

Directory

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ACCOMMODATION

Outside the peak season of late June to early September, you can usually find a place in Palma and most key locations without booking. In the high season, booking becomes much more important. Many hotels take reservations by email and, whether by phone or email, many will ask for a credit card number.

Out of season (especially November to Easter) many places on the coast (except Palma) shut. Increasingly Palma is becoming a weekend short-break destination, which means that even in low season it can be an idea to at least call ahead.

Prices throughout this guidebook are generally high-season maximums, although we also often indicate where significant price falls occur in shoulder or low season. Prices

BOOK ACCOMMODATION ONLINE

For more accommodation reviews and recommendations by Lonely Planet authors, check out the online booking service at www.lonelyplanet.com. You'll find the true, insider lowdown on the best places to stay. Reviews are thorough and independent. Best of all, you can book online.

should always be taken as a guide only. We divide accommodation categories into budget (less than €60 for a double), mid-range (€60 to €170) and top end (from €170 to the stars).

For some tips on villa searches, see p17.

Camping & Hostels

There are no official camping grounds on the island (the last of them closed in 2006), although it is possible to pitch a tent in a couple of spots (at the Monestir de Lluc, p132, and at the Hipocampo activities centre in Porto Cristo, p176). Free camping is feasible (technically you must be at least 50m from the seaside). Since most land in Mallorca is privately owned this often depends on getting permission. The Porto Cristo Hipocampo also offers youth hostel-style dorm accommodation. There are two other youth hostels: one in Platja de Palma, near the capital, and the other in Cap des Pinar (p148) in the north.

Hotels & Hostales

Officially, places to stay are classified into *hoteles* (hotels, one to five stars) and *hostales* (one to two and, very rarely, three stars).

A *hostal* (sometimes called a *pensión*) is basically a small private hotel, often a family business. The better ones can be bright and spotless with rooms boasting full en suite bathroom.

Hoteles cover the full range of quality from straightforward roadside places and bland but clean ones, through to charming boutique jobbies and super-luxury hotels.

Many places to stay of all types have a range of rooms at different prices. At the budget end, prices will vary according to whether the

room has only a *lavabo* (washbasin), *ducha* (shower) or *baño completo* (full bathroom, that is, bath/shower, basin and loo). At the top end you may pay more for a room on the *exterior* (outside) of the building or with a *balcón* (balcony) and will often have the option of a suite. Seaside views frequently attract higher rates.

Checkout time is generally between 11am and noon.

The island's main hoteliers' association, the **Federación Hotelera de Mallorca** (www.mallorcahotelguide.com) runs a hotel-booking engine for the island. Check also the **Asociación Hotelera de Palma** (☎ 971 283625; www.visit-palma.com) for the capital. For hotels with character, narrow your search by looking at **Reis de Mallorca** (www.reisdemallorca.com).

Refugis

Simple hikers' huts (*refugis*), mostly but not exclusively scattered about the Serra de Tramuntana, are a cheap alternative to hotels when hiking. Some are strategically placed on popular hiking routes. Many are run by the **Consell de Mallorca's environment department** (☎ 971 173700; www.conselldemallorca.net/mediambient/pedra), while others are run by the **Institut Balear de la Naturalesa** (Ibanat; ☎ 971 517070; 📖 book 10am-2pm Mon-Fri). Dorm beds generally cost around €10 in each; some also have a couple of double rooms and meal service. Call ahead, as more often than not you'll find them closed if you just turn up.

Rural Properties

Numerous rural properties, mountain houses and traditional villas around the island operate as upmarket B&Bs. The **Associació Agroturisme Balear** (☎ 971 721508; www.agroturismo-balear.com) has more than 100 places on the books.

Many of the properties are historic and often stylish country estates offering outstanding facilities, including swimming pools, tennis courts, and organised activities and excursions. Double rooms (often sleeping three) cost about €60 to €200 per day. The local tourism authorities like to subdivide them into three categories: *agroturisme* (accommodation on working farms, where sometimes the income from the lodgings allows the farms to keep working), *turisme de interior* (mansions converted into boutique hotels in country towns) and *hotel rural* (usually a country estate converted into a luxury hotel).

Mallorca Farmhouses (☎ 0845 800 8080; www.mfi.co.uk) is a well-presented UK-based site with an extensive range of properties.

Other websites worth trawling: **Agroturismo Balear** (☎ 971 717122; www.baleares.com/fincas)

Finca Mallorca (www.fincamallorca.de in German)

Finca Mallorca Hotel (www.finca-mallorca-hotel.de in German)

Fincas 4 You (www.fincas4you.com)

Guías Casas Rurales (www.guiascasasrurales.com in Spanish)

Las Islas Reisen (☎ 05069-34870 in Germany; www.las-islas-reisen.de)

Rustic Rent (☎ 971 768040; www.rusticrent.com)

Secret Places (www.secretplaces.com)

Top Rural (www.toprural.com)

Traum Ferienwohnungen (www.traum-ferienwohnungen.de).

BUSINESS HOURS

Generally Mallorquins work Monday to Friday from about 9am to 1.30pm or 2pm and then again from 4.30pm or 5pm for another three hours. Shops and travel agencies are usually open similar hours on Saturday as well, although many skip the evening session.

Big supermarkets and department stores, such as the El Corte Inglés chain (two stores in Palma), open from about 9.30am to 9.30pm Monday to Saturday.

Many government offices don't bother opening in the afternoon, any day of the year. In summer, offices tend to go on to *horario intensivo*, from 7am to 2pm.

Museums all have their own opening hours: major ones tend to open for something like

GET THEE TO A MONASTERY!

For a more meditative retreat from the daily grind, you could opt for one of a handful of monasteries (technically hermitages, as their inmates were hermits and not monks) that offer rooms on the island. The most obvious choice is Monestir de Lluc (p132). No longer functioning as a hermitage but attractive for its spectacular location is the Santuari de la Mare de Déu des Puig (p135) outside Pollença. Others include the Santuari del Sant Salvador (p164), outside Felanitx, the Santuari de Monti-Sion (p164) in Porreres and the Santuari de Nostra Senyora de Cura (p161) outside Algaida.

PRACTICALITIES

- Use the metric system for weights and measures.
- Plugs have two round pins, so bring an international adaptor; the electric current is 220V, 50Hz.
- If your Spanish is up to it, try the following newspapers: *El País* (or the free, constantly updated, downloadable version, *24 Horas*, on www.elpais.es), the country's leading (centre left) daily; *ABC*, for a right-wing view of life; and *Marca*, an all-sports (especially football) paper. The main local newspaper is the Spanish-language *Diario de Mallorca*. It gets competition from *Ultima Hora*. For Catalan, read the *Diari de Balears*. Many major newspapers from around Europe are available at newsstands in Palma and most tourist centres.
- Tune into Radio Nacional de España's (RNE) Radio 1, with general interest and current affairs programmes; Radio 5, with sport and entertainment; and Radio 3 (Radio d'Espop), with admirably varied pop and rock music. The most popular commercial pop and rock stations are 40 Principales, Cadena 100 and Onda Cero. Local stations in Catalan include Radio Balear Palma, IB3 Ràdio, Ona Mallorca and Onda Melodía (easy listening). German listeners can tune into Insel Radio (95.8FM). Around the Magaluf area you can hear The English Hour from 8pm on Radio Cálvia at 107.4FM.
- Switch on the box to watch Spain's state-run Televisión Española (TVE1 and La 2) or the independent commercial stations (Antena 3, Tele 5, Cuatro, La Sexta and Canal Plus). Local stations with programmes in Catalan (and its Mallorcan variant) are TV Mallorca and IB3. Cable and satellite TV are widespread.

normal Spanish business hours (with or without the afternoon break) but some have their weekly closing day on Monday.

For bank and post office opening hours, respectively, see p200 and p201.

As a general rule restaurants open for lunch from about 1pm to 4pm and for dinner from 8pm (most locals wouldn't go out to eat before 9pm to 10pm) to midnight. At lunch and dinner you can generally linger quite a while after the kitchen closes (generally about 3.30pm and 11pm respectively). Some, but by no means all, places close one or two days a week. Some also shut for a few weeks' annual holiday.

Bars have a wider range of hours. Those that serve as cafés and snack bars can open from about 8am until the early evening. More nightlife-oriented bars may open in the early evening and generally close around 2am (3am on Fridays and Saturdays), although in some noise-sensitive areas of central Palma you'll find closing time is closer to 1am. Clubs generally open from midnight, when they're dead, to 5am or 6am.

CHILDREN

As a rule Spaniards are very friendly to children. Any child whose hair is less than jet

black will be dubbed *rubio/rubia* (blond/e). Spanish children stay up late and at fiestas it's common to see even tiny ones toddling around the streets at 2am or 3am.

Practicalities

Discounts are available for children (usually aged under 12) on public transport and for admission to sites. Those under four generally go free.

You can hire car seats for infants and children from most car-rental firms, but book them in advance. You cannot rely on restaurants having high chairs and few have nappy-changing facilities. In better hotels you can generally arrange for childcare. You could also check out the website **Canguroencasa** (www.canguroencasa.com in Spanish), where you can search for English-speaking babysitters (*canguros*). You will also find ads at www.loquo.com (search under Balears).

Sights & Activities

As well as the obvious attractions of beaches (and seaside activities), swimming pools and playgrounds, there are other good options.

Boat trips will nearly always work for kids. Consider the glass-bottomed boat tours of the kind that operate from **Sant'Elm** (p110).

Alternatively, try the ride to **Illa Sa Dragonera** (p110), or to Ciutadella in Menorca from **Cala Ratjada** (p210). Boat excursions are also organised to **Cabrera** island from Colònia de Sant Jordi (p186).

