Palm Cove Villa - Frequently Asked Questions (sample document)

Where is the nearest beach?
The beach is a 5 minute walk from the villa. Follow the path at the end of our street.

How far is the airport?
About 45 minutes by car. See the airport transfer service for prices.

Is there a doctor or pharmacy nearby?
A pharmacy (apotek) is 300 metres away, open 08:00 to 22:00. The nearest clinic with a 24-hour doctor is 10 minutes by car; reception can call a taxi.

Is drinking water safe?
Tap water is not for drinking. Free refill drinking water is available at the reception and in every room.

Can I store my luggage?
Yes, luggage storage at reception is free on the day of arrival and departure.

Do you have a kitchen?
The Family Villa has its own kitchen. Other guests can use the shared kitchen in the garden from 08:00 to 20:00.

What to do with a complaint?
We are sorry if something is not right. Please tell the reception or the manager on WhatsApp right away. The manager answers within 30 minutes from 07:00 to 22:00. If a room problem cannot be fixed the same day, we offer another room or a discount on that night.

Air conditioning
Every room has air conditioning. Please switch it off when you leave the room.