

Welcome to Serenity Apartments, Avda. Noruega, 2, 07400, Alcúdia/MALLORCA

Thank you very much for choosing **Serenity Apartments**.


It's a pleasure to be your home in Mallorca for a few days.

To help organize your arrival and stay with us, we have prepared the information below.

Please read it carefully, and if you have any questions, let us know as soon as possible.

See you soon!

Check-In

There's no physical reception, you'll do a **self check-in** using the self-check-on kiosk located at Serenity Apartments,  **Avda. Noruega, 2, 07400, Alcúdia (Balearic Islands).**

<https://maps.app.goo.gl/S1NS9mWtuqbzcowLA>


✓ Time: From 3:00 PM onwards. The kiosk will not allow access before this time unless you have arranged an early check-in.


✓ Please have these 3 things ready:


1. Valid ID (passport or national ID)
2. Credit/debit card for verification
3. Reservation confirmation number:
 - From our website → starts with M (e.g. M1403985)
 - From Booking.com → 10 digits (e.g. 6449901873)
 - From Airbnb → 10 digits starting with "H" (e.g. HMDBDA3XN4)
 - From Expedia → 10 digits starting with "2" (e.g. 2549901873)


💬 If you don't have your confirmation number or have any issue completing check-in, please contact us on WhatsApp: +34 638 036 736 for help.


During Your Stay


 Quiet hours: 10:00 PM – 8:00 AM. Please respect your neighbors' rest

 Smoking: Only permitted on your terrace or at the designated smoking point in the garden.


 Pets: Must be kept on a leash in common areas. Owners are responsible for their care and cleaning.


 **Sheets & Towels:** Once a week, we will deliver a fresh set of sheets and towels to your door. Once changed, please place the used ones in the yellow bag provided and leave it outside your room for collection.


 **Cleaning:** Daily cleaning is not included. Please maintain your apartment during your stay. We will take care of the final cleaning after check-out.





 **Security:** Always close doors and windows when leaving and use the room safe. You are responsible for your personal belongings.

Facilities & Kitchen

 **Amenities:** You'll find a few welcome essentials such as soap, toilet paper, and other basics. These are complimentary and not replenished during your stay.

 **WiFi:** Network → Seaclub Alcudia. Follow the on-screen instructions shown during check-in.


 **Recycling Point:** Located in the common garden:

-  Blue → Paper -  Yellow → Plastic & Packaging -  Green → Glass -  Red → Others


 **Common Areas:**


- Swimming pool → 10:00 – 18:00 (no lifeguard)
- Coworking / Coliving area → 08:00 – 20:00
- Laundry room → 08:00 – 20:00
- Table tennis → available (equipment in coworking area)
- Shared freezers (in Laundry room) → use your assigned compartment and label it with check-out date.


 **Kitchen Tips:**


- Stove: Turn the center timer knob to activate it, then adjust the heat level.
- Cutlery is in the drawer under the counter.
-  Be careful with the kettle and hot surfaces.

Check-Out



 Check-out time: 11:00 AM

 Simply leave the key inside the apartment when you leave.


 You may leave non-perishable leftovers (unopened, not expired) at the laundry room exchange point.


 Before leaving, please ensure:


- Lights, A/C, and appliances are turned off
- Doors and windows are closed


 Thank you for staying with us at Serenity Apartments! We hope you've enjoyed your time in Mallorca. Your feedback is always welcome: hello@serenityapartments.es We truly hope to welcome you back soon with open arms. 


Emergency & Useful Numbers

 Address: Avenida Noruega 2, 07420 Puerto de Alcudia, Mallorca


 Medical Emergency → 112


 Hospital de Muro → +34 971 860 620


 Local Police Alcúdia → +34 971 897 712

 Taxi Service → +34 971 549 870

 Fire Department → 112

 Reception & Assistance (8:00 – 20:00): WhatsApp: +34 638 036 736

 If you cannot access your apartment or there's an urgent issue, call or WhatsApp us — we'll reply as soon as possible.

 Local tips & activities: Visit <https://alcudiamallorca.com/en>