The natural wonders of Mallorca's caves will be a hit with most kids. First up come the **Coves del Drac** in Porto Cristo (p177), followed closely by the nearby **Coves dels Hams** (p177) and the **Coves d'Artà** (p173). Several other such caves dot the island.

Several watery fun parks are dotted about the island. **Aqualand** (p102; www.aqualand.es) has two branches. Near the Portals Nous highway exit, not far from Magaluf, there is also **Marineland** (p104; www.marineland.es), with performing dolphins and other sea critters. **Hidropark** (p145; www.hidropark.com), near Port d'Alcúdia, is another such park with rides, wave pool, foam races and more. Theme parks, like Magaluf's **Western Park** (www.westernpark.com) might also keep the wee ones content. Palma's **Aquarium** (p101) is also a big hit.

For further information, see Lonely Planet's *Travel with Children* or the websites www.travelwithyourkids.com and www.familytravellnetwork.com.

CLIMATE CHARTS

Mallorca enjoys a moderate Mediterranean climate, which does not imply moderation throughout the year. July and August can be torrid, with average daily highs hovering around the 30°C mark and frequently well above. Cyclers and hikers will certainly want to give the island a miss in high summer! Far more pleasant are spring and autumn (May and June and September to mid-October). If you are not wedded to a beach holiday, a low-season excursion to Mallorca is well worth considering. Palma makes a great short-break city destination at any time of year and although rainfall is more likely in

winter, more often than not you'll encounter pleasant, sunny conditions.

CONSULATES IN MALLORCA

The bulk of foreign embassies in Spain are in the capital, Madrid. Some maintain consulates or honorary consulates in Palma de Mallorca. Among them are:

Austria (Map pp70-1; ☎ 971 728099; Carrer del Sindicat 69)

Germany (☎ 971 707737; Edificio Reina Constanza, Carrer de Porto Pi 8)

Ireland (Map pp70-1; ☎ 971 719244; Carrer de Sant Miquel 68a)

Italy (Map pp70-1; ☎ 971 724214; Passatge Joan XXIII 6)

Netherlands (Map pp70-1; ☎ 971 716493; Carrer de Sant Miquel 36)

Sweden (☎ 971 725492; Carrer de St Jaume 7)

Switzerland (☎ 971 768836; Camí de C'an Guillot 23, Establiments)

UK (Map pp70-1; ☎ 971 712445, emergency ☎ 91 308 52 01; Carrer del Convent dels Caputxins 4, Edifici B)

USA (☎ 971 403707; Edificio Reina Constanza, Carrer de Porto Pi 8).

Australian, Canadian and New Zealand citizens can, as Commonwealth citizens, approach the UK consulate on some matters. They may then be referred on to their respective embassies. French citizens should contact their consulate in Barcelona.

CUSTOMS

Duty-free allowances for travellers entering Spain from outside the EU include 2L of wine (or 1L of wine and 1L of spirits), and 200 cigarettes or 50 cigars or 250g of tobacco.

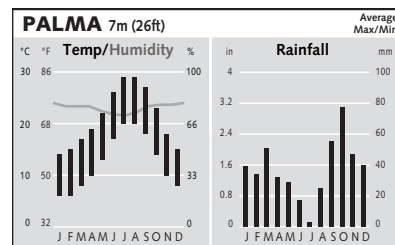
There are no duty-free allowances for travel between EU countries and there are no restrictions on the import of duty-paid items into Spain from other EU countries for personal use. You *can* buy VAT-free articles at airport shops when travelling between EU countries.

DANGERS & ANNOYANCES

Mallorca is safe. The main thing to be wary of is petty theft. Most visitors to Mallorca never feel remotely threatened, but that is no reason not to exercise the usual caution.

Scams

Theft is mostly a risk in the busier resort areas and Palma. You are at your most vulnerable when dragging around luggage to or from



your hotel. Watch for pickpockets and bag snatchers.

Talented petty thieves generally work in groups and capitalise on distraction. More-imaginative strikes include having someone dropping a milk mixture onto the victim from a balcony. Immediately a concerned citizen comes up to help you brush off what you assume to be pigeon poo and, thus suitably occupied, you don't notice the contents of your pockets slipping away.

Watch out for an old classic: ladies offering flowers (the so-called *claveleras*, because they usually offer *claveles*, ie carnations) for good luck. We don't know how they do it, but if you get too involved in a friendly chat with these people, your pockets always wind up empty. They are regularly rounded up by the police but are soon back in the streets.

Carry valuables under your clothes if possible – not in a back pocket, daypack or anything easily snatched away. Don't leave baggage unattended. Ignore demands to see your passport unless they come from a uniformed police officer. Keep a firm grip on daypacks and bags at all times.

Always remove the radio and cassette player from your car and never leave any belongings visible in the car. Hire cars and foreign-plated cars are especially vulnerable. Anything left on the beach can disappear in a flash when your back is turned.

Report thefts to the national police. It is unlikely that you will recover your goods but you need to make this formal *denuncia* for insurance purposes. To avoid endless queues at the police station (*comisaría*), you can make the report by phone (☎ 902 102112) in various languages or on the web at www.policia.es (click on 'Denuncias'). The following day go to the police station of your choice to pick up and sign the report, without queuing.

If your passport has gone, contact your embassy or consulate (see p197) for help in issuing a replacement.

Natural Dangers

The usual precautions should be taken when indulging in water sports, such as diving. In summer, waves of stingrays (jellyfish) can appear on the island's beaches and there's not much you can do (despite talk of volunteers being employed to net the buggers). See p213.

DISCOUNT CARDS

At museums, never hesitate to ask if there are discounts for students, young people, children, families or the elderly.

Student & Youth Cards

An ISIC (International Student Identity Card; www.isic.org) may come in handy (there is also a teachers' version, ITIC), although about all it is officially good for is a discount on Avis car rental and Palma's city sightseeing bus.

You'll have more luck with a Euro<26 (www.euro26.org) card (known as Carnet Joven in Spain), which is useful for those under 26. For instance, Euro<26 card holders enjoy 10% or 20% off many ferries and discounts at some sights and attractions, cinemas, shops and more. You can find comprehensive lists on the respective websites.

FOOD

Mallorca offers plenty of temptations for the palate. A growing emphasis on attracting mid- to high-end visitors has also pushed the culinary barometer up since the early 1990s, and the island is dotted with charming, romantic and gourmand-friendly restaurants. For a whiff of what's cooking in Mallorca's kitchens, see p45.

In the course of this guidebook we provide a broad selection of eateries. We divide listings into budget (up to €20 for a full meal, including dessert and house wine), midrange (€20 to €50) and top end (€50 and up).

GAY & LESBIAN TRAVELLERS

Homosexuality is legal in Spain and the age of consent (with certain caveats) is 13 years old, as for heterosexuals. In 2005 the Socialist president of Spain, José Luis Rodríguez Zapatero, gave the conservative Catholic foundations of the country a shake with the legalisation of same-sex marriages. In Mallorca the bulk of the gay scene takes place in and around Palma (see p95).

Ben Amics (Map pp70-1; ☎ 971 715670; www.benamics.com; Carrer del Conquistador 2; ☎ 9am-3pm) is the island's umbrella association for gays, lesbians and transsexuals. The local general information website **Entiendes Mallorca** (www.yuki.es) contains info on bars, saunas, clubs and more. You may be able to pick up the printed version (*Entiendes Mallorca*) in the tourist offices.

HOLIDAYS

The two main periods when Spaniards (and Mallorquins are no real exception) go on holiday are *Semana Santa* (the week leading up to Easter Sunday) and August. It just so happens that half of Europe descends on Mallorca about this time of year too! Accommodation can be hard to find and transport is put under strain.

There are 14 official holidays a year, to which most towns add at least one to mark their patron saint's day. Some places have several traditional feast days, not all of which are official holidays, but which are often a reason for partying. For a selection see pp20–22.

The main island-wide public holidays:

Cap d'Any (New Year's Day) 1 January

Epifania del Senyor (Epiphany) 6 January – in Palma a landing of the Three Wise Men (Reis Mags) is staged in the port, followed by a procession

Dia de les Illes Balears (Balearic Islands Day) 1 March

Dijous Santa (Good Thursday) March/April

Divendres Sant (Good Friday) March/April

Diumenge de Pasqua (Easter Sunday) March/April

Festa del Treball (Labour Day) 1 May

L'Assumpció (Feast of the Assumption) 15 August

Festa Nacional d'Espanya (Spanish National Day)

12 October

Tots Sants (All Saints) 1 November

Dia de la Constitució (Constitution Day) 6 December

L'Immaculada Concepció (Feast of the Immaculate Conception) 8 December

Nadal (Christmas) 25 December

Segona Festa de Nadal (Boxing Day) 26 December

INSURANCE

A travel-insurance policy to cover theft, loss and medical problems is a good idea. It may also cover you for cancellation or delays to your travel arrangements.

EU citizens are entitled to the full range of health-care services in public hospitals, but you will need to present your European Health Insurance Card (inquire at your national health service before leaving home). Private insurance is still a good idea, however.

Check that the policy covers ambulances or an emergency flight home. For details of car insurance, see p210.

Worldwide travel insurance is available at www.lonelyplanet.com/travel_services. You can buy, extend and claim online anytime – even if you're already on the road.

INTERNET ACCESS

Travelling with a portable computer is a great way to stay in touch with life back home. Make sure you have a universal AC adaptor and a two-pin plug adaptor for Europe. Most laptops are wi-fi enabled, meaning you can log onto hot spots. Some hotels offer this service and occasionally you'll find cafés, restaurants and even shops with hot spots. In many cases (such as at Palma's airport and most hotels) you must pay a fee.

There are some cybercafés in Palma and the main coastal resorts and towns. They typically charge about €1.50 to €3 per hour.

