

Welcome to Sitges!

Dear Guest,

Hello Apartments Hospitality Team would like to welcome you to “your home” in Sitges and also would like to thank you for choosing us. We hope you have an amazing time while staying with us and have a memorable holiday!



In this document you will find the following information:

- 1. Arrival information: Check-in & Check-out**
- 2. How to get from the Airport to Sitges | How to get from Barcelona to Sitges**
- 3. Explore the surroundings**
- 4. General information**

Feel free to contact us if you need any assistance during your stay.

We will be happy to assist you!

HELLO APARTMENTS SITGES

1. Arrival Information : Check in & Check out

When you arrive to Sitges, our Hospitality Team will always welcome you at the property. We will show the apartment, give you the keys and complete your check in.

IMPORTANT

To avoid waiting at your arrival and for a correct organization, it is very important that you verify that the arrival information you provided us is accurate. Once we have the information our Hospitality Manager will contact you between 1 and 2 weeks before your arrival day to arrange your check in.

We understand that there may be changes and modifications along the way, if there are please contact the Hospitality Manager as soon as possible. We want to ensure that your arrival is as smooth as possible.

HOSPITALITY TEAM: +34 663 224 231 (also available on WhatsApp)
EMAIL: hospitality@helloapartmentssitges.com
WORKING HOURS: Every Day from 10am to 9pm

Check-in

Check In time: from **3pm to 9pm**. Remember to confirm your arrival time and also call our Team **30/40 minutes** before arrival.

Early Check in: from **10 am to 3pm**. If you need an early check in contact the Hospitality Team and they will try to accommodate you. You can also leave your luggage in our offices, start exploring Sitges and as soon as the apartment is ready we will let you know.

Late Check in: let us know in advance if you will be arriving after check in hours. Late check in until midnight: **30€** | late check in after midnight: **50€**

Check-out

Check-out time is **normally at 11am**.

If you need a late check out contact the Hospitality Team the day before your departure and they will try to accommodate your request. We try to be as flexible as possible but please consider that sometimes it is not possible because we have other guests coming in to the same apartment.

2. How to get from the Airport to Sitges?

If this is your first time in Sitges and you are not sure on how to get around it yet, don't worry we've got you covered. Check out this useful information!

PRIVATE TRANSPORTATION



Hello Apartments Sitges works together with a Shuttle company from Sitges. They offer **special rates** for our guests, much cheaper than the regular taxis. Our driver will be waiting for you with a sign with your name and bring you to Sitges. Please send your request to: hospitality@helloapartmentssitges.com

Rates for Transportation from the Airport (El Prat) | Duration: 30 minutes

- ✓ **60€** up to 4 people
- ✓ **70€** up to 8 people.
- ✓ Payment has to be done by credit card or cash to the driver.

From TERMINAL 1 to Sitges

If you arrive to **terminal 1** the best alternative is to take the **BUS**. There is usually a bus every 15 minutes and it takes 30 minutes to get to Sitges (it is the 1st stop). Last bus departs around 23:50 and it costs 5 euros approximately.



Once you exit the airport you have to follow the instructions for **Monbus** <http://www.monbus.cat/>

From TERMINAL 2 to Sitges



If you arrive to **terminal 2** the best option is taking the **TRAIN**.

Take the train that goes to Prat del Llobregat (1 stop) and get off. Take another train that goes from Prat del Llobregat to Sitges (6 stops). In the head and tail of the train will be indicated the end of line: Vilanova or Sant Vicents de Calders. The last train departs around 23:38 and it costs 3.75 euros approximately.

How to get from Barcelona to Sitges?

If you want to come from Barcelona to Sitges and you are not sure on how to get around it yet, don't worry we've got you covered. Check out this useful information!

TRAIN

There are three main train stations in Barcelona that offer a service that runs to Sitges: **Estacio de França, Passeig de Gracia and Estacio Sants**. The C2 train travels from Franca to Passeig de Gracia to Sants and then on to Sitges. The final destination of the train is either Vilanova i la Geltru or St. Vincenç de Calders - these are the names that you should be searching for on departure boards and on the front of the train rather than Sitges. **Duration:** 46 minutes from Estacio de França, 37 minutes from Passeig de Gracia and 30 minutes from Estacio Sants.



Tips

If you are planning to take several journeys it is better to buy T10 travel ticket (Zone 1 - 3). It can be purchased in the train station.

