



# Banana Garden

*La Palma*  
HOTEL · CAFÉ

Primero, nos gustaría informarte de que...

First, we would like to inform you that...



No está permitido fumar en las habitaciones ni en los balcones.

Smoking is not allowed inside the rooms and on balconies.



No está permitido llevar toallas de excursión o a la playa/mar.

It is not allowed to take towels on an excursion or to the beach/sea.



Menores de edad deben ir acompañados de un adulto en todo momento.

Minors must be accompanied by an adult at any time.



No hay toque de queda...

There is no curfew...



...pero por favor, procura no hacer ruido **entre las 22:00-08:00h.**

...but kindly try to keep noise down between 22:00-08:00 o'clock.



Nos encantan las celebraciones, pero este no es un hotel para fiestas.

We love celebrations, but this is not a hotel for parties.



Visitantes de fuera no están permitidos en el hotel.

Outside visitors are not permitted in the hotel.



La propiedad no se hace responsable de objetos de valor no depositados en la caja fuerte general.

The property is not liable for items of value not placed in the general safe.



No usar el inodoro como papelera.

Do not use the toilet as a trash bin.



Objetos pertenecientes a la habitación serán cargados a la cuenta del huésped en caso de extravío.

Room items that go missing will be charged to the guest's account.



Solo saca aquellos productos del minibar que vayas a consumir.

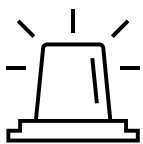
Only take those items out of the minibar that you are going to consume.



Llamadas personales no están incluidas en la tarifa de la habitación.

Personal phone calls are not included in the room rate.





En caso de emergencia llama al **112**  
In case of emergency call **112**



Recepción 24h: (+34) 650 74 48 76  
24h Reception: (+34) 650 74 48 76



Asistencia médica: Centro de Salud de Santa Cruz:

📍 Calle Pérez Galdós 5 (+34) 922 47 94 44 - **Emergencia: 061**  
Lunes - Viernes 08:00h – 20:00h / Emergencia: 24h

Medical Assistance: Medical Centre of Santa Cruz:

📍 Calle Pérez Galdós 5 (+34) 922 47 94 44 - **Emergency: 061**  
Monday - Friday 08:00h – 20:00h / Emergency: 24h



Policía Nacional: Calle Pérez Galdós 16  
(+34) 922 41 40 43 - **Emergencia: 091**

National Police: Calle Pérez Galdós 16  
(+34) 922 41 40 43 - **Emergency: 091**



Policía Local: Avenida Los Indianos 18  
(+34) 922 41 11 50 - **Emergencia: 092**

Local Police: Avenida Los Indianos 18  
(+34) 922 41 11 50 - **Emergency: 092**



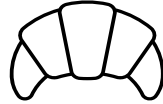
Bomberos: Carretera de la Grama, 62, 38710 Breña Alta  
(+34) 922 42 93 44 - **Emergencia: 112**

Firefighters: Carretera de la Grama, 62, 38710 Breña Alta  
(+34) 922 42 93 44 - **Emergency: 112**



## Horarios Timetable

Check-in: 15:00h  
Check-out: 11:00h



### **Desayuno Breakfast**

07:30-10:30



### **Bar & Café**

Domingo - Miércoles: 11:00-20:00  
Saturday-Wednesday: 11:00-20:00

Jueves-Sábado: 11:00-22:00  
Thursday-Saturday: 11:00-22:00



Puedes contactar con nuestro personal llamando al: (+34) 922 41 07 96  
...o a través de WhatsApp: (+34) 650 74 48 76

You can contact our staff by calling: (+34) 922 41 07 96  
...or via WhatsApp: (+34) 650 74 48 76

**24h: (+34) 650 74 48 76**



# Servicios y uso de equipamientos del Hotel

Servicios incluidos en el precio de la habitación:

- Recepción 24h: (+34) 650 74 48 76
- Régimen de alojamiento con desayuno.
- Servicio de mantenimiento y limpieza diario.
- Servicio de cunas bajo petición (para habitaciones estudios y cuádruple).
- Custodia de dinero y objetos de valor en caja fuerte general\*.
- Depósito de equipajes gratuita durante el día.
- Acceso a internet inalámbrico de alta velocidad en zonas comunes y habitaciones.
- Asistencia médica concertada a través del Centro de Salud de Santa Cruz.