LEGAL MATTERS

If you're arrested you will be allotted the free services of a duty solicitor (*abogado de oficio*), who may speak only Spanish (and Mallorquin). You're also entitled to make a phone call. If you use this to contact your embassy or consulate, the staff will probably be able to do no more than refer you to a lawyer who speaks your language. If you end up in court, the authorities are obliged to provide a translator.

In theory you are supposed to have your national ID card or passport with you at all times. If asked for it by the police, you are supposed to be able to produce it on the spot. In practice it is rarely an issue and many people choose (understandably) to leave passports in hotel safes.

Drugs

Cannabis is legal in very small amounts for personal use. Public consumption of any drug is illegal.

Police


The Policía Local operates at a local level and deals with such issues as traffic infringements

LEGAL AGE

Travellers should note that they can be prosecuted under the law of their home country regarding age of consent, even when abroad.

- The right to vote: 18 years old
- Age of consent: 13 years old (heterosexual and homosexual but with restrictions involving minors with adults)
- Driving age: 18 years old

CLAMPING DOWN ON SMOKING, SORT OF

Spain is following the trend of banning smoking in public places...up to a point. National legislation bans smoking in public spaces larger than 100 sq metres. This means that most bars and restaurants can choose to adopt a no-smoking policy on their premises or not. The great majority in Mallorca, as elsewhere in Spain, have remained permissive in this regard. Bigger places, by law, should either be entirely nonsmoking or create properly separated areas for smokers (generally too expensive for most places to contemplate). Observation of the law seems uneven. Frequently in clubs that are clearly vastly bigger than 100 sq metres, punters can be seen puffing away quite undisturbed. Some hotels offer nonsmoking rooms. Restaurants, bars and hotels with a clear nonsmoking policy are indicated in this guide with the  symbol.

and minor crime. If your car is towed it's because these guys called the removal truck.

The Policía Nacional is the Spanish state police force, dealing with major crime and operating especially in the cities. The military-linked Guardia Civil (created in the 19th century to deal with banditry) is largely responsible for highway patrols, borders and security and often has a presence in more remote areas where there is no Policía Nacional station (*comisaría*). They also deal with major crime and terrorism and there is frequently an overlap (and occasional bickering) with the Policía Nacional.

MAPS City Maps

The free maps handed out by tourist offices in Mallorca's towns are generally adequate. In Palma, however, you may want to purchase a more detailed commercial map. The standard tourist office hand-out is next to useless.

The more or less water-resistant *Palma de Mallorca* (by Splashguides) is a reasonable take on the city centre scaled at 1:5000. For the big picture (all the 'burbs), get Michelin's *No 78 Palma de Mallorca*, scaled at 1:10,000 but poor on the city centre. Surprisingly, if you get lucky and the tourist office at the airport gives you the free map produced by the department store El Corte Inglés, you will have a very good map for central Palma.

Island Maps

One of the better and clearer island maps is Freytag and Berndt's *Mallorca* (1:100,000, with a small map of central Palma). At the time of writing, however, it still had the old highway codes. Another one with no apparent brand name (but look for the compass logo at the bottom) is called *Mapa Mallorca* (in its Spanish edition) and is scaled at 1:130,000. It

does have the new highway codes and is of a more resistant paper.

Kompass produces a digital (CD) map of the island. Choose what you need (at a scale of up to 1:10,000) and print out! It is GPS compatible. Again, at the time of writing the road codes had not been updated.

Walking Maps

Walking maps need to be scaled at least at 1:25,000. Anything bigger is near useless.

Alpina Editorial produces three such maps to the Serra de Tramuntana range (*Mallorca Tramuntana Sud*, *Mallorca Tramuntana Central* and *Mallorca Tramuntana Nord*). These come with detailed walk descriptions in a solid booklet. The first two are in Catalan and Spanish with English and German summaries, while the third is in Catalan and German only.

The *Kompass Wanderbuch 942 Mallorca* (in German) by Wolfgang Heizmann, comes with detailed walking maps.

Walk! Mallorca (North & Mountains), by Charles Davis, is packed with walks, basic maps and GPS aid. You'll need to buy maps though.

Spain's Centro Nacional de Información Geográfica (CNIG, www.cnig.es) covers a good part of the island in 1:25,000 scale sheets.

Some map specialists in other countries, such as **Stanfords** ( 020-7836 1321; www.stanfords.co.uk; 12-14 Long Acre, London WC2E 9LP) in the UK, have a good range.

MONEY

As in 14 other EU nations (Austria, Belgium, Cyprus, Finland, France, Germany, Greece, Ireland, Italy, Luxembourg, Malta, the Netherlands, Portugal and Slovenia), the euro is Spain's currency. It is divided into 100 cents.

Coin denominations are one, two, five, 10, 20 and 50 cents, €1 and €2. The notes are €5, €10, €20, €50, €100, €200 and €500.

Exchange rates are given on the inside front cover of this book and a guide to costs can be found on p16.

Banks mostly open from about 8.30am to 2pm Monday to Friday. Some also open Thursday evening (about 4pm to 7pm) or Saturday morning (9am to 1pm).

Ask about commissions before changing money, especially in exchange bureaux (look for the sign *cambio*), which can charge outrageous amounts. The only advantage of these is they tend to open longer hours. You'll find some in central Palma and the main resorts.

ATMs




Many credit and debit cards can be used to withdraw money from *cajeros automáticos* (ATMs). Among the most widely usable cards are Visa, MasterCard, American Express, Cirrus, Maestro, Plus, Diners Club and JCB. Many banks do not offer an over-the-counter cash advance service on foreign cards. There is usually a charge (1.5% to 2%) on ATM cash withdrawals abroad.


Cash

There is little advantage in bringing foreign cash into Spain, which you can't replace if lost or stolen.

Credit & Debit Cards

You can use plastic to pay for most purchases. You'll often be asked to show your passport or some other identification when using cards in shops. Many institutions add 2.5% or more to all transactions (cash advance or purchases) on cards used abroad.

If your card is lost, stolen or swallowed by an ATM, you can telephone toll free to have an immediate stop put on its use. For MasterCard the number in Spain is  900 971231, for Visa it's  900 991124 and for Diners Club  901 101011.

AmEx is also widely accepted (although not as commonly as Visa or MasterCard). If you lose your AmEx card, call  900 994426.

Taxes & Refunds

In Spain, value-added tax (VAT) is known as IVA (*ee-ba*; *impuesto sobre el valor añadido*). On accommodation and restaurant prices,

it's 7% and is often included in quoted prices. On retail goods and car hire, IVA is 16%. To ask 'Is IVA included?', say '¿Está incluido el IVA?'

Visitors are entitled to a refund of the 16% IVA on purchases costing more than €90.15 if they are taking them out of the EU within three months. Ask the shop for a cashback, tax-free (or similar) refund form showing the price and IVA paid for each item, and identifying the vendor and purchaser. Then present the refund form to the customs booth for IVA refunds at the airport, port or border from which you leave the EU.




For more information, see www.spainrefund.com.

Tipping


The law requires menu prices to include a service charge; tipping is a matter of choice. Most people leave some small change if they're satisfied: 5% is normally fine and 10% generous. Porters will generally be happy with €1. Taxi drivers don't have to be tipped, but a little rounding up won't go amiss.

Travellers Cheques

Most people are perfectly happy to wander around Mallorca with plastic. The advantage of travellers cheques is that they can be replaced if lost or stolen and so it might not be a bad idea to carry some of your money in this form. Visa, AmEx and Travelex are widely accepted brands with (usually) efficient replacement policies. Take along your ID when you cash travellers cheques.

If you lose your AmEx cheques, call 24-hour freephone number  900 994426. For Visa cheques call  900 948973; for MasterCard cheques call  900 948971. It's vital to keep your initial receipt and a record of your cheque numbers and the ones you have used, separate from the cheques themselves.

POST

The Spanish postal system, **Correos** ( 902 197197; www.correos.es), is generally reliable, if a little slow at times. For opening hours, see entries throughout this guide. Many branch post offices open 8am to 2pm, Monday to Friday.

Postal Rates & Services

A postcard or letter weighing up to 20g costs €0.58 from Spain to other European countries,

and €0.78 to the rest of the world. The same would cost €2.82 and €3.02, respectively, for registered (*certificado*) mail. Sending such letters *urgente*, which means your mail may arrive two or three days sooner than usual, costs €2.95 and €2.85, respectively. Stamps for regular letters, including those being sent abroad, can also be bought at most tobacconists (look for the 'Tabacos' sign).

Sending & Receiving Mail

Delivery times for ordinary mail are up to a week to other Western European countries (although often as little as three days); to North America up to 10 days; and to Australia or New Zealand up to two weeks.

All Spanish addresses have five-digit postcodes – use them!

Lista de correos (poste restante) mail sent to you will be delivered to the town's main post office unless another is specified. Take your passport when you pick up mail. A typical *lista de correos* address looks like this:

Jenny JONES
Lista de Correos
07001 Palma de Mallorca
Spain

SHOPPING

Mallorca is known above all else for its leather products, especially shoes. Brands like Camper and Farrutx have become international brands – their products are stylish, moderately priced and, especially in the case of Camper, easily found all over Spain. To really indulge your leather fantasies, head for the inland town of Inca, which is bursting with leather stores.

The other big item associated with Mallorca, and Manacor in particular, are cultivated pearls, especially of the Majorica brand. Majorica now makes them abroad but still operates a small factory in Manacor, as well as a shopping outlet there. Blown glass also has some history on the island. The best-known name is Gordiola, based near Algaida (and with a couple of stores in Palma).

Ceramic traditions in Mallorca were to a large degree imported from the mainland (especially from Catalonia and Valencia). Today you will find a smattering of workshops producing nice pieces around the island.

A classic Mallorcan item is the *siurell*, a white clay whistle in the form of a human figure or rural scene. Most are mass produced nowadays.

