



Villa Aguila

Mar Menor Golf Resort

Welcome Information

Welcome to Villa Aguila. We hope your stay is a memorable experience and you enjoy the Villa, the Mar Menor Golf Resort and this wonderful part of Spain as much as we do!!

In this information pack you will find lots of useful information to help during your stay. However, if there is anything you are not sure of or need any other information, please feel free to contact Steve (+44 7860 681016) or Karen (+44 7973 870143) or e-mail info@villa-aguila.co.uk

In addition, should you have any problems during your stay our property managers John and Christine, who live on the resort, can be contacted on +34 711 008 175. John offers a pick-up/drop-off service from/to Alicante and Murcia airports in a 7-seat vehicle. Please contact John direct to arrange.

Air Conditioning

There is air conditioning in each of the bedrooms. They are inverter systems, so will cool the room very quickly. Please switch on just before you go to bed rather than leaving on all evening whilst you are out.

To help conserve energy and ensure the air conditioning system operates efficiently, please switch off the A/C in any room that is unoccupied. Also, keep doors closed whenever the A/C is running, as open doors can reduce the system's performance. Our recommendation in the warmer months is to have the unit set at 21 degrees for a comfortable sleep.

ON DEPARTURE, PLEASE LEAVE AIR-CON & FAN REMOTES IN THEIR RESPECTIVE HOLDERS

En-suite & Family Bathroom

The windows in the en-suite and family bathroom are tilt & turn and can be fully opened or by turning handle 90 degrees tilt to let air into the bathroom.

TV Service

There is an extensive TV & film library available via the IPTV box with over 1,200 TV channels available. This includes all UK channels and for sports, all Sky channels, BT Sport and most Premier League and Football League games LIVE. There is also a 7day catch-up option. Please see separate operating instructions, further into this information sheet, to get the best from the IPTV service.

Film Service

On the main menu screen you will see "Video Club" This opens over 24,000 films for you to choose from. You might not watch all of them during your stay!! BBC & ITV iPlayer can also be accessed in the Video Club section.

WiFi

The Wi-Fi network is Villa-Aguila and the password is **Diane210363**. There is also a printer available should you need to print any documents, simply search for the printer to connect. There is an extender in the seating area by the pool to help signal whilst outside. The network is Villa-Aguila_EXT With the same password. Please do not remove the extender from the socket.

Kitchen

The switch for the under-cupboard lights can be found above the microwave. Touch the switch to bring the lights on/off and hold to dim the lights.

Instructions for the “white goods” will be left in a kitchen draw

BBQ

If the grille and utensils for the BBQ are not on the BBQ then they will be in the storeroom by the back door. We put them away if they are mosquito spraying. If you use the BBQ can you please empty the ash and clean the grille before departing.

Refuge Disposal

Food waste, bottles, plastic, and general rubbish needs to be taken to the bin disposal area. The nearest area to the Villa is opposite the paddle courts a three-minute walk away. Please note that food waste can only be disposed of between 20.00 and 23.00. Please dispose of all rubbish before vacating the property.

Keys

There are two sets of keys left for you for the Villa. The keys include front door, side gate, and outside storeroom, which is the one by the kitchen exit door near the BBQ. If keys are lost, we have a policy of renewing the lock rather than having keys cut. The cost of renewing a lock is around €70 which unfortunately will be your responsibility.

Security Shutters

There are several manual and electric shutters located around the Villa. Whilst the Villa is very secure, we always drop the ground floor shutters for the living room and kitchen to the sunroom and the kitchen to BBQ terrace at night.

Ring Cameras

You will notice there are three Ring security cameras around the Villa. One in the sunroom, one in the living room above the TV and the front door alarm/camera. These are obviously used as security when the property is empty. Rest assured **ALL CAMERAS** will be disarmed for the duration of your stay.

Living Room Lamps

The two lamps in the living room are operated by touching the circle on the stem of the tall lamp and the base of the table lamp.

Golf Clubs

In the storeroom you will find a set of golf clubs, golf balls, tees etc and an electric trolley. Please feel free to use them if you are playing golf during your stay. Alternatively, you can hire clubs from the pro-shop.

