

Useful information for using your airport transfers Palma de Mallorca Airport – Mallorca East Coast

(Alcúdia, Cala San Vicente, Ca'n Picafort, Playa de Muro, Puerto Pollensa, Cala Mesquida, Cala Ratjadal, Font de Sa Cala, Canyamel, Cala Bona, Cala Millor, Sa Coma, S' Illot, Porto Cristo, Cala Mandía, Cala Romántica, Calas de Mallorca, Porto Colom, Cala Marsal, Cala Ferrera, Cala D'Or, Porto Petro, Cala Mondragó, Cala Barca, Cala Figuera, Cala Santanyi)

HOTELS ONLY!

GENERAL

- Our service is a shared service – we pick-up and drop off passengers at different locations.
- The service is valid ONLY for hotels within the city limits of Alcúdia, Cala San Vicente, Ca'n Picafort, Playa de Muro, Puerto Pollensa, Cala Mesquida, Cala Ratjadal, Font de Sa Cala, Canyamel, Cala Bona, Cala Millor, Sa Coma, S' Illot, Porto Cristo, Cala Mandía, Cala Romántica, Calas de Mallorca, Porto Colom, Cala Marsal, Cala Ferrera, Cala D'Or, Porto Petro, Cala Mondragó, Cala Barca, Cala Figuera, Cala Santanyi.

ADDRESS

- **Your transfer only gets confirmed when you give the full and correct pick-up/destination address.**
- **Bookings with no address/incomplete address/incorrect address (not within the served area) will automatically be inactivated 2 working days prior to departure. Please note that in case of transfers not provided due to lack of full/correct address the transfer fare is not refundable!**
- **Some Hotels/Apartments are not reachable by the coach for detailed information and the list of special pick up point check the second page of this document!**

AT THE AIRPORT

- Our meeting point at the airport is at Viajes Urbis desk.
- After you have finished airport procedures, please go directly to the meeting point.
- Please wait at the agreed meeting points, even if our driver has not yet arrived!
- Once the vehicle has left the pick-up point, our driver cannot turn back.
- If you cannot get to the airport meeting point on time (for example: lost baggage, airport problem), please call us!
- If your flight is delayed for more than one hour, please inform our driver before departure of the new expected arrival time using our local telephone number.
- If your flight has been cancelled, please contact us as soon as possible and give us your new travel data! If we do not get your new data in time, we cannot guarantee your transfer.

If your transfer booking failed to be fulfilled through no fault of our own, we cannot accept your claim for cash refund.

IN THE CITY

- In the city our driver will wait in front of your hotel or at the nearest possible point.
- Please wait at the agreed meeting points, even if our driver has not yet arrived!
- Once the vehicle has left the pick-up point, our driver cannot turn back.
- Please note that our driver can arrive 15 minutes before or after the transfer start time.

E-TICKET

- Your E-ticket is your voucher for the transfer. Please print it out and take it with you for the transfer.

MODIFICATION/CANCELLATION

- Please note that if you have changed your flight with Ryanair, you have to send us your new travel data at least 2 working days before both your original and new flight date, because the modification is not automatic.
- If you cancel your booking you need to contact us at least 2 working days before you travel (please see our Terms & Conditions). Our company cannot accept a claim for a cash refund but you may use the same transfer at another time for any Ryanair flight within one year; or you may give it to someone else free of charge.
- If you cancel your transfer in time, you can ask for a new E-ticket, or use the same transfer at another time for any Ryanair flight within one year; or you may give it to someone else free of charge.
- Please note that we can only modify or cancel transfer bookings and answer our mails during office hours, on working days 09:00 – 17:00 CET!
- If the passenger or customer names have changed, please modify your transfer booking. You can modify the transfer by logging in to your booking at our website <http://ryanair.plusairportline.com>, in the 'My Booking' chapter.
- If your travel date or time has changed please contact our customer service office at modification.ryanair@plusairportline.com.

CONTACTS:

LOCAL PARTNER

- If you cannot find the meeting point
or
- If you are at the meeting point but you cannot find the driver, please call the numbers below:

Driver's telephone: 0034 902 302 055 (09:00-19:00)

PLUSAIRPORTLINE

- Please contact us for general questions
or
- If you would like to modify or cancel your booking.

Call center: 0036 30 622 89 19

Email

- ryanair@plusairportline.com
- modification.ryanair@plusairportline.com
- complaint.ryanair@plusairportline.com

OTHER INFO

For all questions about the transfer, please check the FAQs on our website:

<http://ryanair.plusairportline.com/index.php?page=faq>

Our Terms & Conditions are available under the following link:

http://ryanair.plusairportline.com/uploads/terms/terms_en.pdf

Special pick-up points

Please note that however we do our best, we cannot make a full list of addresses and areas not reachable by the shuttle bus. Therefore we keep the right to reject your given address by offering you an alternative option.

