

## **Frequently Asked Questions**

### **Artplane Workshop/La Serrania, Mallorca Spain**

#### **Which airport should I fly to ?**

Palma de Mallorca (PMI)

#### **What is the best way to get there ?**

Easyjet ([www.easyjet.com](http://www.easyjet.com)) and Ryanair ([www.ryanair.com](http://www.ryanair.com)) offer good prices and schedules, as do Airberlin ([www.airberlin.com](http://www.airberlin.com)) and Swiss ([www.swiss.com](http://www.swiss.com)); however you may also find other good charter or low-cost flights on the internet, or with a travel agent or in the paper.

Coming from North America, the simplest way is generally with a change in Madrid or Barcelona. However, you may also find attractive offers via London, Frankfurt or other major European cities.

#### **How do I get from the airport to La Serranía ?**

For selected workshops in the spring and autumn, we organize an airport shuttle for a price of Euros 50 per person (i.e. Euros 25 for each transfer). Please let us know in good time if you wish to use this service.

Alternatively, you can take a taxi (about Euros 65) or rent a car. Please let us know if you choose to do this and we will send you precise instructions for finding La Serranía, which you will need !

#### **When should I arrive and leave ?**

Most of our workshops are scheduled from Saturday to Saturday and these days are the arrival and departure days. Arriving at the airport in the late morning or afternoon (i.e. between 11 am and 5 pm) is generally the most convenient. Departures are best scheduled for the same time (i.e. between 11 am and 5 pm). We need to have the rooms free for cleaning by 9 am.

#### **What is the food like ?**

We serve a selection of mostly Mediterranean cuisine with emphasis on fresh fruit and vegetables without being strictly vegetarian. If you prefer vegetarian cooking or need a special diet, please let us know well in advance and we will be happy to provide it.

#### **What is the weather like ?**

Mallorca has over 300 days of sunshine annually and you can count on varying degrees of sunshine at most times of the year. Even in the winter you could expect, for example, to have just one day of rain or showers and one day of overcast conditions. For a short-term forecast, please see the webpage: [http://www.holiday-weather.com/majorca/averages/#highlow\\_temperature](http://www.holiday-weather.com/majorca/averages/#highlow_temperature)

#### **What are the people like ?**

Groups vary from week to week but in general La Serranía guests are aged between 30 and 60 and come mostly from northern European countries and

North America. We typically have a broad mixture of people traveling on their own, people traveling with a friend and people traveling with a partner.

**Do I have to pay the single room supplement if I come on my own ?**

No. We will put you in a spacious double room with another guest of the same sex.

**How far are you from the beach ?**

About 20 minutes by car.

**What clothes should I bring ?**

The weather in Mallorca can change very quickly. Evenings are often cooler, so bring something warmer to put on then. In the winter, sweatshirts and light raingear may be useful, especially if you want to do some walking. Hiking boots are strongly recommended if you wish to walk in the mountains.

**What if I want to stay longer ?**

Sometimes it is possible to stay at La Serranía for extra days but otherwise it can be enjoyable and convenient to spend some time in Palma or Pollensa. Let us know if you want any hotel suggestions.

**How should I pay ?**

When you wish to confirm your booking, we will send you our bank details so that you can send a deposit of Euros 400 (or \$500 or £300) with the balance due 60 days before arrival. Alternatively, you can send a cheque made out to La Serranía, addressed to La Serranía, Apt. 211, 07460 Pollensa, Mallorca, Spain. Please advise us when you have sent the deposit and we will confirm receipt.

(If you are mailing from the USA, the Global Priority Service of the US Postal Service is highly recommended as an inexpensive and reliable service. Other courier services will have difficulty delivering to La Serranía.)

**What is your cancellation policy ?**

A full refund is available, less a \$100 admin fee, providing the cancellation is made at least 90 days before the start of the workshop. Later than 90 days and the refund is available only if your place can be resold.

**Do you have Wi-fi Internet ?**

Most of our guests appreciate having a break from email and internet use but we do have wifi available for guests who need to check in during their stay. The service is currently available only in the common areas of the property and not in the bedrooms.

**Can I rent a bicycle ?**

There is an excellent rental shop in Puerto Pollensa, 15 km away...  
<http://www.procylehire.com/pch/index.html>