Golf club bookings can be made at discount rate via Club Murcia. Just e-mail info@clubmurcia.com or contact Paul on +44 151 909 4957

Bikes

In the sports storeroom you will find two fold-up bikes. Please feel free to use them during your stay.

Swimming Pool & Pool Terrace

It is highly likely you and your family will be spending a great deal of time in and around the swimming pool area. We really want you to enjoy the pool and following a few simple guidelines will make it all that more enjoyable for all. There are the obvious “rules” that are detailed on signage that will also make it safer for you and your family and especially young children. Please make sure your children are always supervised around the pool and obviously be careful to make sure young children do not get out of the Villa and make it to the pool area.

Please shower before entering the pool and whilst we understand you will be using the pool wearing sun cream, please do not apply the sun cream directly before entering the pool. The pool will be cleaned once a week and the guys normally arrive mid-morning Tuesday. Please just vacate the pool, it takes around 30mins to clean and check the pool.

Should you need to have the pool heated then this is an option at a charge of €20 per day but must be arranged at least 3 days before your arrival as it takes 3 days to bring the pool up to warm temperature. If you have arranged to use the pool heater then please cover the pool when you have finished using it, as all the heat will escape overnight. Simply pull the cover over the pool making sure the cover is pushed down in all corners.

The patio umbrella will offer welcome shade. Please do not use when it is windy as the umbrella might break. When you have finished for the day please put the umbrella back down and cover with the bag provided.

In the evening if you are dining alfresco or having a BBQ please feel free to use the pool. All we ask is that you do not take food in the pool and you only use the plastic glasses supplied, around the pool area.

To light up the sun terrace in the evening firstly switch on the pool lights (switch located on wall to left of BBQ). Once the lights are on the strobe system can be used (remote located in remote box under table in sunroom). You can light the pool in a variety of colours or switch to auto colour change. Just have fun with it!!

The switch for the terrace fence lighting is located on the pool house wall opposite the BBQ. There is further lighting in the pool alcove area. The switch can be found under the hot plate cooking area in the alcove.

There is also a remote in the remote box to switch the outside light on above the sunroom patio doors to add additional light to the terrace.

The outside alcove seating area fan and light can be turned on by the switch by living room door to the sunroom. The remote for the fan and light is on the wall in the alcove area. **ON DEPARTURE PLEASE LEAVE ALL REMOTES ON TABLE IN SUNROOM**

The dining table is set near to the sunroom patio doors so that you can open the patio doors and enjoy the evening temperature. The table does extend, there is a catch to release under the table. For those with toddlers a high-chair is available.

Please do not remove the umbrella from the outside dining table by the BBQ. We've had an incident where the umbrella was left free standing in the base out of the table and the wind took it and blew it onto the golf course!!!

Please bring all the outside cushions in at night as the golf sprinklers come on during the early hours and sometimes the spray covers the terrace.

We want you to enjoy evenings in around the pool and please feel free to play music outside and have fun (we do!!!) However, the resort is a residential resort and our Spanish neighbours at No 27 Antonio and Jose, live on the resort. All we ask is that as a courtesy to neighbours you take the music and fun inside around midnight.

COMPLAINTS PROCEDURE

Should have any reason to want to raise a complaint during your stay please, in the first instance, contact our Property Managers John & Christine on +34 711 008 175 to raise your concerns.

If John & Christine cannot rectify your complaint, then please contact Villa-Aguila@hotmail.com explaining the problem and we will endeavour to rectify as soon as possible.

Resort Information

The Mar Menor Golf Resort is a very safe resort enjoyed by families from all over the world. The resort centre is the impressive Caliea Hotel complex a short walk turning right from the Villa.



The Hotel complex has a gym and spa offering spa treatments. Various restaurants and bars including a spike bar and golf theme pub. The superb hotel pool can be used for a small charge offering an alternative to the Villa pool. In the summer months there is evening entertainment around the pool/terrace area and a children's club.

