



People Villa Guest Guide

Your essential guide to the villa, local area and app.



Arrival
information



The
villa



Local
area



House
guidance



Useful
contacts

PUBLIC EDITION

Access codes, alarm details and private contacts are supplied securely to confirmed guests.

At a glance and before arrival

02



THE VILLA

A private Costa Blanca base

People Villa is in Ciudad Quesada, Rojales, approximately 40 minutes south of Alicante and 20 minutes north of Torrevieja. It has a private gated entrance, secure parking and a private swimming pool.

Sleeps up to 13 Ideal for 9 Air conditioning
Free Wi-Fi Outdoor kitchen Laundry facilities

BEFORE TRAVEL

Keep your booking details to hand

- Check passports, flights, luggage allowances and current travel requirements.
- Keep the villa address and booking confirmation available for transfers.
- Bring your driving licence if you may use the villa vehicle, subject to the current insurance and booking terms.
- Arrival time, key-safe details, alarm instructions and local contact information are supplied securely to confirmed guests.



Security information stays private.

This public guide intentionally excludes key codes, Wi-Fi passwords, alarm details and personal telephone numbers.

Arrival

Close and lock windows and doors whenever you leave. External cameras monitor entry points for security.

Smoking

Smoking is not permitted inside the villa or any outbuilding. Outside ashtrays must be used and cigarettes fully extinguished.

Pets

Pets or animals require prior written permission under the booking terms.

Inside the villa

03



Lounge and entertainment

The main lounge includes comfortable seating, air conditioning, shutters, fly screens and a large television. Streaming and entertainment equipment includes UK television, Apple TV, Plex, Amazon Fire TV and games consoles. Use the television input/source control to select the device required.

Kitchen and coffee

The kitchen includes an electric fan oven, gas hob, fridge-freezer, kettle, toaster, grill and sandwich maker. Crockery, glassware, pans and utensils are stored in the cupboards and drawers. Clean the coffee machine trays, use fresh beans and allow its start-up cleaning cycle to finish.

Utility room

The utility room contains the main hot-water heater, washing machine, dishwasher, tumble dryer, microwave, iron, ironing board, mop and cleaning equipment. Switch appliances off when not required and report any fault promptly.



Bedrooms and bathrooms

Four ground-floor bedrooms provide two double beds and four single beds, with a travel cot available. Bedrooms have wardrobes, televisions, air conditioning, bedding and towels. One bedroom has an en-suite shower room; a main bathroom serves the other rooms.

Tiled floors can be slippery when wet. Use the bath mats provided and take care after showering.

The apartment

The separate apartment can sleep three to four guests and is useful as a family room. It includes a sofa bed, single bed, wardrobe, air conditioning, television, fridge-freezer, en-suite shower room and a computer workspace with printer and scanner.

Breakages and consumables

Please report damaged or faulty items. Starter supplies of toilet paper, kitchen roll, soaps, washing-up liquid and cleaning materials may be provided; replace items used where practical for the next guests.

Pool and outdoor living

04



The pool

The pool area is enclosed by a lockable gate. The pump circulates water automatically and the pool is professionally cleaned. Allow time after treatment before swimming. Use the nets provided to remove floating leaves and debris.

Shower first

Use the outdoor shower and remove sun cream before entering. Sun lotion forms a film that can block the pool filters over time.

Sunbeds and parasols

Use towels on sunbeds, hose them down after use and return toys and furniture to storage. Parasols must be lowered at the end of the day and during high winds.

Outdoor kitchen

The covered cooking area includes a gas hob, barbecue, pizza oven, wood oven and two fridges. Keep raw meat separate, clean all appliances after use and leave the area ready for the next guests.

Garden and lighting

Gardeners and pool cleaners visit on scheduled days. Timed irrigation serves perimeter plants. Pool lights and wall lighting are controlled from the villa; switch them off when finished.



Take care on outdoor tiles.

Steps and tiled surfaces can be slippery when wet and can become very hot in direct sun. Wear suitable footwear.

Comfort, technology and practicalities

05



Air conditioning and ceiling fans

Bedrooms, the lounge and the apartment have air-conditioning units. Remote controls are kept in the rooms. Units normally cool a room quickly, so switch them off when the room is empty. The sun room also has a ceiling fan, which uses less electricity.



Wi-Fi and computer

Free Wi-Fi is available throughout the villa. The network name and password are displayed securely for guests. A computer, printer and scanner are available in the apartment; switch the multi-plug off after use.

Television, streaming and games

Different rooms can show different programmes. Select the correct source on the television and switch on the chosen device. Streaming services may require a VPN for UK-only content. Charge controllers after use.

