



INFORMATION BOOK



Fairways Club Tenerife



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Welcome to Fairways Club!

On behalf of the Management and our dedicated team, we extend a warm welcome to you. We hope you enjoy a relaxing and memorable holiday here in beautiful South Tenerife.

Fairways Club has been designed to capture the charm of a traditional Andalusian village, while offering all the modern comforts you need. Each apartment comes equipped with satellite television, a well-equipped kitchen, and a full range of amenities to make your stay as comfortable as possible.

During your visit, take time to enjoy our large, heated swimming pool, and make the most of the bar and restaurant on site. If you have any questions, need assistance, or experience any issues during your stay, please contact Reception, we'll do our very best to help.

We wish you a wonderful stay with us, filled with sunshine, relaxation, and great memories.

A stylized, handwritten signature in black ink, likely belonging to a member of the Fairways Club Management team. The signature is fluid and cursive, with a large initial 'D' and a long, sweeping underline.

Kind regards,
Fairways Club Management

Resort Map



A Recepción / Reception

B Security Check Point

C Socorrista / Lifeguard

D Oficinas / Office

1 La Mesa Restaurante

2 La Isla Bar & Kitchen

3 Tony's Bar

WC Baños / Toilets

B Miniclub

C Cash Point (ATM)

D Playground

E Rent a car

F Peluquería / Hairdresser

G Games area

Fairways Club Rules

1. Do not make any noise that may cause disturbance to other residents, and please lower TV and music volumes after 11:00 p.m. No radio or portable music equipment is permitted in the pool area. If you are disturbed by another client, please notify the security guard.
2. Do not hang towels, clothes or similar items over the balconies or in areas visible from other exterior areas of the complex. You must use the clothes racks provided.
3. Please do not let children play on the stairs or in the walkways and ensure that they are accompanied when using or playing near the pool.
4. The pool may not be used when closed, and glassware of any kind is strictly forbidden from the pool areas.
5. Reserving SUN BEDS is not permitted. Towels may be removed from Sun Beds once it becomes clear that they have been reserved and are unattended. Sun Beds must not be taken from the pool area, nor should those, in your respective apartments, be taken elsewhere.
6. Sunbathing in the passageways and communal gardens is not permitted.
7. Please note that large heavy balls are not permitted in the pool or in any other part of the complex. Also, whilst swimming aids are permitted, the use of inflatables within the pool is strictly prohibited.
8. For security reasons, only clients staying at Fairways Club Apartments can use the Pool.
9. Skateboards, bicycles, roller skates or similar are not permitted on the resort.
10. We do not allow pets and ask that you refrain from feeding any stray animals.
11. Please ensure that only toilet paper is disposed down the toilets. Anything else may well cause a blockage.
12. Please ensure that the doors and windows are locked when leaving the apartment, even for a brief time.

Your Apartment



CARE OF YOUR APARTMENT

We would emphasize the need to look after the furniture and equipment within your apartment, ensuring that cushions, upholstered items and furniture are not taken outside. Owners and guests should refrain from sitting on the furniture whilst wearing wet bathing costumes or suntan lotions. To enable us to maintain the standards in your apartment, your co-operation is requested to ensure that all breakages are reported to Reception as quickly as possible.



HOUSEKEEPING

Your apartment will have been thoroughly cleaned prior to your arrival, and there will be extra bedding in the wardrobes. A card will be on display in your apartment indicating the next cleaning date. Please do not use the apartment towels at the poolside. There are pool towels available for rent at Reception.



TELEVISION

Television screens are pre-programmed to receive a variety of channels and also include the Netflix app. If using Netflix, please remember to logout before you leave. If you have a problem with the reception of any of the channels, please report it to reception so that the problem can be rectified as soon as possible.

PLEASE DO NOT ADJUST THE T.V. SETS YOURSELVES!



REFUSE AND RECYCLING

Your apartment is supplied with plastic disposable bags. Please make use of them, and when filled, we would appreciate your co-operation in placing them in the large grey refuse bins situated outside the resort. They are located across the road, down from reception. There are also recycling containers for a variety of items. Please follow the signs.