The new Club MMGR (2 minute walk for Villa) opened in June 2022. The complex has a bar/restaurant, gym, paddle courts, basketball/football area, crazy golf and swimming pool with slides.

The resort supermarket is a short walk from the Villa.

The Boulevard is a 10-minute walk from the Villa and this is where you can find a number of additional restaurants and bars. There is also a bike/car hire, cake shop, hairdressers, beauty shop and hardware shop.

Useful Numbers

In case of emergencies first call 112 and then call security on +34 622 661 999 to inform them of the emergency.

Other useful numbers

Security – +34 968 041 999

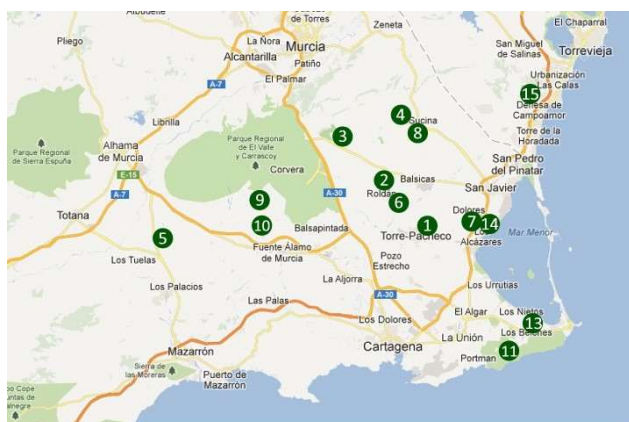
Resort Administrator (Mare Nostrum) – +34 968 041 750

Community Support – +34 968 041 331

Golf Courses

The Mar Menor Golf Resort is part of six Jack Nicklaus designed courses in the region.

1. Mar Menor Golf Resort – Par 72
2. La Torre Golf Resort
3. El Valle Golf Resort
4. Hacienda Riquelme Golf Resort
5. Condado de Alhama
6. Saurines de La Torre



KEY:

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|------------------------------------|---|
| 1. Mar Menor Golf Resort | 8. Peraleja Golf Resort |
| 2. La Torre Golf Resort | 9. Hacienda del Alamo |
| 3. El Valle Golf Resort | 10. Corvera Golf & Country Club |
| 4. Hacienda Riquelme Golf Resort | 11. La Manga Club |
| 5. Condado de Alhama Golf Resort | 12. Vistabella Golf Club |
| 6. Saurines de la Torre (Terrazas) | 13. Mar de Cristal (beach properties) |
| 7. Roda Golf & Beach Resort | 14. Residencial Sinergia (beach properties) |
| | 15. Las Ramblas Golf Club |

Pro Shop Contact Numbers

Mar Menor – 968 041 765
El Valle – 968 041 765
Saurines de la Torre – 638 612 797
Hacienda Riquelme – 968 038 051
La Torre – 968 044 879

Other Useful Numbers

Adventure Divers (La Manga Club) 606 507 464
Bike Hire Etiquette Cycling – 661 517 658
Bike Hire – 711 006 597
Golf Delux Crazy Golf – 968 584 221

Markets & Shopping

There are some very traditional Spanish Markets in the surrounding area, pretty much every day of the week.

Some of the choices include.

Monday – Roldan & San Pedro de Pinatar

Tuesday – Los Alcazares

Wednesday – Santiago de la Ribera & Cartagena

Thursday – San Javier

Friday – Torrevieja

Saturday – Los Narejos

Sunday – Cabo de Palos & Autocine los Narejos

There are also three large shopping malls, offering many top high street brands and large retail shops.