HOTEL NAME	ACTUAL PICK UP POINT
ABELAY	AT THE CORNER OF MAIN ROAD
ALEXIA APTOS PTO POLLENSA	DOWN ON MAIN ROAD
ALMUDAINA	HOTEL JAIME III
AUGUSTA	CORNER BY HORIZONTE
AUCANADA CLUB	BOTTOM OF HILL FROM RECEP.
AUGUSTA	CORNER OF HORIZONTE
BRISAMARINA	HOTEL PISCIS
BAHIA PTº POLL. HS	ORO PLAYA
BARBADOS	ANTILLAS
BELLAVISTA PTO POLL.	EOLO
BELLAMAR ALCUDIA	PICK UP IVORY PLAYA HOTEL
BRESSOL APTOS	FLORA (SUNCLUB PAX,IN BRESSOL)
CALA BONA HTL	RIGHT, OUT THE HOTEL, ON THE CORNER MAIN ROAD
CAPRI	SIS PINS
CALA LLITERAS HTL	UP THE HILL ON THE CORNER
CATALONIA CONSUL	WAIT ON MAIN ROAD ON THE CORNER
CATALONIA MAJORICA	HOTEL HORIZONTE
CLUB MAC	MARTE HOTEL
COMODORO	OUTSIDE DE BARRIER
CORFU/SKORPIOS	PUT IN OBSERV. WHICH ONE/ ACTUAL HOTEL
CORAL DEL MAR	INFRONT THE ROAD IN THE ESTRELLA DEL MAR
COSTA DEL SUR	CALA GRAN RECEPCION
CHARLIES APTOS.	DOWN ON MAIN ROAD
HOTEL DALI	BUS STOP JUST PAST MARIVENT PALACE ENTRANCE
ES BOLERO	CLUB MARTHAS
ES TURO	PEGEURA BULEVARD
ESMERALDA PARK	CALA AZUL PARK ROUNABOUT
FLAMBOYAN CARIBE	OUTSIDE FLAMOBOYAN GATE
GILL	HOTEL GABARDA
GUADALUPE	OUTSIDE BARRIER
HONOLULU	OUT AT END OF DRIVE WAY LOOKING DOWN HILL
HOSTAL BAHÍA	ORO PLAYA
HIPOCAMPO HTL/APTOS	INDICATE HOTEL/APARTMENTS
HIPOCAMPO PLAYA HTL/APTOS	INDICATE HOTEL/APARTMENTS
INSOTEL CLUB CALA MANDIA	BLOCK A
JAIME III	EN AVDA. JAIME III
JUAN PALMA	ON CORNER OF MAIN RD
LIS HOTEL	PIZZARIA BUONA SERA
LA CALA	BAR TIVOLI
HOTEL	PICKUP POINT

HOTEL NAME	ACTUAL PICK UP POINT
LUXOR	DELFIN PLAYA
MARTINEZ	HOTEL GABARDA
MAJORICA	CORNER HORIZONTE
MISION SAN MIGUEL	PALACIO AVENIDA
MARINA APTOS	EOLO--PTO. POLLENSA
MONTELIN	VILLA CONCHA
MONACO APTOS	HOTEL GOYA
MONTEMAR	PLAZA DE TAXIS
NAIKA	HOTEL GABARDA
OLIVIA APTOS.	HOTEL SON CALIU
PALMA MAZAS	ON CORNER BY SPAR(FOR SHUTTLE)
PALMA BAY - CLUB	HAWAII BLOCK
PALMA MAZAS	ON CORNER INFRONT OF SPAR
PALM GARDEN	ALCUDIA GARDEN RECEPTION
PEYMAR	ROUNABOUT PLAYA MOREYA
PIONERO / SANTA PONSА PARK	PUT IN OBSERV. WHICH HOTEL
PLAYA CALA MAYOR	BAR TIVOLI
Ponent mar P.NOVA	Down on the corner of road
PORTALS PALACE	PLAZA ALCAZAR
PROTUR BAHIA AZUL	FLORIANA
PURO, PALMA	HTL JAIME III
HTL. SAMOS	OUTSIDE BARRIER
SANTA ANA	BAR TIVOLI
SANTA CLARA	PALACIO AVENIDA HOTEL
SERENA SOL	FERRERA PLAYA
SES CASES DOR	CLUB MARTHAS
SIESTA 2	SIESTA I
SIESTA 3	SIESTA I
SOL Y MAR CALA BONA	MILLOR GARDEN HOTEL
SOLIMAR ARENAL	ON CORNER OF MAIN RD
CALAS DE MALLORCA RESORT	SOL CHIHUAHUAS
SOL DE ALCUDIA	IN OBSERVATIONS: HOTEL / APARTMENTS OR JS
SOL MIRLOS TORDOS	PUT IN OBSERV. WHICH HOTEL
SUN BEACH (CALA d'OR)	TAMARIX
SUN BEACH Sª PONSА	OUTSIDE AT ROUNABOUT
VILLAMAR I OR II	HOTEL SON CALIU
VILLASOL	FLORIDA
VILLA ITALIA	HOTEL BRISMAR
ZURBARAN	BANCO LA CAIXA - PLAZA GOMILA
ALL XALOCS	VERDEMAR APARTMENTS

○ In the pick-up point is the same as the drop off point. If your first trip is from your hotel and you cannot locate your pick-up point please contact our local partner!