



SHERATON

EST. 1937

Welcome to the Sheraton Fuerteventura Beach, Golf & Spa Resort



Guest Services



Welcome

At the heart of communities around the world, we're creating spaces where travelers and locals alike can gather, share experiences and explore their destinations. We invite you to relax and unwind in your room, work and meet in our public spaces, and enjoy our excellent service and thoughtful amenities.

Find everything you need to get your bearings in the pages that follow. We also invite you to connect with our associates during your stay. Call 0/5 should you need anything at all.

At Sheraton, we believe in bringing people together and creating a community where all are welcome. Sheraton. Where the world comes together.

**Sheraton Fuerteventura
Beach, Golf & Spa Resort**

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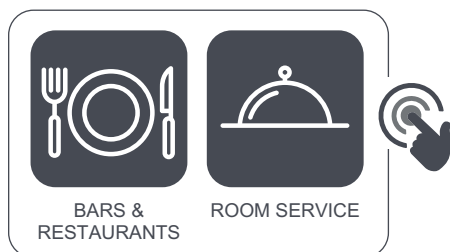


Amenities

Bars, Restaurants and In-Room Dining

Our four fine dining restaurants and two bars will delight the most discerning palates through local or international cuisines. Please “click” on the links to view the menu for our à la carte restaurants and in room dining.

A smart casual dress code is required to access our bars and restaurants.



Breakfast in the comfort of your room

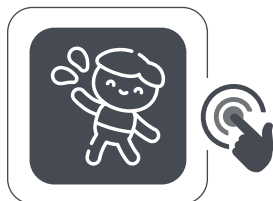
For a delightful start to your day, please explore our exquisite in-room dining menu.

Business Center

Stay productive with our business center. Located in the Lobby area. Dial 0/5 for assistance or ask directly at the Front Desk.

Entertainment / Miniclub Yambaland (04-12 years old)

Please “click” on the link to discover an endless array of activities for children and adults. To contact the miniclub, dial 4806 or go directly to Yambaland.



Fitness Center

Work out on your schedule with flexible hours and state-of-the-art equipment.

-1st floor, next to Hespérides Thalasso Spa

Open 24/7.

Gift Shop / Boutique

Pick up necessities, take home a local specialty or pamper yourself to new garment. Reception level.

Please note that both shops are not hotel managed, and the opening hours may vary.

Golf

Open all year round, enjoy your favorite sport at the Fuerteventura Golf Club, an 18-hole golf course, located only 10 minutes away from our resort. Ideal for all types of players. Free shuttle bus.

You can reserve your green fee by phone at 928 160 034 or by email at reservasgolf@anjoca.com.

Minigolf

Challenge yourself on our scenic mini-golf course with water, wind and bridges to contend with for fun for the whole family.

You can get your entry (at extra charge) and equipment from the Miniclub or from Reception.

Pool

Relax and refresh at one of our two adults' pools including a jacuzzi and the kids' pool. Towels provided at Reception

Please do not reserve the sunbeds.

Open daily 10:00 AM–06:00 PM or 09:30 AM–05:30 PM depending on the season. Outside of the published hours, there is no lifeguard on duty.

Spa

Immerse yourself and connect with your mind, body and spirit in our Hespérides Thalasso Spa, a place designed to disconnect from the stress of daily life. Enjoy our complete Water Circuit with 1000 m², where you can benefit from the properties of sea water.

The Spa has an extra cost.

All the information, including opening hours can be found in the QR codes.

You can also contact the spa directly from your room by dialing 4800.

Tennis court

Don't want to miss your regular exercise even on holiday? you can book our tennis court (at extra charge) at reception by dialing 0/5 or contacting Yambaland at extension 4806.





Services

Ask us anything. We are here to help. Dial 0/5 (Reception) for assistance with transportation, local recommendations, wake-up call or whatever else you might need.

You can also use the chat from the Marriott App if you are a member or send us an email to Fuerteventura@sheratonfuerteventura.com.

If you have any request that would improve the quality of your stay or that you wish to solve, please contact our PR team at Reception or send an email to rrpp2@sheratonfuerteventura.com.

Checkout

Check-out time is 12.00 o'clock. Please feel free to ask us for your informative room bill at any moment during your stay in order to check the charges and thus save time during check-out process.

Late checkout

Late check-out is always subject to availability and must be requested 24 hours prior to departure at the front desk. It entails a fee based on the check-out time.

Excursions information

Eager to discover Fuerteventura? Our Reception Team will be delighted to help you choose the perfect excursion.

Forgotten and Lost Items

Forgot or lost something? We're here to help! Dial 0/5 from your room or contact us via Mobile Chat and we will assist you in getting what you need or recovering what you have lost.