Foodies could look out for wines, or some of the local liqueurs, which include Palo (a mix of fortified wine, gentian, carob beans and caramelised sugar), *hierbas* (or *herbes*, a herbal liqueur) and *mesclat*. The latter is a potent mix of Palo and aniseed. Local cheeses and other food products, especially the giant *ensaimades* (puff pastries) that all Spaniards seem to take home with them, are further options.

Urban sophisticates will find plenty of boutiques and department stores (especially the national chain, El Corte Inglés) in Palma.

Open-air markets take place in towns across the island and the tourist office can provide lists with the days they take place. They are best in the morning.

SOLO TRAVELLERS

About the only real practical disadvantage of travelling solo in Mallorca is the cost of accommodation. As a rule, single rooms (or doubles let as single rooms) cost around two-thirds of the price of a double.

TELEPHONE

The ubiquitous blue payphones are easy to use for international and domestic calls. They accept coins, *tarjetas telefónicas* (phonecards issued by the national phone company Telefónica) and, in some cases, credit cards. *Tarjetas telefónicas* come in €6 and €12 denominations and, like postage stamps, are sold at post offices and tobacconists.

Mobile Phones

Mallorquins, like other Spaniards, adore *teléfonos móviles* (mobile/cell phones) and shops on every high street sell phones with prepaid

TAKING YOUR MOBILE PHONE

If you plan to take your own mobile phone to Spain, check in advance with your mobile network provider that your phone is enabled for international roaming, which allows you to make and receive calls and messages abroad. Check on costs (which can be prohibitive) and whether or not you have to pay for voicemail (and how much). Remember to take an international adaptor for your plug and note the phone and serial numbers in case of loss. If your phone is unblocked, it will probably work out cheaper to buy a local SIM card and use that.

cards from around €80 for the most basic models.

Spain uses GSM 900/1800, which is compatible with the rest of Europe and Australia but not with the North American GSM 1900 or the totally different system used in Japan. If your phone is tri- or quadriband, you will probably be fine.

Phonecards

Cut-rate phonecards can be good value for international calls. They can be bought from *estancos* (tobacconists) and newsstands, especially in Palma and coastal resorts – compare rates if possible because some are better than others. *Locutorios* (call centres) that specialise in cut-rate overseas calls are another option.

Phone Codes

To call a Mallorcan number, dial the international access code (☎00 in most countries), followed by the code for Spain (☎34) and the full number (including the Mallorca area code, 971, which is an integral part of the number). For example, to call the number ☎971 455683 in Palma, you need to dial the international access code followed by ☎34 971 455683. Note, a handful of numbers in Palma start with 871 and not 971.

The access code for international calls from Spain is 00. To make an international call dial the access code, wait for a new dialling tone, then dial the country code, area code and number you want.

You can dial an operator in your own country for free to make reverse-charge calls – pick up the number before you leave home. You can usually get an English-speaking Spanish international operator on ☎1008 (for calls within Europe) or ☎1005 (rest of the world).

For international directory inquiries dial ☎11825. Be warned: a call to this number costs €2!

Within Spain, you must always dial the full area code with the number. All numbers have nine digits and most begin with 9. Dial ☎1009 to speak to a domestic operator, including for a domestic reverse-charge (collect) call (*llamada por cobro revertido*). For national directory inquiries, dial ☎11818.

Mobile phone numbers start with 6. Numbers starting with 900 are national toll-free numbers, while those starting 901 to 905 come with varying conditions. A common one is

902, which is a national standard rate number. In a similar category are numbers starting with 803, 806 and 807.

TIME

Mallorca (like mainland Spain) has the same time as most of the rest of Western Europe: GMT/UTC plus one hour during winter and GMT/UTC plus two hours during the daylight-saving period, which runs from the last Sunday in March to the last Sunday in October.

The UK, Ireland, Portugal and the Canary Islands, a part of Spain out in the Atlantic Ocean, are one hour behind mainland Spain and Mallorca.

Although the 24-hour clock is used in most official situations, you'll find people generally use the 12-hour clock in everyday conversation.

TOURIST INFORMATION

Local Tourist Offices

Palma and many other centres have an *oficina de turismo* or *oficina de información turística* for local information. In Palma you will find two. Addresses and details are provided throughout the guide. The **Consell de Mallorca tourist office** (☎971 712216; www.infomallorca.net; Plaça de la Reina 2; ☎9am-8pm Mon-Fri, 9am-2pm Sat) in Palma covers the whole island.

Tourist Offices Abroad

Information on Mallorca is available from the following international branches of the Spanish national tourist board, Turespaña (www.spain.info or www.tourspain.es):

Austria (☎0151 29580; wiena@tourspain.es; Walfischgasse 8, 1010-1 Vienna)

Canada (☎416-961 3131; www.tourspain.toronto.on.ca; 2 Bloor St W, Suite 3042, Toronto M4W 3E2)

France (☎01 45 03 82 50; www.espagne.infotourisme.com; 43 rue Decamps, 75784 Paris)

Germany (☎030-882 6543; berlin@tourspain.es; Kurfürstendamm 63, 10707 Berlin) Branches in Düsseldorf, Frankfurt am Main and Munich.

Netherlands (☎070-346 59 00; www.spaansverkeersbureau.nl; Laan van Meerdervoort 8a, 2517 The Hague)

Portugal (☎21-354 1992; lisboa@tourspain.es; Avenida Sidónio Pais 28 3º Dto, 1050-215 Lisbon)

UK (☎020-7486 8077; www.tourspain.co.uk; PO Box 4009, 2nd fl, 79 New Cavendish St, London W1A 6NB)

USA (☎212-265 8822; www.okspain.org; 666 Fifth Ave, 35th fl, New York, NY 10103) Branches in Chicago, Los Angeles and Miami.

There are also offices in Belgium, Italy, Poland, Switzerland, the Scandinavian countries, Argentina, Brazil, Mexico, China, Japan and Singapore.

TOURS

Several companies offer interesting tours heading to Mallorca. **Headwater** (☎ 08700 662650 in UK; www.headwater.com) offers enticing one-week walking and cycling tours, staying in boutique hotels and indulging in good local food. **Naturetrek** (☎ 01962 733051 in UK; www.naturetrek.co.uk) has a one-week bird-watching holiday to Mallorca, as does **Heatherlea** (www.heatherlea.co.uk). Horse lovers might like to choose from the two horse-riding holidays offered by **Unicorn Trails** (☎ in UK 01762 600606; www.unicorntails.com). **Balearic Discovery** (☎ in UK 08702 432272, in Mallorca 971 875395; www.balearicdiscovery.com) does tailor-made trips to Mallorca. Cobble together your own itinerary with their help. They also have a set activities trip where you can choose activities from sea kayaking to horse riding. **Mallorca Wandern** (www.mallorca-wandern.de) proposes group hiking tours in Mallorca, while **Bitou** (www.bitou.de) can organise bike tours. **Mallorca Muntanya** (www.malloramuntanya.com) also organises a range of hiking tours at all levels. Another good place to look for hiking and biking tours is **Vuelta** (http://vuelta.de). **Bikesport.de** (www.bikesport.de) has plenty of links to other bike tour agents. **Compact Tours** (www.compact-tours.de) offers a one-week trip that includes tours of old Palma and excursions to various points around the island. For winery tours try **Mallorca Wine Tour** (www.majorcawinetour.com).

TRAVELLERS WITH DISABILITIES

Mallorca is not overly disabled-friendly but some things are slowly changing. Disabled access to some museums, official buildings and hotels represents something of a sea change in local thinking, although it remains a minority phenomenon. You need to be circumspect about hotels advertising themselves as disabled-friendly, as this can mean as little as wide doors to rooms and bathrooms or other token efforts. Palma city buses are equipped for wheelchair access, as are some of those that travel around the island. Some taxi companies run adapted taxis – they must be booked in advance.

Organisations

Associació Balear de Persones amb Discapacitat Física (Asprom; Map pp66-7; ☎ 971 289052; www.asprom

.net; Carrer de Pasqual Ribot 6) The island's disabled persons' organisation but is more of a lobby than a source of practical holiday information.

Disability Now (☎ 020 7619 7323; www.disabilitynow.org.uk) Has a limited list of disabled-friendly accommodation in Spain.

Desperado's Hire Shop (☎ 971 681558; www.mobilitymallorca.com; Sant Miquel de Liria 5, Torrenova) Based in the Palmanova area (p104) and hires out mobility scooters for the disabled.

Easyrider Mobility Hire (☎ 971 545057; www.easyridermobilityhire.com) An Alcúdia-based outfit also hiring mobility scooters.

Mobility Scooters (☎ 971 132538; www.mobilityscootersmallorca.com) Delivers mobility scooters for hire to customers around the island.

VISAS

Spain is one of 16 member countries of the Schengen Convention, an agreement whereby 14 EU member countries plus Iceland and Norway have abolished checks at internal borders. As of 2007 the EU is made up of 27 countries. For detailed information on the EU, see <http://europa.eu.int>.

EU, Norwegian and Icelandic nationals need no visa, regardless of the length or purpose of their visit to Spain. If they stay beyond 90 days they are required to register with the police (although many do not). Legal residents of one Schengen country (regardless of their nationality) do not require a visa for another Schengen country.

Nationals of many other countries, including Australia, Canada, Israel, Japan, New Zealand, Switzerland and the USA, do not need a visa for tourist visits of up to 90 days in Spain. If you wish to work or study in Mallorca, you may need a specific visa, so contact a Spanish consulate before travel. If you are a citizen of a country not mentioned in this section, check with a Spanish consulate whether you need a visa.

The standard tourist visa issued by Spanish consulates is the Schengen visa, valid for up to 90 days. A Schengen visa issued by one Schengen country is generally valid for travel in all other Schengen countries. These visas are not renewable.