Cartagena – Espacio Mediterraneo (about 20 mins drive from the Villa)

La Zenia – Zenia Boulevard (about 30 mins drive)

Murcia – Nueva Condomina (about 35 mins drive)

Dos Mares – (about 20 mins drive)

Bars & Restaurants

The resort is surrounded by some excellent restaurants and bars for all tastes and wallets!! We suggest you research on Tripadvisor but here are a few local bars/restaurants and some of our favourites

On the Resort

Ona Hotel Reception 932 029 611 (To book Italian or Sushi restaurants)

Fontana – 968 041 850

Mizu Sushi – 968 041 840

Club MMGR – 625 654 208

The Boulevard

Restaurants

Boka – 622 044 945 (Our favourite on the Boulevard)

Madness Coffee – 624 147 239 (Highly recommend for breakfast with a difference)

Bayside – 631 325 217

Asia Tokai – 649 982462 (Very good value for money especially for families. Set price, but you order as you go. Takes a bit of getting used to but fun night out)

Scalini's Italian – 711 001 439 (Highly recommend fine dining)

Chill & Go – 621 180 177 (Great stop for a Pizza or snack)

Shamrock – 868 170 702

Sixty Six – 868 085 861 (American style menu)

Tika Taka – 669 479 098

Tasty Bites – 868 170 790

Gustosa – 868 084 417

Mediterraneo – 968 951 410

Ashes – 711 073 736

Bars

Sportsouls Bar – 631 779 419 (Great for watching live sport with multi screens and private booths)

Shamrock Sports Bar - 868 170 702

Rewind – 652 999 555 (Lovely drink outside to watch the sun set. Indoor night club and entertainment)

Pearla Negra – (Traditional Spanish bar with live entertainment)

Other Recommendations

Little Sicily – Los Alcazares (868 170 741) Very popular Italian

Hemingway – Los Alcazares (664 377 442) Excellent food

Baccus – Los Narejos (663 339 367) Scandinavian cuisine

La Encarnation – Los Alcazares (968 575 048) Excellent setting on the beach front

Jardin III – Los Alcazares (655 993 618) All you can eat Sushi & Teriyaki

El Patio – Los Alcazares (968 575 959) Traditional Spanish

Pizza La Bambinata – Torre Pacheco (968 578 713)

La Almazara de Santa Rosalia – Torre Pacheco (968 577 055) 5 minutes from resort, fine dining

Rustic Grill – Roldan (665 400 345) Very nice food, reasonably priced

Gateway to India – (968 588 076) If you like Indian food, worth a visit

El Gallego – Pilar de la Horadada (965 351 442) Traditional Spanish, massive steaks!!!

IPTV Service Operating Instructions

TV Service

1. Turn the TV on with the Samsung remote
2. Press the source button (top right on the Samsung remote) and make sure the source is "Cable Box"
3. Turn the IPTV box on (IPTV remote red button top right)
4. A menu list will appear with e.g. UK;Sport, UK;News etc. If you scroll through you will see all the categories available
5. Select your choice (OK button on IPTV remote) so e.g. UK:News. You will then see a selection of news programmes. Select the channel you want to watch
6. Catch-UP - On the channel selection page you will see vertically on the right-hand side of the screen TV GUIDE. This is the catch-up option for the past 7 days. Hover on the channel you want to catch up and then using the up/down/left/right keys on the IPTV remote push the right button. This opens the past 7 days for your selected channel. Move the cursor onto the day you want and then select the programme you want too catch-up on

POPULAR TV CHANNELS

BBC1	161	Sky Sports Main	311	Sky News	532
BBC2	162	Sky Sports Golf	314	BBC News	534
ITV	163	Sky Sports Prem Lge	315	CNN News	538
Sky Atlantic	178	Sky Sports News	316	Euro News	545
Sky Gold	180	BT Sport	324	Discovery	562
Sky Cinema	281	ESPN	328	Nat Geo	564
CBBC	600	Sky Racing	395	Sky History	568
Cartoon Network	591	BeIN Sport Premium	479	Sky Nature	574
Nickelodeon	592	BeIN Sport	489	MTV	611
Disney	596	Live Football	From 413	Sky Cinema	From 261

Film Service

1. There are over 24,000 films in the film library to select from
2. When switching the IPTV box on the home screen appears. At the bottom of the screen there is an option of TV or Video Club.
3. Select Video Club and a menu of film categories appears. Select the category you want or select "All" and search for your film
4. You can search your film selection by pushing the F4 blue button on the IPTV remote
5. The very latest films can be found in the "Movies;Box Office" section