On-Demand Amenities

Available free of charge:

- Body wash
- Conditioner
- Lotion

- Shampoo
- Shaving gel
- Bathrobe
- Bathroom scale
- Crib
- Highchair
- Comb
- Cotton swabs and cotton balls
- Disposable razor
- Flower vase
- Hangers
- Iron with ironing board
- Makeup mirror
- Mouthwash
- Sewing kit
- Shoe mitt
- Shower cap
- Slippers
- Stationery
- Toothbrush and toothpaste
- Bible
- Book of Mormon

Fee or deposit may be required:

- Bed rails
- Fan
- International electrical adapter
- Mini refrigerator
- Roll-away bed

Laundry

We offer daily service from Monday to Saturday. Please refer to the laundry form available in your closet for specific conditions.

Dial 0/5 to arrange for pickup.

Luggage

Please do not leave your luggage unattended while checking in or out.

A luggage room is at your disposal.

Dial 0/5 to request the bellboy service.

Payment Methods in the hotel

You can decide to charge all your extras to the room by leaving a credit card print at reception, sign for the extras and pay it all at the end of the stay.

If you have a debit card (and no credit card) and wish to charge the extras to the room, you can leave a payment deposit in your hotel account at reception. You can also leave a cash deposit instead. If you DO NOT wish to open a tab on the room and decide to pay as you go, you will have to pay every time you consume something at the sales point. Sales points accept debit card, credit card but no cash.

The only place where you can pay cash is reception.

Sustainability

We are committed to making a positive impact by integrating sustainability and social impact practices across our operation. With companywide goals guiding our efforts, we are working to improve our environmental footprint and strengthen our engagement within the communities we serve. To learn more, please visit Marriott.com/serve360.

To help us reach our goal, please follow the actions below:

- Bed Linens: It is our practice to refresh bed linens every third day. If you wish to have your linens changed more frequently, simply let us know.
- Towels: Please leave on the floor any towels that you would like to be replaced.



Wireless Internet and Phone

Wireless Internet Access

Stay connected during your stay with high-speed Internet access.

SSID Name: MarriottBonvoy

Ensure that your device is Wi-Fi ready. Select your wireless adapter and connect to the MarriottBonvoy_Guest network.

Open your Internet browser and select “Connect to the Internet” on the welcome page. Please ask the Reception Team for the username and password.

Phone Information & Email Addresses

For rate details, please refer to the Phone Calls card.

To make a call, you need to dial 9 first. To call abroad from your room, dial 9+00+international access code + phone number. To contact another room, dial 1 then the room number. Example: to call room 230 dial 1230.

- Reception: dial number 0/5, contact us via Mobile Chat or send an email to Fuerteventura@sheratonfuerteventura.com.
- Spa: dial 4800 or email spa.recepcion@sheratonfuerteventura.com.
- Mini Club: dial 4806 or email yambaland@sheratonfuerteventura.com
- Public Relations: rpp2@sheratonfuerteventura.com



Marriot Bonvoy™ Membership

As the world's richest travel rewards program, with more hotels and experiences in more places than anyone else, Marriott Bonvoy enables everyone to keep traveling with passion and purpose. Marriott Bonvoy believes that travel enriches the traveler and nourishes the world. It opens minds, expands borders and creates memories.

Not a member of Marriott Bonvoy? Membership is free!

To join, visit marriottbonvoy.com or ask at the Reception or the Public Relations Team, who will be delighted to assist you in becoming a member.

Safety and Privacy

In-Room Safes

A complimentary safe is located in the wardrobe in your room. Do not leave valuables in your room or in parked vehicles. Instead store them in the safe. Under state law, the hotel is not responsible for loss unless items are stored in safe-deposit boxes at the Front Desk.

Emergency Procedures

When you arrive, we recommend that you take a few precautionary steps, as you would when you check into any hotel:

- Locate emergency exits. / • Carefully review the map on the back of your guest room door. / • Locate the nearest fire extinguishers and fire alarms.

Fire Safety Procedures

Our hotel is equipped with a modern, efficient fire emergency system, which includes a sprinkler system and smoke detectors in guest rooms and hallways. We want to make sure you are prepared to leave.

Familiarize yourself with the following procedures in case any of our detection systems sound a warning:

Exiting the Hotel

- Take your key. / • Test your door for heat or smoke before opening it. / • If the hallway is clear, exit using the nearest stairwell. / • Do not use elevators.

If Your Door Feels Warm or is Impassable

- Place wet towels at the base of the door. / • Dial 0/5 and give the receptionist your name and your room number. / • Turn off your air conditioner or heater to keep smoke from entering the room. / • Get down on the floor to avoid inhaling smoke.