Extensions & Residence

Nationals of EU countries, Iceland, Norway and Switzerland can enter and leave Spain at will and do *not* need to apply for a *tarjeta de residencia* (residence card). They instead have

to be registered on an EU foreigners' register (for which they receive a piece of paper). This piece of EU legislation was supposed to make life easier for EU citizens, although it seems to have failed in that regard. It also means that you must carry your own national ID card or passport around (eg to show when making purchases with credit cards).

People of other nationalities who want to stay in Spain longer than 90 days are supposed to get a residence card. This can be a drawn-out process and starts with an appropriate visa issued by a Spanish consulate in your country of residence.

Photocopies

All important documents (passport data page and visa page, credit cards, travel insurance policy, air/bus/train tickets, driving licence etc) should be photocopied before you leave home. Leave one copy with someone at home and keep another with you, separate from the originals.

WOMEN TRAVELLERS

Travelling in Mallorca is largely as easy as travelling anywhere else in the Western world. Still, you may still occasionally find yourself the object of staring, catcalls and unnecessary comments. Simply ignoring them is sufficient, but learn the word for 'help' (*socorro*) in case you need to draw other people's attention. Remember that eye-to-eye contact and flirting is part of daily Spanish life and need not be offensive.

By and large, Spanish women have a highly developed sense of style and put considerable effort into looking their best. While topless bathing and skimpy clothes are in fashion

on the island's coastal resorts, people tend to dress more modestly in the towns and inland.

WORK

Nationals of EU countries, Switzerland, Norway and Iceland may freely work in Spain, and hence, Mallorca. If you are offered a contract, your employer will normally steer you through any bureaucracy.

Virtually everyone else is supposed to obtain, from a Spanish consulate in their country of residence, a work permit and, if they plan to stay more than 90 days, a residence visa. These procedures are well nigh impossible unless you have a job contract lined up beforehand.

You can start a job search on the web, for instance at **Think Spain** (www.thinkspain.com). Translating and interpreting could be an option if you are fluent both in Spanish and a language in demand. Teaching English and some other languages is another option if you are qualified. Language schools are listed under 'Academias de Idiomas' in the Yellow Pages. Be aware that many are cowboy outfits that pay poorly.

Many bars (especially of the UK and Irish persuasion), restaurants and other businesses (such as car hire) are run by foreigners and look for temporary staff in summer. Check any local press in foreign languages (see p65), which carries ads for waiters, nannies, chefs, babysitters, cleaners and the like.

It is possible to stumble upon work as crew on yachts and cruisers. Check out the situation in the port of Palma de Mallorca. A good place to put out feelers is Hogan's (p94).

Transport

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GETTING THERE & AWAY

Most visitors to Mallorca fly into Palma's international airport. It is possible to arrive by ferry from various points along the Spanish coast (Alicante, Barcelona, Dénia and Valencia). The neighbouring islands of Ibiza and Menorca are also linked to Mallorca by air and ferry. Flights, tours and rail tickets can be booked online at www.lonelyplanet.com/travel_services.

ENTERING THE COUNTRY Passport

Citizens of most of the 27 EU member states and Switzerland can travel to Spain with their national identity card. Citizens of countries that don't issue ID cards, such as the UK, need a full passport.

If applying for a visa (see p204), check that your passport's expiry date is at least six months away. Non-EU citizens must fill out a landing card.

By law you are supposed to have your passport or ID card with you at all times.

AIR Airport & Airlines

Sant Joan airport (☎ 902 404704; www.aena.es) is 8km east of Palma de Mallorca. In summer especially, masses of charter and regular flights form an air bridge to Palma from around Europe. Low-cost airlines figure among them.

From the UK, EasyJet and Ryanair can get you there for as little as £30 one way (plus taxes), depending on how far in advance you book, while German budget airlines like Air Berlin shuttle in passengers from all over Germany.

The Sant Joan aerodrome came into commercial use in 1935 and by 1962 was registering a million passengers a year. In 2006 it absorbed 22.4 million passengers. The arrivals hall is on the ground floor of the main terminal building, where you will find a tourist information office, money exchange offices, car hire, tour operators and hotel booking stands. Departures are on the 2nd floor. For buses and taxis between the airport and Palma, see p99.

Airlines serving Palma include:

- Aer Lingus** (EI; ☎ in Ireland 0818 365000, in Spain 902 502737; www.aerlingus.com) Flies from Dublin.
- Air Berlin** (AB; ☎ in Germany 01805 737800, in Spain 902 320737; www.airberlin.com) German budget airline with direct flights from cities all over Germany, Austria and mainland Spain, as well as Amsterdam, Basel, Copenhagen, Helsinki, Lisbon, London (Stansted), Milan, Moscow, Rome and Zürich.
- Air Europa** (UX; ☎ in Spain 902 401501; www.air.europa.com) Flies to Palma from Paris, Rome, Milan and all over Spain.
- BMI** (BD; ☎ in UK 0870 607 0555; www.flybmi.com) Flights from London (Heathrow) and other UK airports. Also from Amsterdam, Dublin, Düsseldorf, Frankfurt, Gothenburg, Hamburg, Oslo and Stockholm.
- British Airways** (BA; ☎ in UK 08708 509850, in Spain 902 111333; www.britishairways.com) Flights from London.
- Brussels Airlines** (SN; ☎ in Spain 807 220003, in Belgium 0902 51600; www.brusselsairlines.com) Flights from Brussels.
- Condor** (DE; ☎ 01805 707404; www6.condor.com) Flights from various German cities.
- Darwin** (OD; ☎ in Switzerland 0848 177177; www.darwinairline.com) Seasonal flights from Bern and London (City).
- EasyJet** (U2; ☎ in UK 0905 821 0905, in Germany 09001 100161, in Spain 902 299992, in Switzerland 0900 000195; www.easyjet.com) Flies from various London and other UK airports. Also direct flights from Basel and Geneva (Switzerland), Berlin and Dortmund (Germany) and Madrid.

- Excel Airways** (XL; ☎ in UK 0870 169 0169) Flights from several UK destinations.
- Finnair** (AY; ☎ in Spain 902 178178; www.finnair.com) Flights from Finland.
- Germanwings** (4U; ☎ in Germany 09001 919100, in Spain 916 259704; www.germanwings.com) Flies from Cologne, Dortmund, Hamburg and Stuttgart.
- Iberia** (IB; ☎ in Spain 902 400500; www.iberia.es) With its subsidiary Air Nostrum, flies from many mainland Spanish cities.
- Jet2** (LS; ☎ in UK 0871 226 1737; www.jet2.com) Flights from Belfast, Blackpool, Leeds, Manchester and Newcastle.
- Jetair** (JAF; ☎ in Belgium 070 220000; www.jetairfly.com) Flights from Belgium.
- Lagunair** (N7; ☎ in Spain 902 340300; www.lagunair.com) Small Spanish airline with flights to Palma from León, Salamanca and Valladolid.
- Lauda Air** (OS; ☎ 0820 320321; www.laudair.com) Flights from Austrian airports.
- LTU** (LT; ☎ 02119 418456; www.ltu.com) Flights from various German cities, including Cologne, Düsseldorf, Frankfurt and Munich.
- Lufthansa** (LH; ☎ in Germany 01805 838426, in Spain 902 220101; www.lufthansa.com) Flights from main German centres.
- Martinair** (MP; ☎ in Netherlands 020 601 1767; www.martinair.nl) Flights from Amsterdam.
- Monarch** (ZB; ☎ in UK 0870 040 5040, in Spain 800 099260; www.flymonarch.com) Scheduled and charter flights from London (Luton), Birmingham and Manchester.

- MyAir** (8I; ☎ in Italy 899 500060; www.myair.com) Flights from Rome and Milan.
- Niki** (HG; ☎ in Austria 08207 37800, in Germany 01805 737800, in Spain 902 320737; www.flyniki.com) Flights from various Austrian and German cities.
- Ryanair** (FR; ☎ in UK 0906 270 5656, in Germany 09001 160500, in Italy 899 678910, in Spain 807 220032; www.ryanair.com) Flies from London (Stansted) and Liverpool, Frankfurt (Hahn) and Düsseldorf (Weeze) in Germany and Pisa (Italy).
- Spanair** (JK; ☎ in Spain 902 131415; www.spanair.com) Flights from most mainland Spanish centres and a handful of European cities.
- Sterling Airlines** (NB; ☎ in Denmark 7010 8484, ☎ in Spain 917 496643; www.sterling.dk) Flights from Copenhagen, Stockholm, Helsinki and other Scandinavian airports.
- Swiss** (LX; ☎ in Switzerland 0848 700700, in Spain 901 116712; www.swiss.com) Swiss sometimes has surprisingly good deals from Zürich.
- Thomson Fly** (TOM; ☎ in UK 0870 1900737; www.thomsonfly.com) Flights from many UK cities.
- Transavia** (HV; ☎ in Netherlands 0900 0737, in Spain 902 114478; www.transavia.com) Low-cost flights from Amsterdam.
- Tuifly.com** (X3; ☎ in Germany 09001 099595, in Spain 902 020069; www.tuifly.com) Flights from all over Germany.
- Vueling** (VLG; ☎ in Spain 902 333933; www.vueling.com) Budget airline with flights from Barcelona and Madrid.

CLIMATE CHANGE & TRAVEL

Climate change is a threat to the ecosystems that humans rely upon, and air travel is the fastest-growing contributor to the problem. Lonely Planet regards travel, overall, as a global benefit, but believes we all have a responsibility to limit our personal impact on global warming.

Flying & Climate Change

Pretty much every form of motorised travel generates CO₂ (the main cause of human-induced climate change) but planes are the worst offenders, not just because of the distances they allow us to travel, but because they release greenhouse gases high into the atmosphere. Two people taking a return flight between Europe and the US will contribute as much to climate change as an average household's gas and electricity consumption over a year.