Equipamiento disponible en todas las habitaciones incluido en el precio de la habitación:

- Sistema de cierre interior de seguridad en puertas de acceso.
- Cortinas de oscurecimiento.
- Apagado de luz desde la cama y a la salida de la habitación.
- Enchufes personales en zona de aseo y unidad alojativa, incluyendo por USB.
- Mesa de trabajo/escritorio con silla/s.
- Smart TV con antena y satélite.
- Camas individuales y/o dobles de 90/160cm de ancho por 200cm de largo.
- Equipamiento de cama compuesto por colchón y protector de colchón.
- Ropa de cama y juego de toallas por huésped en varios tamaños.
- Mesa de noche por huésped.
- Lámpara de lectura individual.
- Estructura portamaletas.
- Armario con perchas.
- Espejo de cuerpo entero y de maquillaje.
- Hervidor de agua con utensilios para la preparación de café y té.
- Aseo con inodoro, lavamanos, ducha, estantería, toallero y portarrollos.
- Secador de pelos.
- Jabón de manos, gel de ducha, champú y acondicionador.

Los estudios además cuentan con:

- Zona de cocina con luz propia.
- Placa de cocción de inducción, fregadero y nevera.
- Superficie de trabajo con muebles para utensilios de cocina.
- Vajilla, cubertería, cristalería y menaje.
- Utensilios de limpieza.

Servicios y equipamiento NO incluido en el precio de la habitación:

- Servicio de minibar y sus productos.
- Productos consumidos en el Café fuera del menú desayuno correspondiente.
- Lavandería de objetos personales (disponibles con coste adicional)
- Aparcamiento.

\*La propiedad no se hace responsable de objetos de valor no depositados en la caja fuerte general.



# Services and equipment use of the Hotel

Services included in the room rate:

- 24h Reception: (+34) 650 74 48 76
- Bed and breakfast.
- Daily maintenance and cleaning services.
- Cribs on request (for studios and quadruple rooms).
- Storage of money and valuables in a general safe\*.
- Free luggage storage during the day.
- Wireless high-speed internet access in common areas and rooms.
- Medical assistance arranged through the Medical Centre of Santa Cruz.

Equipment available in all rooms included in the room rate:

- Internal security closing system in access doors.
- Blackout curtains.
- Light switch next to the bed and at the entrance of the room.
- Personal plugs in the bathroom and the accommodation unit, including via USB.
- Table/desk with chair/s.
- Smart TV with antenna and satellite.
- Single and/or double beds 90/160cm wide by 200cm long.
- Bed equipment consisting of mattress and mattress protector.
- Bed linen and towel set per guest in various sizes.
- Night table per guest.
- Individual reading lamp.
- Luggage rack structure.
- Wardrobe with hangers.
- Full-length and make-up mirror.
- Kettle with utensils for the preparation of coffee and tea.
- Bathroom with toilet, sink, shower, shelf, towel rack and toilet roll holder.
- Hairdryer.
- Hand soap, shower gel, shampoo and conditioner.

The studios also have:

- Kitchen area with its own light.
- Cooking plate, sink and refrigerator.
- Work surface with storage for kitchen utensils.
- Crockery, cutlery, glassware and tableware.
- Cleaning tools.

Services and equipment NOT included in the room rate:

- Minibar service and its products.
- Products consumed in the Café outside the corresponding breakfast menu.
- Laundry of personal belongings (available at an additional cost)
- Parking.

\*The property is not liable for valuables not placed in the general safe.





¿Sabías que nuestra Isla de La Palma y la parte marina que la rodea son Reserva Mundial de la Biosfera? ¡Más de 87.200 hectáreas! Parte del trabajo para que esto continúe siendo así es promover el desarrollo sostenible siguiendo los objetivos propuestos por la ONU en la 'Agenda 2030'.

Did you know that our Island La Palma and the marine part that surrounds it are World Biosphere Reserve? More than 87,200 hectares! Part of the work so that this continues to be the case is to promote sustainable development following the objectives proposed by the UN in '2030 Agenda'.

### **Por eso necesitamos tu ayuda. That's why we need your help.**



**Eficiencia energética.** Usa la luz natural siempre y cuando sea posible y no te olvides de apagarla cuando termines de usarla. Despreocúpate de las zonas comunes: tenemos sensores de movimiento.

**Energy efficiency.** Use the daylight when possible and don't forget to switch off the light when you stopped using it. Don't worry about the hallways: we've got motion sensors.

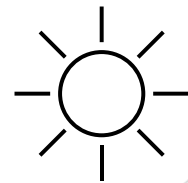




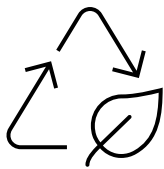
**Uso responsable de los recursos.** El agua es un bien escaso, ya que en La Palma dependemos de la lluvia para obtenerla. Cuelga tu toalla si la vas a usar otra vez y si quieres que se cambien las sábanas de la cama, coloca el cartel encima.

