

MEMBRILLO – Welcome Guide

Welcome to Membrillo – we trust that you will have an enjoyable holiday in Moraira.

**Should you need it, the address here is: 66, Camino del Campamento, 03724 Moraira, Alicante, Spain.
Emergencies; Dial 112 for Police, Fire & Ambulance – even from a UK mobile. (see Medical later)**

For your safety and that of your family and friends, we ask that you read and understand the following:

General

There are many small steps in and around Membrillo, and indeed all over Spain. Please be careful not to trip on these. Near the Summer Kitchen, the levels are most uneven and need care.

Waste

Please **do not put any articles** (except for lavatory paper) **into the WCs**. All country properties function with a Spanish version of the septic tank which cannot cope with any sanitary items including tampons. A bin is provided for the disposal of such items. For the same reason **cooking oil, grease and fat must not be put down the sink** – please dispense with rubbish in a tied plastic bag.

Rubbish Disposal

Please dispose of all rubbish on a regular basis in the “basuras”. They are on Campamento just beyond the Youth Hostel on the right hand side. There are containers allocated for paper, glass, plastic and general rubbish. It is now a legal requirement to recycle waste.

In Case of Fire a fire blanket and fire extinguisher are provided.

Swimming Pool

Please make sure that children are supervised at all times. The cottage side can be fully closed using the timber patio door and the pool gate so this area is secured for children to prevent unsupervised access to the pool.

Please make sure that children use the toilet before playing in the pool and please use the pool shower before you swim. If you use the pool when you are covered in sun cream or oil it will make the water ‘milky’ and clog the filtering system.

Please **do not take glasses or china onto the pool terrace**. Broken glass cannot be seen in the water and is **highly dangerous**. Plastic glasses / crockery have been provided. If glass gets into the pool it will have to be drained and refilled – taking 5 days and will be a chargeable item.

Please lower umbrellas at night and take inflatables out of the pool – if the wind gets up during the night, which it often does, all might have disappeared!

Please do not leave chair or sunbed cushions out at night as there is often a heavy dew.

Garden

The garden is very much Mediterranean in content – it contains old cacti that have very sharp spikes. Please be careful to avoid them. It is natural sometimes for the terraces to have a lot of leaves etc on them. The gardener comes on changeover but you might find that you will need to sweep the terraces adjacent to the finca more often – it depends on the wind! The Oleander bushes are poisonous plants!

Security

Please be aware at all times of your personal belongings, we have provided a Safe for your convenience. Make sure when you venture out, that all doors leading onto the upstairs balconies are locked and that all double doors, rejas and the front door are securely locked too. Whilst all at the pool, it is wise to keep the doors locked and if eating on the side patio, the cottage is out of sight – lock the door!

Moraira is safer than most places but be aware!

Mountain Base & Selkirk Properties cannot be held responsible for the loss or theft of any articles or property belonging to our guests.

Loss/Theft of Personal Belongings

Go to the Police to make out a report (it is preferable that you have someone with you who speaks Spanish). The Police station is on the Moraira – El Portet road on the left hand side. If you have lost your passport, the British Consulate is in Alicante.

Medical Facilities

The Costa Blanca is renowned for the medical facilities available whether on the National Health or under Private Schemes. The local clinic was built in 2008 and it is called the Centro De Salud, situated just in front of the Market, past “Mr Car” going towards the town on the left and has its own car park. This is “NHS” and accepts EHIC cards but take your passport as well. Tel: (00 34) 96 649 0204.

If closed go to the clinic in Teulada which is situated off the Avenida de Mediterraneo (Centro de Salud) and has staff on duty from 3pm through to 8am the following day (Mondays to Fridays, 24 hours on Saturdays, Sundays and fiestas). If you need to phone a doctor, call (00 34) 98 574 0176. Ambulance is 112 but you can call (00 34) 96 574 0950 for the Red Cross ambulance.

If you wish to pay for the treatment you need, go to **Clinica Asistel** on the Moraira/Benitachell road (tel. (00 34) 96 649 5006). They do accept certain Insurance schemes. The facilities they offer are extensive (including x-rays etc) and English is spoken. 24 hour emergencies.

Chemist

There is a very good pharmacy just by Platgetes Beach (see the cards in the study for quick directions). Should you get stung, be guided by the pharmacists who are well qualified and helpful. There is also a Doctor’s surgery next door and they speak perfect English.

Hospital

In the event of an accident you will be taken to the public hospital in Denia. Please make sure you have your EHIC card with you as then the hospital charges will be reimbursed by the UK. If not you will be charged unless covered by private health insurance. The Valencia hospital is superb but private.

General Facilities

Television/DVD player – please unplug after use as we do get sudden thunder storms and electrical surges which can burn out electrical goods.

CD player – please do not take to the beach and if played outside please keep the volume to an acceptable level as we do have neighbours.

Pool Towels – please do not take to the beach

Washing machine – located in the Summer Kitchen.

Beer & wine fridge - next to the washing machine in the Summer Kitchen

BBQ – Please replace any charcoal used. The Paella Cooker is gas and is under the BBQ. Please let us know if your gas bottle runs out so we can replace. Spare gas in Gas cupboard.

Main House fridge - no need to buy bottled water as it is filtered by the fridge, which also provides crushed or cubed ice when required.

Hot Water Boiler (House) – covers hot water for the kitchen, main bathroom & ensuite shower room. You may need to stagger showers / baths to ensure each has enough hot water.

Hot Water Boiler (Cottage) – covers hot water for the cottage & is situated on the balcony. Again you may need to stagger showers to ensure enough hot water.

Hot Water for ensuite bathrooms 2 & 4 – each has its own boiler.

Fuse box - electric trips are inside the front door of the main house and near the stairs in the cottage. The power requirements are near the limit so trips may occur. Just reset after turning off an appliance or two.

Cooker (House) – the oven only works when the timer is set to Manual. If you use the timer it has a short time setting so is pretty useless! The hob is gas and spare bottles are in the gas cupboard situated outside under the kitchen window. Key on rack. Please let us know straight away if you have an empty bottle.

Well – situated in the semi-circular cupboard outside. Your daily exercise could be to pull a few buckets of water from the well, and water any plants looking thirsty, especially anything in flower!