Carbon Offset Schemes

Climatecare.org and other websites use 'carbon calculators' that allow travellers to offset the level of greenhouse gases they are responsible for with financial contributions to sustainable travel schemes that reduce global warming.

Lonely Planet, together with Rough Guides and other concerned partners in the travel industry, supports the carbon offset scheme run by climatecare.org. Lonely Planet offsets all of its staff and author travel.

For more information check out our website: www.lonelyplanet.com.

Tickets

Full-time students and those under 26 sometimes have access to discounted fares. Other cheap deals include the discounted tickets released to travel agents and specialist discount agencies. Low-cost carriers sell direct to travellers and the internet is often the easiest way of locating and booking reasonably priced seats. There is also no shortage of on-line agents, including:

- www.cheaptickets.com
- www.ebookers.com
- www.expedia.com
- www.flightline.co.uk
- www.flynow.com
- www.openjet.com
- www.opodo.com
- www.planesimple.co.uk
- www.skyscanner.net
- www.travelocity.co.uk
- www.tripadvisor.com

Australia & New Zealand

There are no direct flights from Australia or New Zealand to Spain. If you plan to visit Mallorca as part of a wider European tour, book a low-cost flight on the web from wherever you choose to land in Europe.

STA Travel (☎ 1300 733 035; www.statravel.com.au) and **Flight Centre** (☎ 133 133; www.flightcentre.com.au) are major dealers in cheap airfares in Australia. For online bookings try www.travel.com.au.

Both **Flight Centre** (☎ 0800 243 544; www.flightcentre.co.nz) and **STA Travel** (☎ 0508 782 872; www.statravel.co.nz) have branches throughout New Zealand. The site www.travel.co.nz is recommended for online bookings.

Germany

Recommended agencies:

- Expedia** (www.expedia.de)
- Just Travel** (☎ 08974 73330; www.justtravel.de)
- Lastminute** (☎ 01805 284366; www.lastminute.de)
- STA Travel** (☎ 01805 456422; www.statravel.de) For travellers under the age of 26.

Italy

CTS Viaggi (www.cts.it) specialises in student and youth travel.

Rest of Spain & Portugal

From mainland Spain, scheduled flights to Palma are operated by Iberia (Air Nostrum), Air Europa, Spanair and a couple of low-cost

THINGS CHANGE...

The information in this chapter is vulnerable to change. Check with the airline or a travel agent to make sure you understand how a fare works and be aware of the security requirements for international travel. Shop carefully. The details in this chapter are pointers and not a substitute for your own research.

airlines. Inter-island flights to/from Ibiza and Menorca are operated by Iberia (Air Nostrum), Air Berlin and Spanair. These take less than 30 minutes and can easily cost €100 a pop.

A nationwide travel agency is **Halcón Viajes** (☎ 807 7227222; www.halconviajes.com). A good cut-price travel agent in Madrid and Barcelona is **Viajes Zeppelin** (www.viajeszeppelin.com).

From Lisbon you have to connect in Madrid, Barcelona or Valencia for Palma. **Tagus** (☎ 707 225454; www.viagenstagus.pt; Rua Camilo Castelo Branco 20) is a reputable travel agency with branches all over Portugal.

UK & Ireland

Discount air travel is big business in London. Advertisements for travel agencies appear in the travel pages of the weekend broadsheet newspapers, *Time Out*, the *Evening Standard* and in the free online magazine *TNT* (www.tntmagazine.com).

Good agencies for charter flights from the UK to Spain include **Avro** (☎ 0870 4582841; www.avro.co.uk), **JMC** (www5.thomascook.com) and **Thomson** (☎ 0870 1650079; www.thomson.co.uk).

From Ireland, check out offers from Aer Lingus.

USA & Canada

There are no direct flights from North America to Mallorca. You will connect in Madrid or another European hub.

San Francisco is the ticket consolidator (discount travel agent) capital of the USA, although good deals can be found in Los Angeles, New York and other big US cities.

The following agencies are recommended for online bookings:

- www.itn.net
- www.lowestfare.com
- www.orbitz.com
- www.sta.com (for travellers under the age of 26).

SEA

Spain's main ferry company, **Acciona Trasmediterránea** (☎ 902 454645; www.trasmediterranea.es), runs services between Barcelona and Valencia (on the mainland) and Palma de Mallorca. Services also connect Palma with Ibiza and Maó (Menorca). Tickets can be purchased from any travel agency or online. The company adds on a cheeky extra ticket fee of €11 per person and €13 per vehicle on all tickets (this fee is not included in the prices quoted below). All services transport vehicles.

From Barcelona there are two daily services from about Easter to late October. A high-speed catamaran leaves at 4pm (€75 for standard seat, €157.50 for small car; four hours), while an overnight ferry leaves at 11pm (€46.50 for standard seat, €131.50 for small car; 7¼ hours). The return trips from Palma are at 10am or 11.30am (catamaran) and 1pm (ferry). On the ferries you can opt for various cabins if you need more comfort or some shuteye. On some days in the peak July and August period, a fast ferry from Barcelona is added at 7am (return 8.30pm). Between late October and March, only the overnight ferry continues to run (daily at 11pm). The return trip leaves Palma at 1pm (except Sundays, when it leaves at 11.30pm).

From Valencia the situation is similar and prices are the same. From about Easter to late October, a slow catamaran leaves at 4pm (six hours) and an overnight ferry at 11pm (7½ hours), Monday to Saturday. Only the catamaran runs on Sundays. From late July to the end of August, a faster catamaran replaces the 4pm boat and leaves at 7.45pm (4½ hours). The return catamaran trip from Palma leaves at 7.30am, while the ferry departs at 11.45am (seven hours) or midnight (eight hours). The faster catamaran leaves at 7.15am.

A daily fast ferry links Alicante and Palma via Ibiza in August, leaving Alicante at 3.15pm (€84 per person, €175 per small vehicle; 7½ hours). The return trip leaves Palma at 7am (7¾ hours).

Between the Balearic Islands there are also various services. Acciona Trasmediterránea runs two fast ferries or catamarans a day between Palma and Ibiza City from Easter to the end of October (€49.50 for standard seat, €96 for small car; 2¼ hours; generally leaving Ibiza at 7am and 7.45pm, and Palma at 7.30am and 8.45pm). On some Sundays there's also a slow ferry at 7pm (€35.50 for standard seat, €96 for

small car; 3½ hours). Curiously, the service drops to once a day in August (presumably people are so hot and flat out on the beaches that they can't be bothered island-hopping!). From November to March, the slow Sunday ferry continues to run as normal.

From about Easter to mid-November, a weekly ferry runs from Maó to Palma (€35.50 for standard seat, €96 for small car; 5½ hours), leaving at 5.30pm on Sundays and returning from Palma at 8am.

The inter-island ticket booking fee is €6 per person and €9 per vehicle.

Baleària (☎ 902 160180; www.balearia.com) operates ferries to Palma from Barcelona, Valencia and Dénia (via Ibiza). From mid-June to the end of September, a high-speed ferry runs direct from Barcelona to Palma at 4.30pm (10.30am from Palma). Another runs to Alcúdia (northeast Mallorca) from Barcelona (5¼ hours) via Ciutadella (3¾ hours) in Menorca (it then leaves Alcúdia at 8am). A ferry leaves Barcelona at 11pm (seven hours) and returns at 12.30pm. The Barcelona-Alcúdia service also runs in the first half of May. The slower ferry service remains in place in the second half of May and October.

From Dénia (connecting bus from Valencia), two daily ferries (one a fast ferry) head to Palma (five to 8¾ hours) via Ibiza City from March to October. The fast ferry leaves Dénia at 5pm and the ferry at 8.30pm. The other way, departures are at 8am and 9.30am respectively. In the peak July and August period, Balearia puts on an extra fast ferry on this route, leaving Dénia at 8am and Palma at 5pm.

A standard ferry also runs from Valencia to Palma via Ibiza six or seven days a week from mid-May to October at 10.30pm (eight hours). It leaves Palma at 11.15am. One fast ferry (two hours) and one conventional boat (four hours) link Palma to Ibiza from mid-March to October. Up to two other fast ferries are added to this run in July and August.

From the mainland you pay €59 to €98 for a seat, depending on the crossing. The fares between Palma de Mallorca and Ibiza range from €53 to €68.

Iscomar (☎ 902 119128; www.iscomar.com) has a ferry service from Barcelona to Palma (€34 per person, €99 per small car; 7½ hours; daily in summer). A similar service operates from Valencia (€34 per person, €99 per small car; nine hours; six days a week in summer). One

or two daily ferries shuttle between Ciutadella on Menorca and Port d'Alcúdia on Mallorca (€40 per person, €61 per small car one way; 2½ hours) between mid-March and mid-December.

Cape Balear (☎ 902 100444; www.capebalear.es) operates two fast ferries daily to Ciutadella (Menorca) from Cala Ratjada (Mallorca) in summer for €80 one way (bizarrely, it costs €50 return if you do a same-day return trip!). The crossing takes 45 minutes.

You can compare prices and look for deals at **Direct Ferries** (www.directferries.es).

GETTING AROUND

CAR & MOTORCYCLE

Although you can get about much of the island by bus and train, having your own vehicle allows you greater freedom. Mallorca, especially on the west and north coasts, and along narrow country roads in the centre of the island, is ideal for motorcycle touring.

Bringing Your Own Vehicle

Always carry proof of ownership of a private vehicle. Third-party motor insurance is required throughout Europe.

Every vehicle should display a national-ity plate of its country of registration. It is compulsory in Spain to have a warning triangle (to be used in case of breakdown) and a reflective jacket. Recommended accessories are a first-aid kit, spare-bulb kit and fire extinguisher.

Driving Licence

All EU member state driving licences are recognised throughout Europe. Those with a non-EU licence are supposed to obtain a 12-month International Driver's Permit (IDP) to accompany their national licence, although you will find that national licences from countries like Australia, Canada, New Zealand and the USA are often accepted.