**Responsible use of resources.** Water is a scarce commodity, since in La Palma we depend on the rain to obtain it. Hang your towel if you're going to use it again, and if you want the bed sheets changed, place the sign on top.

No queremos que pases frío en la ducha, por eso todas las habitaciones están equipadas con termo de agua independiente, pero esa agua ya viene calentada de nuestras placas solares en la azotea. Úsala con conciencia, y todos tendrán agua caliente proveniente de energía renovable.



We don't want you to be cold in the shower, that's why all the rooms are equipped with an independent water heater, but that water already comes warmed up from our solar panels on the roof. Use it wisely, and everyone will have hot water from renewable energy.



**Reduce, Reúsa & Recicla.** No tenemos botellas de plástico, pero puedes rellenar tu botella con el agua del grifo. Deposita latas, cristal, papel y otros plásticos en la papelera y nosotros nos encargaremos de separarlo y depositarlo en el contenedor correspondiente.

**Reduce, Reuse & Recycle.** We don't have plastic bottles, but you can refill your bottle with tap water. Deposit cans, glass, paper and other plastics in the bin and we will take care of separating it and depositing it in the corresponding container.



DERMATOLOGICALLY TESTED

**GENTLE  
SOAP**

SAVON DOUX  
MILDE SEIFE  
JABÓN SUAVE  
SABONETE SUAVE



PUSH



# ECOSOURCE

airless dispenser



**Todas nuestras habitaciones  
están equipadas con  
Dosificadores Ecológicos  
Ecosource.**

Cuidamos del medio ambiente...  
cuidamos de tu piel.

- Certificados EU Ecolabel  
e Nordic Ecolabel
- Sin conservantes,  
parabenos ni colorantes

**All rooms are equipped  
with Ecosource ecological  
dispensers.**

We take care of the environment..  
we take care of your skin.

- Certification EU Ecolabel and  
Nordic Ecolabel
- Free from preservatives,  
parabens and colorants



**GROUPE GM**  
AMENITIES EXCLUSIVOS

# Tarifas de habitación

## Room rates

Tipo de habitación Room type	Capacidad Capacity	Temporada baja Low Season	Temporada alta High Season	Los Indianos & Bajada de La Virgen
Estudio superior con balcón Superior studio with balcony	2 (1 cama de matrimonio)	95€	110€	275€
Doble superior con balcón Superior double with balcony	2 (1 cama de matrimonio)	85€	95€	240€
Estudio con balcón Studio with balcony	2 (1 cama de matrimonio)	85€	95€	240€
Doble con balcón Double with balcony	2 (1 cama de matrimonio)	80€	90€	225€
Cuádruple Quadruple	4 (1 cama de matrimonio & 2 individuales)	95€	120€	300€

Temporada alta es cualquier fecha especial, y de Agosto a Marzo (ambos inclusive). Los precios incluyen a un huésped (dos en la cuádruple), desayuno y 7% IGIC. La tarifa de la habitación está sujeta a un suplemento de 10€ por adulto (a partir de 12 años) adicional por noche. Consulte términos y condiciones en nuestra página web: [www.bananagardenlapalma.com](http://www.bananagardenlapalma.com)

High season is any special date, and from August to March (both included). Prices include one adult per room (two in the quadruple room), breakfast and 7% local tax (IGIC). The room rate is subjected to a 10€ supplement per additional adult (over 12 years of age) per night. For terms & conditions please visit our website: [www.bananagardenlapalma.com](http://www.bananagardenlapalma.com)



