secure your booking. Please note that the 30% booking fee is non-refundable. We will email you to confirm any payments that have been made to us by you.

Is there satellite TV in the villa what channels does that include?

Yes - we do have satellite at the villa where you are staying some of the channels are listed here.

BBC1	BBC2	BBC3	BBC4	Channel 4	E - 4	FIVE	Sky One 2+3	TCM	MTV
ITV1	ITV2	ITV3	ITV4	Comedy	SCI FI	Music	Hallmark	ZONE	Discovery Health
UKTV	GOLD	DRAMA	FOOD	GARDEN	Living	Radio	Challenge	Bravo	Geographical channel

Limited channels are available – please do not expect the usual satellite channels you receive at home with this package. We also have a Video player with a good selection of 50 + videos, you are welcome to bring your own as we cannot cater for personal taste, also provided at the villa is a CD music player with a small selection of music, again you are welcome to bring your own.

Is linen and towels provided in the villa?

All bedroom and bathroom linen is provided. You will need to bring your own beach towels to use around the pool. Extra Clean linen & towels will be left at the villa for stays of two weeks or more.

Is the Villa in urbanisation OR a touristy area?

No – the villa is not in urbanisation it is situated in a rural location just a few minutes drive between the white washed Villages of [Comares](#) and the village of [Los Ventorros](#). The villa is private, is not overlooked, and has very good access, so no long dirt tracks to drive down! The villa is perfectly located for those wishing to go on a day trips and is only a 35 min drive to the coast at [Torre del Mar](#), you can enjoy the touristy side of the holiday and beaches and then head back to the villa to relax by the pool and have a [BBQ](#) and watch the sun set over the mountains.

Is there maid service?

No – all bed linen and towel are changed before your arrival at the villa; you will be left a change of clean linen & towels for stays of two weeks or longer.

Are transfers provided?

No – Car hire is recommended visit [car hire & taxi transfers](#) on our website for details.

Can we go into the villa before 4 o'clock on arrival? Change over day?

The official time for entry to your villa is 4 o'clock. If you arrive before 4 you are welcome to leave your suitcases but will need to ring and inform us of this (please note: we can not be held liable for any lost or stolen items or valuables if you decide to leave cases at the villa), you will not be able to check-in at the villa until it has been cleaned. Please remember that previous guests will still be in residence before 10am so no entry to the villa or its outside facilities will be allowed before that time. We will gladly direct you to the nearest local bar/restaurants that are just a few minutes away so you may relax with refreshments and maybe have something to eat while you wait. We will of course ring you if you can check-into the villa before 4pm, but this will be at our discretion. Change over day is Saturday we may be able to be flexible low season.

Local Shops Opening Hours?

Arrival day is usually on a Saturday all shops are closed although most bars and restaurants are open in



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We want to make your stay a pleasure to remember

Comares and on the coast. Sunday is one of the busiest days for restaurants as Spanish family's get together so be sure to arrive at restaurants before 2 o'clock!

Can we stay in the villa later than the confirmed vacating time of 10am?

This is not possible, as the villa will need to be cleaned and prepared for the next guest.

How many different people can drive the hire car?

This varies according to which resort you visit. In some resorts it is only one driver but in others two are allowed. If you require additional drivers the names can be added and insurance charged as an extra cost once in resort you must ask this question before hiring a car.

What's in the welcome folder

We have two welcome folders the first has information on places to visit and places of interest in and around the area; we also have included opening times and any entry costs. We have lots of helpful Spanish phrases that you may wish to try while here in Spain, info on driving, laws, our contact details encase of an emergency and local emergency phone numbers, pool safety etc and much more, included are several magazines for expats with local adverts and places to visit, leaflets the list goes on... the second folder has information on local Spanish food and includes Spanish recipes and BBQ recipes for you to try here at the villa.

Where do I pick up my villa keys?

Details regarding your key collection. On the day of your arrival you will be met at the villa by the owner/s or a greeter, if we are not available to meet you will email you a few days before your arrival to let you know and give you your greeters name they will then hand the villa keys to you on your arrival at the villa. (You will be given their contact number)

What are the passport and driving license requirements abroad?

All passengers must carry a valid 10-year passport with at least 6 months left before the expiry date. Standard UK driving licenses are fine. You do not have to have the new type with photo ID. You will need to have your passport for ID when using credit cards here in Spain so remember to take them out with you if you are using them to pay for anything while out shopping, as you will not be able to purchase anything without them. Certain passengers who do not carry a UK passport may require visas. Please refer to the passport office for correct information.

Is there an iron and ironing board, washing line at the villa?

Yes- iron and ironing board, Clotheshorse and or washing line.

What is the size of the pool?

We have a private pool at the villa for the sole use of guests only. The pool is approximately 10x5 meters, which is larger than average. Please note: The pool is not fenced off or gated for children, it is deeper than average with the shallow end at approximately 1.2 m and the deep end at approximately 1.9 m, the pool has metal pool steps at the deep end and walk in mosaic pool steps at the shallow end. Please read our pool safety in the welcome folder and on the pin board at the villa, we have CPR instructions in the welcome folder and the CPR instructions can also be located at the pool side on the back of the door in the WC.

"We strongly advise you have a mobile phone at the pool side in case of an emergency at all times"

Do the villas have safes?

No – Please note: we cannot be held responsible for any item or items of value left at the villa. Please see **VillasDirect-Spain.co.uk** "[Terms and Conditions](#)" for further details.

PLEASE DO NOT HESITATE TO CONTACT US AT ANY TIME IF YOU HAVE ANY FURTHER QUESTIONS

YOU CAN EMAIL US AT

info@villasdirect-spain.co.uk