Fuel & Spare Parts

Petrol (*gasolina*) prices vary between service stations (*gasolineras*). Lead free (*sin plomo*; 95 octane) costs an average €1.08/L. A 98-octane variant costs €1.19/L. Diesel (*gasóleo*) comes in at €0.96/L.

You can pay with major credit cards at most service stations.

Most vehicle makes can be dealt with by local mechanics, but more popular brands include Seat, Volkswagen, Renault and Fiat.

Hire

About 30 vehicle-hire agencies are based in Palma and plenty of them operate around the island. To rent a car you have to have a licence, be aged 21 or over and, for the major companies at least, have a credit or debit card. See p99 for specific suggestions.

Insurance

Third-party motor insurance is a minimum requirement in Spain. Ask your insurer for a European Accident Statement form, which can simplify matters in the event of an accident. A European breakdown assistance policy such as the AA Five Star Service or RAC Eurocover Motoring Assistance is a good investment.

Road Rules

Drive on the right. In built-up areas the speed limit is 50km/h, which rises to 100km/h on major roads and up to 120km/h on the four-lane highways leading out of Palma.

Motorcyclists must use headlights at all times and wear a crash helmet if riding a bike of 125cc or more.

Vehicles in traffic circles (roundabouts) have the right of way.

The blood-alcohol limit is 0.05%. Breath tests are becoming more common and if found to be over the limit you can be judged, fined and deprived of your licence within 24 hours. Fines range up to around €600 for serious offences. Non-resident foreigners will be required to pay up on the spot (at 30% off the full fine).

Taxi

You can get around the island by taxi and, depending on how many of you there are and what kind of luggage you have, it can sometimes be handy. Prices are posted at central points in many towns. Rates go up at weekends, on holidays and from 9pm to 6am. About the most expensive trip you can do is from the airport to Cala Ratjada (€86, or €97 for the night rate).

BICYCLE

Although the going in the mountainous areas can be tough, much of the island is reasonably

flat and can be easily discovered by bike. You can take your own or hire one on the spot. The tourist authorities publish a booklet called *Cicloturismo* (Cycling Tourism), which you can also see on the web (www.illesbalears.es, click on 'Sport Tourism'). It suggests routes across the island. Signposts have been put up across much of rural Mallorca indicating cycling routes (usually secondary roads between towns and villages). In the northeast, you can get on to a network of so-called Ecovies (Ec-oroutes, see p137). We have also suggested some cycling routes on p100 and p146. See p58 for more information.

Hire

Cycle-hire places are scattered around the main resorts of the island, including Palma. Details of bike-hire places appear in the course of this guide. If you wish to start touring from Palma, see p100.

Purchase

The cost of purchasing a bike is much like anywhere else in Europe. You'll find bike shops in Palma and some other centres but resale is not necessarily easy, so unless you want to transport your acquisition back home, you should probably favour hire. If you want to buy secondhand, check out **Loquo** (www.loquo.com), which has a section for the sale of bicycles, before you leave home.

BUS

The island is roughly divided into five zones radiating from Palma. Bus line numbers in the 100s cover the southwest, the 200s the west (as far as Sóller), the 300s the northeast and much of the centre, the 400s a wedge of the centre and east coast and the 500s the south. These services are run by a phalanx of small bus companies, but you can get route and timetable information for all by contacting **Transport de les Illes Balears** (☎ 971 177777; http://tib.caib.es).

Most of the island is accessible by bus from Palma. All buses depart from (or near) the **bus station** (Map pp70-1; Carrer d'Eusebi Estada). Not all lines are especially frequent, however, and services

slow to a trickle on weekends. Frequency to many coastal areas drops from November to April and some lines are cut altogether (such as those between Ca'n Picafort and Sa Calobra or Sóller).

Getting around the Serra de Tramuntana by bus, while possible, isn't always easy. Bus 200 from Palma runs to Estellencs via Banyalbufar for example, while bus 210 runs to Valldemossa and then, less frequently, on to Deià and Sóller. Nothing makes the connection between Estellencs and Valldemossa and all but the Palma-Valldemossa run are infrequent.

Similarly, while you can reach just about any central-plains or east-coast town from Palma (sometimes with a change on the way), getting about between them can be more frustrating. Sometimes you have to get a train and connect to a local bus. More-out-of-the-way places can also be tedious to reach.

Fares are not especially onerous. One-way fares from Palma include Cala Ratjada (€9.35), Ca'n Picafort (€4.55), Port de Pollença (€5.25) and Port d'Andratx (€3.80).

LOCAL TRANSPORT

Palma is the only centre with its own local transport system (see p99). Buses are the main way around, although a new metro line (of more interest to commuters in the 'burbs than to visitors) runs from the centre to the university.

It is quite possible to get around Palma (especially the partly pedestrianised old centre) by bicycle, although cycling lanes are limited (the main one runs along the shoreline).

Palma is well endowed with taxis, with several stands around the city centre. Elsewhere on the island, you may not necessarily find them waiting when you need them, but generally they are fairly easy to order by phone.

TRAIN

Two train lines run from Plaça d'Espanya in Palma de Mallorca. One heads north to Sóller and is a panoramic excursion (p99). The other heads inland to Inca, where the line splits to serve Sa Pobla and Manacor (p98).

Health

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TRAVEL HEALTH WEBSITES

It's usually a good idea to consult your government's travel health website before departure, if one is available.

- Australia: www.smarttraveller.gov.au
- Canada: www.hc-sc.gc.ca/english/index.html
- UK: www.doh.gov.uk
- United States: www.cdc.gov/travel

ers you for the worst possible scenario, such as an accident requiring an emergency flight home. Find out in advance if your insurance plan will make payments directly to providers or reimburse you later for overseas health expenditures. The former option is preferable, as it doesn't require you to pay out of pocket in a foreign country.

RECOMMENDED VACCINATIONS

No jabs are necessary for Mallorca but the WHO recommends that all travellers be covered for diphtheria, tetanus, measles, mumps, rubella and polio, regardless of their destination. Since most vaccines don't produce immunity until at least two weeks after they're given, visit a physician at least six weeks before departure.

INTERNET RESOURCES

- www.ageconcern.org.uk** Advice on travel for the elderly.
- www.fitfortravel.scot.nhs.uk** General travel advice for the layperson.
- www.maristopes.org.uk** Information on women's health and contraception.
- www.mdtravelhealth.com** Travel health recommendations for every country; updated daily.
- www.who.int/ith** The WHO's publication *International Travel and Health* is revised annually and is available on this website.

FURTHER READING

Lonely Planet's *Travel with Children* includes advice on travel health for younger children. Other recommended references are

Traveller's Health by Dr Richard Dawood (Oxford University Press) and *The Traveller's Good Health Guide* by Ted Lankester (Sheldon Press).

IN MALLORCA

AVAILABILITY & COST OF HEALTH CARE

If you need an ambulance call ☎061. For emergency treatment go straight to the *urgencias* (casualty) section of the nearest hospital. The island's main hospital is Palma's Hospital Son Dureta (see p68), but other important ones are based in Inca and Manacor. At the main coastal tourist resorts you will generally find clinics with English- and German-speaking staff. Most main beaches also have a Red Cross station (where you can go if stung by jellyfish, for instance).

Good health care is readily available, and *farmacias* (pharmacies) offer valuable advice and sell over-the-counter medication. In Spain a system of *farmacias de guardia* (duty pharmacies) operates so that each district has one open all the time. When a pharmacy is closed it posts the name of the nearest open one on the door. The standard of dental care is usually good.

TRAVELLER'S DIARRHOEA

If you develop diarrhoea, be sure to drink plenty of fluids, preferably an oral rehydration solution (eg Dioralyte). A few loose stools don't require treatment, but if you start having more than four or five stools a day, you should start taking an antibiotic (usually a quinolone drug) and an anti-diarrhoeal agent (such as Loperamide). If diarrhoea is bloody, persists for more than 72 hours or is accompanied by fever, shaking, chills or severe abdominal pain you should seek medical attention.

ENVIRONMENTAL HAZARDS Heat Exhaustion & Heat Stroke

Heat exhaustion occurs following excessive fluid loss with inadequate replacement of fluids and salts. Symptoms include headache, dizziness and tiredness. Dehydration is already happening by the time you feel thirsty – aim to drink sufficient water to produce pale, diluted urine. To treat heat exhaustion, replace lost fluids by drinking water and/or fruit juice, and cool the body with cold water and

fans. Treat salt loss with salty fluids such as soup or Bovril, or add a little more table salt to foods than usual.

Heat stroke is much more serious, resulting in irrational and hyperactive behaviour and eventually loss of consciousness and death. Rapid cooling by spraying the body with water and fanning is ideal. Emergency fluid and electrolyte replacement by intravenous drip is recommended.

Insect Bites & Stings

Bees and wasps only cause real problems to those with a severe allergy (anaphylaxis). If you have a severe allergy to bee or wasp stings, carry an 'epipen' or similar adrenaline injection.

In forested areas watch out for the hairy reddish-brown caterpillars of the pine processionary moth. They live in silvery nests up in the pine trees and, come spring, they leave the nest to march in long lines (hence the name). Touching the caterpillars' hairs sets off a severely irritating allergic skin reaction.

Some Spanish centipedes have a very nasty but nonfatal sting. The ones to watch out for are those with clearly defined segments, which may be patterned with, for instance, black and yellow stripes.

In summer, waves of stingers (jellyfish) can appear on the island's beaches and there's not much you can do about them (despite talk of volunteers being employed to net the buggers). Keep an eye out for them and if you see they're numerous, you'd best forget about swimming. There are two basic types of stinger, the *Rhizostoma pulmo* and *Pelagia noctiluca*. Traditionally the best method for easing the pain is to rub vinegar in, although Epsom salts are better for the *Pelagia noctiluca*. A bag of ice also soothes the pain. If none of these options are available, rub in salt water. Fresh water is not a good idea, as it can stimulate the sting. Head to a Red Cross stand (they are usually present on the main beaches) if you are stung. While the pain usually goes within a few days, marks from stings can still be visible weeks after.

