



Welcome
www.clubmac.es
by mac hotels

HABITACIÓN
HOTEL

mallorca more fun!

Dear Holidaymaker, it is our pleasure to welcome you to our complex.

At **Club Mac** we understand how important your holiday is, that is why we are committed to provide a high standard of quality and service, as well as the value for money that you expect when you go abroad.

At **Club Mac**, there are always things to do, but there is never pressure to do of them. So meander through our complex. Bask in the sun by the pools-bars or if you wish you can take a short ride to the beach with our courtesy bus and spend the day enjoying the beautiful sandy beach of Alcúdia.

Please use this guide to take a look at our wonderful range of “All Inclusive” facilities.

Thank You!



all of us

Following our Health & Safety program, we recommend that all children under 5 years old, wear armbands in swimming pools. You can obtain them for free in Reception or Guest House.

TV CHANNELS

MAC CLUB INFO	01	Info	MORE 4+1	23	Eng	IB3	45	Esp
TINY POP	02	Eng	CBS JUSTICE	24	Eng	TV3 CAT	46	Esp
CARTOON NETWORK	03	Eng	MUSIC CHANNEL	25	Eng	C33	47	Esp
NICKELODEON	04	Eng	TRUE MOVIES	26	Eng	3/24	48	Esp
DISNEY UK	05	Eng	TRUE ENT.	27	Eng	NOVA	49	Esp
SKY FAMILY	06	Eng	CBS DRAMA	28	Eng	NEOX	50	Esp
CBEEBIES (06:00 - 19:00)	07	Eng	PARAMOUNT SPA OV	29	Eng-Esp	DIVINITY	51	Esp
SKY CINEMA	08	Eng	FRANCE TFI	30	Fra	FDF	52	Esp
SKY FOOTBALL	09	Eng	FRANCE M6	31	Fra	24H	53	Esp
SKY PREMIER LEAGUE	10	Eng	FRANCE BFM	32	Fra	CANAL 4	54	Esp
BT SPORT 1	11	Eng	TELEPORTE	33	Esp	PARAMOUNT CHAN.	55	Esp
BBC 1	12	Eng	GOL	34	Esp	DMAX	56	Esp
BBC 2	13	Eng	R. MADRID	35	Esp	DKISS	57	Esp
ITV 1	14	Eng	LA 1	36	Esp	TEN	58	Esp
ITV 2	15	Eng	LA 2	37	Esp	ENERGY	59	Esp
ITV 3	16	Eng	ANTENA 3	38	Esp	MEGA	60	Esp
ITV 4	17	Eng	CUATRO	39	Esp	TRECE	61	Esp
BBC WORLD NEWS	18	Eng	TELECINCO	40	Esp	ATRESERIES	62	Esp
SKY NEWS INT.	19	Eng	LA SEXTA	41	Esp	BEMAD	63	Esp
FIVE	20	Eng	DISNEY CHANNEL	42	Esp	RADIOS	95	Esp
CHANNEL 4	21	Eng	CLAN	43	Esp			
FILM FOUR	22	Eng	BOEING	44	Esp			

OUR SOCIAL COMMITMENT



TIMETABLE, RULES & REGULATIONS FOR ENTRY TO THE WATER PARK

TIMETABLE

- From 01/05 to 31/06 10.00 am - 05.00 pm
- From 01/07 to 31/08 10.00 am - 06.00 pm
- From 01/09 to 31/10 10.00 am - 05.00 pm

SECURITY RULES

- It is not permitted to take food and drinks from the hotel to the water park.
- If you are under the influence of alcohol you are not allowed to enter the water park.
- Use the lockers at the water park to leave all your personal items (room key, wallet...).
- For your safety and the safety of other guests, you must respect the displayed rules and regulations of the water park at all times, in addition, the following rules must be adhered to:
 - No animals.
 - No glass objects.
 - No running.

- Glasses and sunglasses not be worn in pools and on slides.
- Hidropark does not accept responsibility for loss or theft of personal items.
- Lifeguard's instructions must be followed at all times.
- Customers with contagious ailments must not use the pools and equipment.
- No refunds due to change in weather or malfunction beyond the control of the Park.
- Children must be accompanied and supervised by a parent/guardian.
- Under 7 years must wear armbands.
- Children with armbands can not use the Kamikaze and Spiral slides.
- Hidropark reserves the right to refuse entry.

PLEASE, USE OUR SPECIAL ENTRANCE TO GO IN AND OUT OF THE WATER PARK

Others services as sunbeds, lockers, food & drinks, are not included in the Hidropark.

Go in and out as many times as you like

www.clubmac.es

general information

have a look to our daily news, you will find our newspaper in all restaurants



SHUTTLE BUS
Departures every 30 minutes, every half an hour
In front of Club Mac Marte.

Daytime: From 10 am to the Beach

Evening: From 7.30 pm to the Port
(From mid. June until mid. September)



CLUB MAC SHOP

Visit our shop behind Club Mac Marte. Press, souvenirs, drinks, sweets, baby items and all you need during your holiday.

Open everyday from 09 am



MEDICAL SERVICE

24 hour medical service. All travel insurances accepted. English speaking Doctor.



CHECK OUT

Please, vacate your room **before 11 am** on the day of your departure.

Late check out **until 06 pm** 31,00 €

Late check out **until midnight** 43,50 € (Please, confirm availability through Reception)



SAFETY DEPOSIT BOX

Free service.

For a correct use, please read the instructions displayed on the safe.