Note to Parents

Please review the guidelines below before your child's naptime or bedtime. Call us at the Front Desk 0/5 with any questions; we are happy to help. Make sure the spring-loaded locking pin is securely closed on the baseboard. Place the crib in an open space. Do not place near

windows, glass doors, blinds, cords, electrical outlets or electrical equipment. Do not put pillows, adult sheets, adult blankets or toys in the crib. Know that the crib is not designed for children who can crawl out of it. It is for children under the age of two and no taller than 32 inches (81 cm). Remove this card before placing your child in the crib.

Smoke-Free

All of our guest rooms, including their terraces and balconies, are non-smoking areas. This policy also applies to public areas, bars, and restaurants, except for the following designated areas where smoking is permitted:

- The terrace of the Lobby Bar. / • The terrace and pergola of the a la carte restaurant El Faro. / • The lower terrace of the Pool Bar Restaurant La Veranda. / • The solarium around the adults' pools, but away from the children's pool.

Traveler Safety Tips

Here are a few tips for your safety while you are traveling:

- Ensure that all doors and windows are locked securely using all locking devices when you are in your room and when leaving your room.
- Before opening your room door to a serviceperson, ask for identification and verify with management. Never admit people with unsolicited deliveries.
- Always use the viewport to identify visitors.
- Treat your room key like your house key. Keep your room key with you at all times. Do not leave it in your room. If you lose your room key or it is stolen, report it to the front desk right away. When you check out, leave your room key with the front desk.
- Do not reveal the name of your hotel or room number to strangers. Never discuss your plans for staying away from the hotel in front of people you do not know.
- If you see or hear suspicious activity around the hotel, please notify a hotel staff member immediately.

Local Area

El Cotillo Village

ACTIVITIES:

- Stroll through the small harbor.
- Visit El Cotillo beach.
- Surfing.

LOCAL SHOPS:

- Lomé (clothing).
- Makhoul (bikinis).
- Souvenir shops.

RESTAURANTS:

- La Vaca Azul (Canarian cuisine).
- Aquí (Italian cuisine).
- El Callao (Mediterranean cuisine).
- Teperino (Italian - Pizzas).

COCKTAILS/DRINKS:

- Nana (perfect for watching the sunset with a cocktail).

Lajares Village

RESTAURANTS:

- Kuma Burgers (local “smash” burger brand).
- Amiga Mía (a café with a lovely rooftop, perfect for coffee or ice cream).
- Café Candela (bar-café with live music).

Villaverde Village

RESTAURANTS:

- Casa Marcos (the best Canarian food on the island).
- Mahoh Restaurant (Canarian cuisine).

City of Corralejo

ACTIVITIES:

- Ferry to Lobos Island
- Catamaran to Lobos Island (for more information, ask at reception).
- Visit Las Palomitas Beach
- Explore the Corralejo Dunes (for more information on excursions, ask at reception).

- Stroll along the seafront promenade
- Enjoy an ice cream at the famous Italian gelateria: El Gusto.

BEACHES:

- Jablito Beach and Village (a typical fishing village in Fuerteventura).
- La Caleta Beach.
- Corralejo Dunes Beach.

RESTAURANTS:

- Tapas Óscar (authentic Spanish tapas restaurant).
- Guilda (Italian skewer restaurant).
- La Oca Blanca (Italian pasta restaurant).
- Waikiki (beach club and restaurant on the beach).

City of Puerto del Rosario

ACTIVITIES:

- Shopping at Las Rotondas Shopping Center.

RESTAURANTS:

- La Jaira de Demian (typical Canarian cuisine).
- KPO (smash-style burgers).
- La Bodega Veneta (Italian restaurant).

NIGHTLIFE:

- Muelle Viejo.
- El Tierra.
- La Farándula.
- Mambo Tropical.
- Savage Monkey.
- Marssala.

These recommendations are just a small preview of the wonders that Fuerteventura has in store for you, and there is so much more than just sun and beach.

Culture, history, archaeology... Fuerteventura is home to amazing museums and sites of cultural interest that will teach you about the process of salt or gofio production, allow you to explore the lifestyle of the ancient majoreros in recreated villages, or immerse you in the art of fishing at a charming lighthouse. The choice is yours.

Designated a Biosphere Reserve by UNESCO in 2009, the island features natural monuments, ancient caves, and unique landscapes with a very special biodiversity that will captivate you instantly. The journey awaits.

At night, if you look up a little, you will be amazed by millions of stars in a sky so pure that it has earned Fuerteventura the designation of Starlight Reserve. The island offers you viewpoints and observatories for both astronomical and natural observations.

And of course, let's not forget the sea, with its endless water sports and magical sightings of cetaceans.

Fuerteventura is waiting for you!





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