

GUEST DIRECTORY
SMY PORTOCOLOM

Welcome to Smy Portocolom, a unique corner of Mallorca where the sea, tranquility, and Mediterranean experience come together to create an unforgettable stay.

Timings

Check in: 14:00h.

Check out: 12:00h.

Contact reception to check availability for our late check-out and early check-in options.

Available until 15:00

Price: €30 | €10 per additional hour (up to 18:00 h maximum).

Contact

Reception: 9

Room Service: Dial 9

Guest Experience: 639 82 63 70

WiFi

Network: Smy Portocolom

Hotel Services & Opening Hours

Bars		Restaurante Origen	
Lobby bar Aroma	09:30h-17:00h	Desayuno	08:00h-11:00h
Beach club Nura	11:00h-22:30h	Cena	19:00h-22:00h
Rooftop Posta	11:00h-23:00h		
Gym		Pools	
Hours	07:00h-22:00h	Hours	10:00h-20:00h

Housekeeping & Laundry

Daily Room Cleaning

Towel changes are made in line with our sustainability policy.

Please refer to the Laundry section in the app for prices and services.

For clothing alterations, please contact Reception. Your garments will be ready within 12 hours.

Printing Service

Do you need to print? Simply ask at Reception and we will be happy to help you

Luggage and Luggage Storage

Yes, available at reception upon guest request.

Credit Line for Hotel Services

Available for all our services. Please inquire at Reception and request activation.

Umbrellas

Yes, available at reception upon guest request.

Transfer

Reservation management available at Reception through our partner company.

Sanitary Products

In the bathroom of your room you will find eco-friendly dispensers with carefully selected toiletries, designed to reduce environmental impact without compromising on quality and comfort.

If you require additional or specific items, please do not hesitate to contact our Reception team, who will be happy to assist you at any time.

For your greater convenience, we also offer:

- Vanity set
- Shaving set
- Dental kit
- Sewing kit
- Sanitary products

Courtesy Shower (Late Check-outs):

We offer you a courtesy room upon request. Direct arrangement at Reception.

Wheelchair Rental

Service available upon request at Reception.

Florist Service

Order management is available at Reception and Guest Experience. We coordinate your request with local suppliers.

Medical Service

Available upon request. Please contact Reception for assistance and arrangements.

Car Rental

Reservation management is available directly at Reception.

Stroller Rental

Available upon request at Reception.

Baby Cots

Available upon request. You may request one when making your reservation or directly at Reception.

Additional Pillows

Available upon request. Please request them directly at Reception.

Pillow Menu

Enhance your rest by requesting your preferred pillow at Reception. We offer 3 types upon request:

Visco TOP

Visco Soft

Visco Medium

Additional Bedding

If you would like an extra duvet or blanket, you may request it upon request at Reception.

Stationery Items

Notepads and writing utensils are available upon request at Reception.

Ironing Service

Available upon request at Reception. We offer both a horizontal iron and a steam iron.

Pets

This hotel is pet friendly.

Safe

For your peace of mind, each room is equipped with a safe, ideal for storing your valuables securely.

We recommend using this service, as the hotel cannot be held responsible for any items not stored in the safe.

Upon departure, we kindly ask you to leave the safe door open. This simple gesture allows us to check that nothing has been left inside and to prepare the room for the next guests.

Safe deposit box supplement:

€3 per day

€15 per week

Quiet Policy

To ensure the rest of all guests, please respect the quiet hours from 00:00 h to 08:00 h.

Local Information

In this section you will find local tourist information, recommendations, and places of interest to discover the essence of the island: idyllic coves, gastronomy, culture, routes, and unique experiences to make the most of your stay.

Please consult the following link for more information and local recommendations.

Hotel info.

The Guest Experience team is available 7 days a week to provide you with information and assistance on all services, both internal and external, at Smy Portocolom.

Guest Experience: +34 639 82 63 70

Service hours: 10:00 – 18:00 h

Activities

Enjoy our wine tasting and island olive oil tasting, available at least once a week.

Schedules & Reservations: Please check the available days in the Entertainment section of the App.