MAINTENANCE SERVICE

In order to assist you in the event of any faults occurring in your apartment, we have technicians on duty every day. Requests for repair or maintenance services can be made to reception during working hours, who will ensure your problem receives prompt attention.



NO SMOKING POLICY

Smoking is not permitted within the apartments or indoor communal areas, and a charge is applicable for any infringements inside the apartments.

Resort Facilities & Services



RECEPTION

Open everyday 9.30 a.m. – 5.30 p.m.

Reception telephone number: + 34 922 708152
WhatsApp: +34 639 630 968 (only text messages)

www.fairwaysclub.com
reception@fairways-club.com

- Taxis, car hire.
 - Safe and pool towels rental.
 - Excursions
 - Mobility products to hire, including mobility scooters & wheelchairs.
 - Printer access.
 - Lost property.
-



PARKING

There is roadside parking in the vicinity.



ATM MACHINE

Outside reception.



WI-FI

Free Wi-Fi is available in each apartment.
The restaurants and bars also offer Wi-Fi for their clients.



LEISURE WITHIN FAIRWAYS

- Swimming pool
 - La Mesa Restaurant
 - La Isla Bar
 - Tony's Bar
 - 54 Bar
 - Table tennis and pool table
 - Library
-



OFF-SITE FACILITIES

- Gym
- Golf
- Chemist
- Supermarket
- Restaurants

Holiday Hints



ELECTRICITY

The electricity is activated by inserting your card in the slot situated close to the front door. In the interests of safety and the environment, when leaving your apartment please remove the card from the slot. Once the card has been removed, the electrical supply will cut-out, and therefore if your apartment has air conditioning this will be disconnected. In some apartments the air conditioning also cuts out if the doors or windows are left open. The water heater and fridge will remain in operation irrespective of whether the card has been removed. The apartment FUSE BOX is located on the wall just inside the entrance door. In the event of a power failure, please check that all the switches are in the upright position. If you are unable to re-set the switches successfully, please report immediately to Reception, and a technician shall be sent to attend to the fault.

ELECTRICITY INFORMATION The voltage in Spain is 220V (240V in the UK). Hairdryers and electric shavers etc. will therefore run slightly slower than normal. 3-pin to 2-pin plug adaptors can be purchased from most supermarkets, and we do have a few available at Reception for you to borrow in emergencies!



STRAY ANIMALS

Please **DO NOT FEED** any stray cats and dogs or any doves that there might be on or near the complex. It only encourages the animals to hang around and the next occupant of your apartment may not be an animal lover.



INSECTS

Mosquitos, flies, ants, etc are part of everyday life in a warm climate such as the Canary Islands.

We do have a pest control company who regularly visit the resort, and numbers are kept to the minimum possible. If you are particularly perturbed by beetles please ask your apartment to be sprayed but remember you will have to vacate it for a good couple of hours for the smell to dissipate.

Please ensure that you do not leave food or dirty crockery lying around your apartment or terrace, as this is a sure-fire way of attracting ants, particularly if you are on the ground floor. Remember that all insects are attracted to fresh or decaying food matter.



SUNBATHING

Temperatures in the summer can be extremely high, and even when it is breezy, and the sun is much stronger here than it is at home, so precautions must be taken at all times to avoid serious sunburn.

Regular use of sun-screen lotions and hats is strongly recommended, and especially for children it is advisable that they wear T-shirts during the hottest part of the day.

To achieve the ideal tan that will not fade quickly or peel, you should build up your skin's exposure to the sun gradually, starting with 20 minutes on the first day. Make sure you drink plenty of fluids (non-alcoholic!) during the day, and if you feel faint or dizzy, move into the shade.

If you do get burnt you will need to get out of the sun and cover up for a couple of days. Serious sunburns may well require medical attention, so please be careful.

Emergency Procedures



ACCIDENT

If you have been involved in or witness an accident at the resort, you should urgently notify a member of staff. Do not try to move the patient as this may worsen the injury. The staff will call the emergency clinic and assist the patient promptly. If required, the staff will assist in any translating or legal formalities.

IN CASE OF EMERGENCY PHONE **112** (FREE)



FIRST AID

For all minor ailments there're First Aid Kist available. Please ask the lifeguard on duty for assistance or Reception.



PHARMACIST

The nearest chemist is in the entrance to Golf del Sur near the Golf Club.



