

## Q&R Frequently Asked Questions

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### WHERE IS THE APARTMENT LOCATED?

Your apartment is located less than a 1 minute walk from the City of Arts and Sciences, in a residential building whose address is: 3, Nino Bravo Street (left)



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### WHAT TIME IS CHECK-IN? AND CHECK-OUT?

Check-in is from 4:00 PM.

Check-out is until 11:00 AM.

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### IS THERE A STORAGE ROOM?

Unfortunately, we don't have a luggage storage or a designated area for leaving your bags. Therefore, we recommend that, whenever possible, you try to coordinate your ticket time (flights, trains, etc.) with the check-in/out time.

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### HOW DO I ACCESS THE APARTMENT?

On the building's facade, you'll see a sign with our logo indicating the entrance.

There are two ways to access **apartments A through S**:

- By the **lift** located to the right of the sign (this is the entrance we recommend if you have luggage).
- Through the **gate and stairs** located to the left of the sign.

In both cases, you will need to enter in the small access panel the 4-digit code that we will send you in the hours prior to your arrival.



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Once you're inside the building, you'll see signs directing you to your apartment. Your door will also have its own access keypad. You just have to repeat the process, entering the same code.



Enter the code and press “✓”

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### WHAT IF I'VE BOOKED A PARKING SPACE?

The garage door opener is inside the apartment, so you'll need to go inside first to get it. In the meantime, you can park your car on the sidewalk or in the parking lot in front of the building.



Once you have the remote/opener, drive to the access shown in the photo. You'll see one gate for vehicle entrances and another for exits.

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The remote has four functions:

Open the entrance door of the garage

Call the elevator from inside the garage



Open the exit door of the garage

Once you're inside the elevator, go down from the 1st floor to the garage

Since the first thing you will do is **enter to the parking lot**, you'll need to **press the top left part** of the remote. Once the door opens, go down to level -2 and park your vehicle in the space we'll indicate you.

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### HOW DO I GET FROM THE PARKING TO THE APARTMENT?

Once you are inside of the garage, go to the pedestrian entrance next to parking space number 122 (located in the center of the parking level). You'll see the elevators there.

First, call the lift using the remote (by pressing the bottom left of the red button). Once you're in the elevator, use the building's control panel to go up to the first floor.



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### WHERE DO I LEAVE THE GARAGE REMOTE WHEN I LEAVE?

Before checking out, take your vehicle out of the garage, as you'll need the remote to exit the parking area. Finally, return to the apartment through the pedestrian entrance and leave the remote inside, on the table.

It's important that you follow this procedure, as **failure to return the remote will result in an extra charge** to your card.

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### HOW DO I CONNECT TO THE WI-FI?

The high-speed Wi-Fi connection is completely free. Here are the details:

- Network: **Apartamentos Las Ciencias**
- Password: **Ciencias2k23**

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### WHAT IF I NEED ASSISTANCE OR I HAVE ANY OTHER QUESTIONS?

In your apartment, you'll find an instruction manual with detailed explanations for using all the equipment: air conditioning, washer-dryer, dishwasher, oven, etc.

We are also available 24 hours by phone at **+34 628 569 599** and by email at **reservas@apartamentoslasciencias.es**.