GUEST HOUSE

It is located in the Marte lounge. Here you can find all information about sport activities (mini golf, tennis, table tennis...), entertainment, activities in Alcudia, excursions and markets. For the guests with a gold wristband, this is also the place to get your pool towels (a refundable deposit will be required). **Open from 10am until 6pm.**



SECURITY

The complex is for residents only. Please, wear your all inclusive band visible at all times. If the fire alarm sounds continuously, leave the building by the nearest exit way and follow our staff indications. Parents are always responsible for their children, therefore we kindly ask parents to supervise their behavior. **It is not allowed to swim in the lakes. LASERS ARE ABSOLUTELY PROHIBITED BY SPANISH LAWS**



MONEY EXCHANGE

24 hour money exchange, available at reception.



TV PAY PER VIEW

Free of charge in all the rooms.

Check the back of this leaflet to know the channels available.



WIFI

Free of charge around the complex and in all the rooms.

Password to enter: clubmacwifi

Please make a responsible use of the internet.



NOISE IN CORRIDORS

We ask all our guests to think of the well being of their fellow guests simply by making sure to keep noise levels low, particularly after 11.00 pm.

Please, supervise your children and do not let them shout and run in the corridors so that everyone can enjoy his holiday.

Enjoy
your
holidays

we are all
enjoying
our holidays

Enjoy your
holidays
at ClubMAC



PHONE SERVICE

To phone **Reception** dial 9

To phone **room to room:**

To Marte dial 2 + room number

To Jupiter dial 3 + room number

To Saturno dial 1 + room number

(Internal calls have no charge)



LIFTS

To avoid any long wait of the lifts, we recommend our guests allocated on the low floors to use preferably the stairs during pick hours.

08.30 am - 10 am / 05 pm - 07 pm / 11 pm - 12 am

If you are allocated in Jupiter and have a buggy, please use the Panoramic lift.



PACKED LUNCH

They can be ordered on presentation of a car hire contract or an excursion ticket. **This must be booked in reception before 08 pm the prior evening.** Please take note that packed lunches will not be provided to go to the beach.



ROOM UPGRADE

Please, contact reception desk to check availability and prices for a room upgrade to Premium or Family.



BIRTHDAYS

Birthday celebration? We have various options, just ask reception for details.



ENVIRONMENT

Please remember to remove the key room from the cardholder when you leave. Use adequately the recycling bins. Change of towels and sheets; please refer to the leaflet placed in your room. At Club Mac we are committed with an environment free of plastic. We kindly request your cooperation for this new initiative. The glasses we are provided are reusable, except the ones for the children that are made of paper, so please do not forget to return them at the Bar when you do no longer use them. We require a refundable deposit of 1€ for the glass.

all of us

THE MAC HOTELS SAFETY PROGRAMM

We can, must need... we do.

At Mac Hotels we take care of our guest's safety by applying strict programmes to maintain suitable hygiene and health conditions in our facilities.

In the interest of all users, we ask you to help by following the instructions in our programme. By reducing risks, we increase safety.

Please, read the Health & Safety panels around the pools and have a look at the video in the internal TV Channel.



SWIMMING POOLS

Due to the use of chemical products, swimming is not allowed outside opening hours (check the Information panels around the pools).

It is not allowed to dive in all the pools. Be advised that for security reasons **the use of balls and lilos is limited**, and in some pools are not allowed please make a responsible use of it. Adults Pools should not be used by children under six years old unless accompanied by an adult.

food & drinks

MAIN RESTAURANTS

Club Mac Júpiter	Breakfast, lunch, dinner and late dinner
Club Mac Marte	Breakfast, lunch and dinner
Club Mac Saturno	Breakfast and dinner
Breakfast	08.00 am - 10.30 am
Lunch	12.00 pm - 03.00 pm
Dinner (Jupiter & Marte)	06.00 pm - 09.00 pm
Dinner (Saturno)	06.00 pm - 09.30 pm
Late Dinner (Jupiter)	10.00 pm - 00.00 am

SNACKS & BARS

Bar Júpiter, (Beer, soft drinks, alcoholic drinks, ice cream, cocktails)	10 am - 11.30 pm
Bar Saturno, (Beer, soft drinks, alcoholic drinks, cocktails)	10.30 am - 11 pm
Bar Circus, (Beer, soft drinks, alcoholic drinks, cocktails)	07.45 pm - 00 am
Bar VIP's (Payable bar)	08 pm - 11.30 pm
Coffee Corners, Bar Júpiter & Bar Saturno	from 10 am to 00 am
Marte, Coffee & Juices	24 hours
Late Breakfast, in Bar Júpiter	10.30 am - 12.00 pm
Cold Snacks, in Bar Júpiter	12.00 pm - 06.00 pm
Hot Snacks, at Lake Burger	12.30 pm - 04.00 pm

Out of season, some facilities may not be available, please consult Reception.

The Spanish law prohibits serving alcoholic drinks to under 18's.

From 2012 the Local Authorities prohibits to take out drinks outside any all inclusive Hotel!

FOR YOUR CONVENIENCE, WE HAVE AT YOUR DISPOSAL SPECIAL TRAYS TO CARRY ON YOUR GLASSES, PLEASE ASK AT THE GUEST HOUSE (only a deposit is required).

entertainment

We have at your disposal a wide variety of entertainment activities, mostly "all inclusive", although some require a deposit. For more information please contact the Guest House.

DAY ENTERTAINMENT

Aquatic Activities, Sports Programme, Mini Club (4-8), Maxi Club (9-12), Teen Club (July & August), Wellness Programme.

EVENING ENTERTAINMENT

Circus Stage offers you nightly a mini disco for the children followed by a Professional or a Mac Team Show.

At the **Saturno Stage**, enjoy a different atmosphere every night such as live music, Karaoke, DJ's and other professional shows. **For more information, please consult the panels outside the Guest House.**

ALL PRICES ARE SUBJECT TO CHANGE