BUS



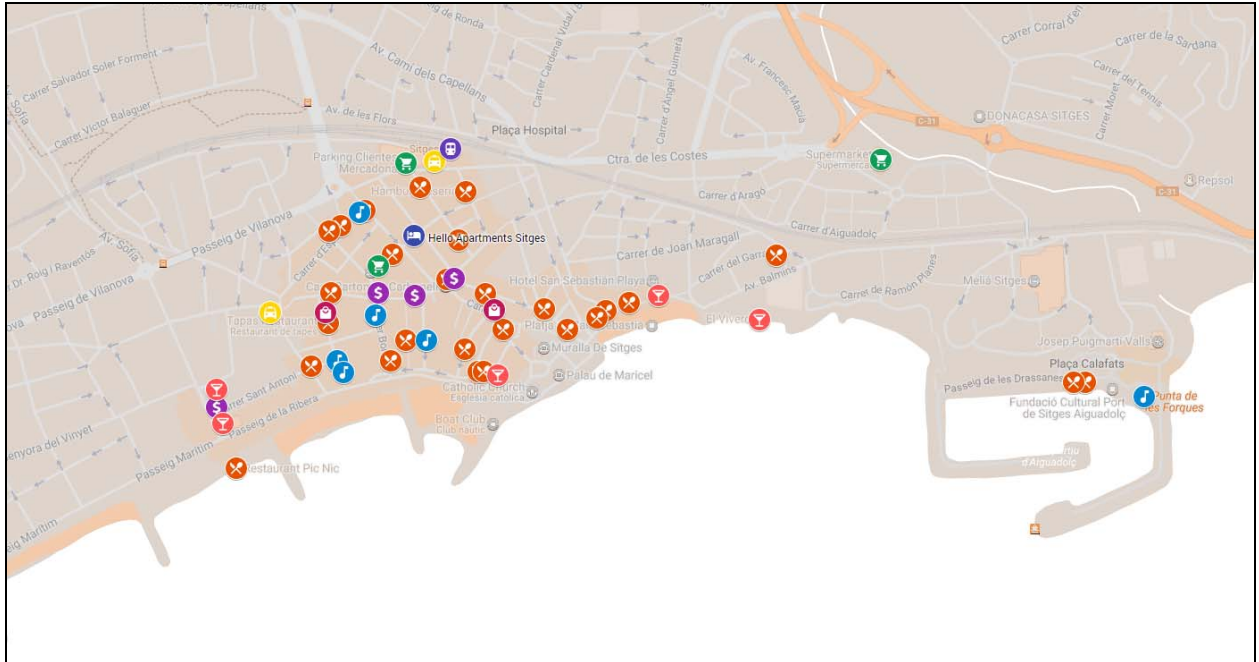
Monbus to Sitges from Barcelona leave from Plaza Espanya and Ronda Universitat during the day. The buses go via Barcelona airport. The Night buses are N30, N31 or N32. They run from Plaza Catalunya. **Duration:** 55 minutes from Ronda Universitat to Sitges

| 45 minutes from Plaza Espanya | 35 Night bus from Plaza Catalunya.

Tips

If you are planning to take several journeys it is better to buy T10 travel ticket (Zone 1 - 3). It can be purchased in the train station not on the bus.

3. Explore the surroundings:



To get more information visit us:
<http://www.sitgesmap.info>



4. General information:

a) AT YOUR ARRIVAL :

- **Photo ID** : It is required to enter the property
- **Security Deposit** : To be paid with credit card/debit card (MasterCard or Visa)
- **Tourist Taxes**: To be paid with cash or credit/debit card (0, 9 € per person/ night).

b) INTERNET & WIFI :

All the apartments are equipped with Internet Wi-Fi. In case you have a problem with the connection please contact the Hospitality Team +34 663 224 231

c) LOST OF KEYS:

Please take care of the set of keys that you are given. Unfortunately, if the keys are lost we will have to charge you for the new copy. Cost 40€.

d) APARTMENT'S CONDITION / INVENTORY

The guest has to inform within 24 hours of check in to the Hospitality Team if something is missing or broken in the apartment. Otherwise if something is missing or broken the guest will be responsible for the costs.

e) RESPECT YOUR NEIGHBOURS

Please respect your neighbors. High music and parties are strictly prohibited. According to legislation and local rules the noise should be kept to the minimum from 10 pm to 8 am. We would appreciate your full cooperation in this matter; otherwise Hello Apartments reserves the right to charge the security deposit.

f) AC/HEATER

Every time you leave the room please make sure the AC/heater are TURNED OFF. We include the normal use of ac/heater in the rental but if the fee is much higher than normal use we will charge the guest from the security deposit.

g) TRASH DISPOSAL

When you check out, all the trash has to be taken out from the apartment. You CANNOT leave trash in the apartment. In Sitges we recycle so please check each one of the bins when you dispose your trash.

**If you need any help please
Do not hesitate to contact us**

**Hospitality Team: +34 663 224 231 (Every day from 10am – 9pm)
Barcelona's Office: +34 93-178-00-10 (Monday to Friday from 10am to 7pm)**

ENJOY YOUR STAY, FEEL LIKE HOME!

The logo for Hello apartments SITGES, featuring the word 'Hello' in a blue script font, 'apartments' in a blue sans-serif font, and 'SITGES' in a smaller blue sans-serif font below it.