Power, gas and fire safety

Power cuts and circuit trips can occur. The main fuse board is behind the lounge mirror. Turn off gas appliances, lights and air conditioning when not in use. Fire extinguishers and a fire blanket are provided; report any use so replacements can be arranged.

Rubbish

Remove household waste regularly and use the communal bins outside. Use local recycling points where available.

Linen

Spare sheets, towels and blankets are stored upstairs. If extra linen is used, please wash the original set where possible.

Water heaters

The main villa and apartment have separate hot-water arrangements. Follow the confirmed arrival and departure instructions.

Car, travel and the local area

06

Use the People Villa app and the live links on the website for current opening hours, prices, directions and seasonal availability.



Restaurants & bars

Food, cafés and evening venues



Supermarkets

Groceries, pharmacies and essentials



Petrol stations

Fuel and vehicle essentials



Golf courses

Courses around the Costa Blanca



Water parks

Family water attractions



Beaches

Guardamar, La Marina and La Mata



Things to do

Markets, culture, shopping and days out

VEHICLE AND TRAVEL

Drive on the right and follow the current booking terms.

The villa vehicle may be used only where it is included in your booking. Eligible drivers must be over 30 and hold a full driving licence. Current insurance and booking conditions take priority. Carry your licence, do not drive in flip-flops, return the vehicle clean and fuelled, and report any damage immediately.

Emergency

Call 112 for urgent emergency assistance in Spain.

Healthcare

Use current local medical and pharmacy information in the app or website.

Local support

Contact the current property manager shown in your confirmed booking information.

Leaving checklist

07

Follow the departure instructions in your booking confirmation.

This checklist summarises the practical points from the full guest guide. Access, alarm and key details are supplied privately.

Apartment

- ☐ **Hot water and taps**
Switch off the apartment water heater and check that all taps are off.
- ☐ **Windows and shutters**
Close and lock windows; lower shutters as instructed.
- ☐ **Power and air conditioning**
Turn off air conditioning, lights and the computer multi-plug.
- ☐ **Secure the apartment**
Lock the door behind you.

Main villa

- ☐ **Appliances**
Switch off or unplug the water heater, laundry appliances, microwave and coffee machine as directed.
- ☐ **Rooms**
Check taps, windows, shutters, televisions, lights and air conditioning.
- ☐ **Sun room**
Lower blinds, protect the television if instructed and lock the door.
- ☐ **Main entrance**
Lock the main door and security gate, then set the alarm using the private instructions.

Outside

- ☐ **Pool and wall lights**
Switch off all external lighting.
- ☐ **Water**
Check that hosepipes and outdoor taps are not running.
- ☐ **Furniture**
Lower parasols and return sunbeds, toys and loose items to storage.
- ☐ **Gates and keys**
Close the main gate, return keys as instructed and ensure the side door is secure.

Before you travel home

- ☐ **Rubbish and food**
Empty bins, clear perishables and clean the fridges and cooking areas.
- ☐ **Vehicle**
Clean it, refuel it and return it beneath the car port, subject to your booking instructions.
- ☐ **Breakages**
Report any damage, fault or item used from the fire-safety equipment.
- ☐ **Final check**
Confirm every guest has passports, devices, medicines and personal belongings.

Thank you for staying at People Villa.

We hope you have a safe journey home and look forward to welcoming you again.

Use the People Villa app

08

Your stay, in your pocket.

View current prices, choose flexible 3, 4 or 7-day stays, manage your booking and keep the latest guest information close at hand.



Download on the
App Store



GET IT ON
Google Play



iPhone



Android

Booking information

Prices and availability

Shown in the app and confirmed before payment.

Deposit and cancellations

Governed by the current booking terms supplied at reservation.

Vehicle eligibility

Subject to current age, licence and insurance requirements.

Damage and breakages

Report promptly; deductions or charges follow the booking terms.

House rules

No indoor smoking; pets require prior written permission.

Access details

Sent only to confirmed guests through secure communications.

IMPORTANT

Current terms take priority

This compact guide is practical information, not the booking terms. Prices, deposits, cancellation rules, vehicle eligibility and other terms may change. The current app, booking confirmation and confirmed terms prevail.

"We hope you have a safe and enjoyable stay and that you will book with us again and recommend us to others."

Website and policies

The public website provides villa photographs, local-area links, the downloadable guide and TWH Holdings policy pages. Live prices, availability and reservations remain in the app.



Scan to open the public policy centre at twholdings.net.

About this edition

Adapted and condensed from the People Villa guest information brochure. Sensitive access information and personal contact details have been removed from this public version.

Photography and original guest information: People Villa / TWH Holdings Limited.