## By booking your stay with us you accept the following terms & conditions:

- **Following Spanish law: Valid ID(s) and credit card are required for check-in.**
- Payment for direct bookings is made upon arrival.
- Non-refundable rates are charged after booking and can neither be modified nor refunded in case of cancellation.
- **A 50€ minibar deposit will be charged to the registered credit card upon check-in and refunded within a week after checking out. We do not accept the deposit in cash.**
- We accept cash or card, **except** Diners Club & American Express for room payments.
- **BONO TURÍSTICO:** *If you wish to pay with the Bono Turístico you must book directly with us a 'standard rate' and register a personal credit card so you can pay upon arrival with the Bono. It is not possible to book a 'non-refundable' rate since those are charged after booking. It is not possible to use the Bono through a third party (such as a travel agency or tour operator). If the total booking value exceeds the amount of the Bono Turístico, you may pay the difference with another method of payment.*
- **Check-in from 15:00h** (send us a WhatsApp if you plan to arrive after 21:00h: +34 650 74 48 76)
- **Check-out until 11:00h** (fee applicable for late check-outs)
- Early check-in (from 12:00h) / late check-out (until 14:00h) available upon request subjected to availability and a 15€ fee per double- and 20€ fee per quadruple room.
- Cradle available upon request **only** for Quadruple and Studio rooms (only for babies up to 2 years of age). From 2 years of age onwards children are included in the room's maximum capacity which can never be exceeded and must therefore have their own bed.
- Room rates include breakfast and 7% local tax (IGIC). High season is from August to March (both included, plus special dates). The room rate is subjected to a 10€ supplement per additional adult (over 12 years of age) per night.
- For safety reasons it is not allowed to exceed the maximum capacity of any room which is 2 for any double room or studio and 4 for the quadruple room (excluded are babies up to 2 years of age).
- **Access to the hotel is forbidden to anyone who has not registered at reception.** The main reservation holder will be held liable.
- The unauthorized overnight stay of anyone who is not part of the room's reservation will lead to a 90€ surcharge per person per night to the reservation holder's credit card.
- Minors must be always accompanied by an adult. If staying with an adult that is not their legal guardian, they must have the corresponding authorization to be staying at the hotel without them.
- **The 2011 anti-smoking law prohibits smoking both inside the rooms and on the hotel's balconies. Check with reception for smoking areas. The client confirms receiving the room free of tobacco smell. **The cleaning charge of tobacco smell in the room is 200€.****
- **The use of any illicit drug is strictly prohibited and will result in the termination of the guest's stay without previous notice.**
- The hotel does not have a car park and parking is not included in the room rate.



- Pets are not permitted inside the hotel.
- It is not allowed to store bicycles inside the rooms. You may leave your bicycle on our rooftop at own risk (maximum capacity: 4 bicycles).
- The rooftop has the same opening times as the reception and therefore closes at night for security reasons.
- The property cannot be held liable for the misplacement of items that have not been placed in the general safe.
- 24h video surveillance in place throughout the hotel.
- Quiet hours: 22:00h-08:00h
- It is not permitted to celebrate parties unless there is a written agreement with the management.
- Items belonging to the room's inventory that break or go missing will be charged to the reservation holder's credit card.
- It is strictly PROHIBITED to take any towel from the room on an excursion or to the beach/sea.
- Each umbrella has a deposit of 10€
- Free (daytime) luggage storage available upon request. There is a 5€ deposit per identification number in case of misplacement. Extended overnight storage and safe available for 5€/night.
- **Minibar consumption is non-refundable.**
- The main reservation holder is responsible for ensuring that the other members of the reservation comply with the terms and conditions of stay.
- **LOS INDIANOS CARNIVAL:** There are no applicable discounts other than the non-refundable rate available for the dates of Los Indianos. It is strictly prohibited to throw talc powder inside the hotel, on the rooftop or from the balconies. Please leave windows and doors closed (at least) while you are not inside the room. Please make use of the provided plastic bags to store shoes and clothes used during Los Indianos.
- **The hotel has the right to refuse access or terminate the stay without previous notice to anyone who does not comply with these terms & conditions.**



## Cancellation & refund policy

Only direct bookings may cancel or change their reservation free of charge until 7 days before arrival. 50% of the total booking will be charged for cancellations made within 7 days before the day of arrival and 100% in case of no show\*. Excluded are non-refundable rates which can neither be modified nor cancelled. In exceptional cases, a 25€ fee is applied when changes are made to a reservation. In any case, the total or partial value of the booking will never be refunded if the guest decides to leave before the original check-out date. Any reservation of which the reservation holder cannot be contacted until midnight of the day of arrival (no show) will be cancelled and charged in full.

DIRECT (STANDARD) BOOKINGS OF 3 OR MORE ROOMS: Direct bookings of three or more rooms may cancel or change their reservation free of charge **until three weeks before arrival**. 50% of the total booking value will be charged for cancellations made within three weeks before arrival and 100% in case of no show\*.

DIRECT (STANDARD) BOOKINGS FOR 'LOS INDIANOS' may cancel their reservation free of charge **until two weeks before arrival**. **50€ (per room) will be charged two weeks before arrival**. 50% of the total booking value will be charged for cancellations made within two weeks before arrival and 100% in case of no show\*.

*\*A no show is considered any reservation which is **not cancelled before 15:00h** (local time) of the day of arrival and no guest is checking in. A 10€ surcharge per day from the original date of check-in will be applied to any reservation of which the reservation holder does not comply with his legal obligation of paying the corresponding charge for cancellation.*

Bookings made through a third party (E.g.: Travel Agent, Booking.com, Expedia, etc) are subjected to their own cancellation policy. Please refer to your tour operator or travel agent if you wish to make changes to your booking.