POLICE

If you need to file a complaint, go to the National Police station, in Las Américas or visit their website: www.policia.es

If you wish to make a theft claim from your holiday insurance when you return home, you will require a stamped local police report. Don't forget to take your passport.

IN CASE OF EMERGENCY PHONE **112** (FREE)



DOCTOR

If you have private insurance, we have agreement with a private clinic that is available 24 hours.

Should you need a doctor, we can arrange for a doctor to visit your apartment.

Please ask the receptionist on duty to call the doctor out for you.

Should you need to call the doctor whilst Reception is closed, please ring the **EMERGENCY BUTTON** on the wall outside the reception, and the security guard will come and call the doctor on your behalf.

Alternatively, you may call HOSPITEN SUR (also referred to as "The Green Clinic"), in Playa de la Americas on +(00 34) 922 750032.

IN ALL INSTANCES, YOU WILL BE EXPECTED TO PAY THE DOCTOR THE NORMAL CONSULTANCY FEE. THE DOCTOR WILL BE HAPPY TO ENABLE YOU TO CLAIM FROM YOUR INSURANCE.



FIRE

Each apartment is equipped with a smoke and thermal detector that is connected to a centralized panel. Fire extinguishers and hoses are in a red cabinet outside your apartment, and there is also a small 2Kg extinguisher in each apartment kitchen. In case of fire please **URGENTLY** notify a member of staff or ring the **EMERGENCY BUTTON** outside reception to call the security guard. Refrain from entering the fire area for belongings or valuables. Once staff are notified gather in the area outside of reception. The staff on duty will be responsible for notifying the fire brigade and assisting the other guests.

IN CASE OF EMERGENCY PHONE **112** (FREE)

Safety & Security



SAFETY IN YOUR APARTMENT

- ▶ Remember that it is strictly prohibited to smoke in the apartments.
- ▶ Avoid leaving children unattended.
- ▶ Beware of slippery wet floor tiles in the bathroom.
- ▶ Please ensure that household appliances are used correctly and turned off when not in use.



SAFETY AROUND THE RESORT

- ▶ Take care of wet floor surfaces, particularly around the pool areas and communal showers.
- ▶ It is prohibited for any kind of glassware to be taken to the pool areas.
- ▶ Children should be supervised when playing near gardens and pool areas.
- ▶ Beware of the stairways given that when it is raining they may become slippery.



SECURITY IN GENERAL

- ▶ Every apartment is equipped with a SAFE to store your personal belongings. Should you wish to take advantage of this facility, please contact Reception. Resort insurance does NOT cover loss or theft of Guests personal items.
- ▶ Ensure that all doors and windows are securely fastened and locked when leaving your apartment at any time.
- ▶ Do not let any unidentified persons enter your apartment.
- ▶ We advise you not to carry substantial amounts of money on your person and take care when carrying cameras and handbags.
- ▶ Do not leave any luggage, clothes or valuable items visible from the outside of your car.
- ▶ There is a security guard patrolling the resort at night. If you require assistance or have an emergency, please contact him by pressing the EMERGENCY BUTTON outside the reception.



WATER

The hot water is heated by an individual electric boiler. This will provide sufficient hot water for a couple of normal showers. Please note that once the hot water has been used, it will take time for the water to reheat.



DRINKING WATER

Although the tap water is safe to drink, it has a high mineral content and we recommend that you consume bottled mineral water.

Farewell

We hope this information has been useful in helping you to enjoy your holiday to the full.

In closing, we thank you for choosing to spend your holiday with us, here at Fairways Club.

We hope you have enjoyed it as much as we have enjoyed having you here.

We all wish you a very pleasant journey home!.



LEAVING THE APARTMENT

- ▶ Please note: check-out time is strictly at 10:00am.
- ▶ For guests with late flights, enquire at reception for a late check out. It is subject to availability and it has late check out fee.
- ▶ Remember to remove all your valuables from the safe.
- ▶ Please, return your apartment cards to reception, as well as the pool towels if you have rented them.

Thanks for your visit

We look forward to seeing you!



FAIRWAYS CLUB - San Miguel de Abona 38639 |
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Direct Reservation: [click here](#)