Mosquitoes can cause irritation and infected bites. Use a DEET-based insect repellent.

Sandflies are found on many Mallorcan beaches. They usually cause only a nasty itchy bite but can carry a rare skin disorder called cutaneous leishmaniasis.

BEFORE YOU GO

Planning before departure, particularly for pre-existing illnesses, will save trouble later. See your dentist before a long trip, carry a spare pair of contact lenses and/or glasses, and take your optical prescription with you. Bring medications in their original, clearly labelled, containers. A signed and dated letter from your physician describing your medical conditions and medications, including generic names, is also a good idea. If carrying syringes or needles, be sure to have a physician's letter documenting their medical necessity.

INSURANCE

If you're an EU citizen, a European Health Insurance Card (EHIC), available from health centres or, in the UK, post offices, covers you for most medical care. It will not cover you for non-emergencies or emergency repatriation. Citizens from other countries should find out if there is a reciprocal arrangement for free medical care between their country and Spain. If you do need health insurance, consider a policy that cov-

Scorpions are found in Spain and their sting can be distressingly painful, but are not considered fatal.

Water

Tap water is generally safe to drink in Mallorca but rarely tastes very good, which is why most locals buy bottled mineral water, most of it from sources in the Serra de Tramuntana. If you are in any doubt about whether water can be drunk (for example from public fountains), ask *¿Es potable el agua (de grifo)?* (Is the (tap) water drinkable?). Do not drink water from rivers or lakes as it may contain bacteria or viruses that can cause diarrhoea or vomiting.

TRAVELLING WITH CHILDREN

Make sure your children are up to date with routine vaccinations, and discuss possible travel vaccines well before departure as some

vaccines are not suitable for children under one year of age.

WOMEN'S HEALTH

Travelling during pregnancy is usually possible but always seek a medical checkup before planning your trip. The most risky times for travel are during the first 12 weeks of pregnancy and after 30 weeks.

SEXUAL HEALTH

Emergency contraception is most effective if taken within 24 hours after unprotected sex. The website of the **International Planned Parent Federation** (www.ippf.org) can advise about the availability of contraception in different countries.

When buying condoms look for a European CE mark, which means they have been rigorously tested, and keep them in a cool dry place or they may crack and perish.

Language

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Mallorca is a bilingual island, at least on paper. Since receiving its autonomy statute at the beginning of the 1980s, the use of the islanders' native Catalan (*català*) has recovered its official status alongside Spanish, or Castilian (*castellano*) as it is more precisely known. The reversal of Francoist policy, which largely eliminated minority languages from public life and schools, has not been as radical, however, as in Catalonia on the mainland.

Catalan, or its local dialect, *mallorquí*, can be read in newspapers, heard on the radio and TV and is largely the vehicle of education, at least at primary level. That said, it would be pushing a point to say that it had again become the primary language of Mallorca or the rest of the Balearic Islands. Those who left school before the 1980s were largely schooled in Spanish and often have a poor command of written Catalan. Today, despite the broad schooling in Catalan, some locals choose to speak Spanish (Castilian) anyway. The majority of migrants and seasonal workers from other parts of Spain and the bulk of resident foreigners show little inclination to learn Catalan – for many, Spanish alone is challenge enough. The reasoning is simple: if Spanish is an official language and everyone in Mallorca speaks it perfectly, why should I learn Catalan?

It has to be said too that the Mallorquins themselves are not always helpful in this regard. Frequently they find it easier to speak Spanish with non-Mallorquins, especially where the latter are clearly struggling. At the same time, the official line is that newcomers should make the effort to learn Catalan to integrate better. It's a tricky one, and it gets trickier. Pressure from the Catalan capital, Barcelona, to standardise the teaching of Catalan across Catalan-speaking territories (in this case to the detriment of the Mallorquí variant) has raised considerable hackles among islanders who have no more intention of speaking standard Catalan than the Scots have of affecting a south-east English accent.

Overall, Spanish remains the lingua franca, especially between Mallorquins and other Spaniards or foreigners. You'll often hear and read Catalan, and locals will be pleasantly surprised to hear you trying your hand at it (whichever variant), but just making the effort with Spanish will please most. In the tourist areas and especially along the coast, many locals have some command of English and/or German.

We've included a few phrases in (standard) Catalan in the boxed text on p221 for those who want to have a go (and win instant friends!).

SPANISH

For a more comprehensive guide to the Spanish language, pick up a copy of Lonely Planet's handy pocket-sized *Spanish Phrasebook* and *Fast Talk Spanish*.

PRONUNCIATION

Vowels

a	as in 'father'
e	as in 'met'
i	as in 'marine'
o	as in 'or' (with no 'r' sound)
u	as in 'rule'; u is 'silent' after q and in the combinations gue and gui , unless it's marked with a diaeresis (eg <i>argüür</i>), in which case it's pronounced as English 'w'

Consonants

While the consonants **ch**, **ll** and **ñ** are generally considered distinct letters, **ch** and **ll** are now often listed alphabetically under **c** and **l** respectively. The letter **ñ** is still treated as a separate letter and comes after **n** in dictionaries.

c	as 'k' before a , o and u ; as 'th' when followed by e or i
ch	as in 'choose'
d	as in 'dog' when initial or preceded by l or n ; elsewhere as the 'th' in 'then'
g	as in 'go' when initial or before a , o and u ; elsewhere much softer. Before e or i it's a harsh, breathy sound, similar to the 'ch' in Scottish <i>loch</i> (kh in our guides to pronunciation).
h	always silent
j	as the 'ch' in the Scottish <i>loch</i> (kh in our guides to pronunciation)
ll	similar to the 'y' in 'yellow'
ñ	as the 'ni' in 'onion'
x	as the 'x' in 'taxi' when between two vowels; as the 's' in 'sound' before a consonant
z	'th' as in 'thin'

Word Stress

Stress is indicated by italics in the pronunciation guides included with all the words and phrases in this language guide. In general, words ending in vowels or the letters **n** or **s** have stress on the next-to-last syllable, while those with other endings have stress on the last syllable. Thus *vaca* (cow) and *caballos* (horses) both carry stress on the next-to-last syllable, while *ciudad* (city) and *infeliz* (unhappy) are both stressed on the last syllable.

Written accents indicate a stressed syllable, and will almost always appear in words that don't follow the rules above, eg *sótano* (basement), *porción* (portion).

GENDER & PLURALS

In Spanish, nouns are either masculine or feminine, and there are rules to help determine gender (there are of course some exceptions). Feminine nouns generally end with **-a** or with the groups **-ción**, **-sión** or **-dad**. Other endings typically signify a masculine noun. Endings for adjectives also change to agree with the gender of the noun they modify (masculine/feminine

– **o/-a**). Where both masculine and feminine forms are included in this language guide, they are separated by a slash, with the masculine form appearing first, for example *perdido/a*.

If a noun or adjective ends in a vowel, the plural is formed by adding **s** to the end. If it ends in a consonant, the plural is formed by adding **es** to the end.

ACCOMMODATION

I'm looking for ...	<i>Estoy buscando ...</i>	<i>e-stoy boos-kan-do ...</i>
Where is ...?	<i>¿Dónde hay ...?</i>	<i>don-de ai ...</i>
a hotel	<i>un hotel</i>	<i>oon o-tel</i>
a boarding house	<i>una pensión/ residencial/ un hospedaje</i>	<i>oo-na pen-syon/ re-see-den-syal/ oon os-pe-da-khe</i>
a youth hostel	<i>un albergue juvenil</i>	<i>oon al-ber-ge khoo-ve-neel</i>

MAKING A RESERVATION

To ...	<i>A ...</i>
From ...	<i>De ...</i>
Date	<i>Fecha</i>
I'd like to book ...	<i>Quisiera reservar ... (see 'Accommodation' for bed and room options)</i>
in the name of ...	<i>en nombre de ...</i>
for the nights of ...	<i>para las noches del ...</i>
credit card ...	<i>tarjeta de crédito ...</i>
number	<i>número</i>
expiry date	<i>fecha de vencimiento</i>
Please confirm ...	<i>Puede confirmar ...</i>
availability	<i>la disponibilidad</i>
price	<i>el precio</i>

I'd like a ...	<i>Quisiera una</i>	<i>kee-sye-ra oo-na</i>
room.	<i>habitación ...</i>	<i>a-bee-ta-syon ...</i>
double	<i>doble</i>	<i>dó-ble</i>
single	<i>individual</i>	<i>een-dee-vee-dwal</i>
twin	<i>con dos camas</i>	<i>kon dos ka-mas</i>

How much is it per ...?	<i>¿Cuánto cuesta por ...?</i>	<i>kwan-to kwes-ta por ...</i>
night	<i>noche</i>	<i>no-che</i>
person	<i>persona</i>	<i>per-so-na</i>
week	<i>semana</i>	<i>se-ma-na</i>

May I see the room?

<i>¿Puedo ver la habitación?</i>	<i>pwe-do ver la a-bee-ta-syon</i>
----------------------------------	------------------------------------

I don't like it.

No me gusta. no me goos-ta

It's fine. I'll take it.

Vale. La cojo. va-le la ko-kho

Does it include breakfast?

¿Incluye el desayuno? een-kloo-ye el de-sa-yoo-no

I'm leaving now.

Me voy ahora. me voy a-o-ra

full board

pensión completa pen-syon kom-ple-ta

private/shared bathroom

baño privado/ compartido ba-nyo pree-va-do/ kom-par-tee-do

too expensive

demasiado caro de-ma-sya-do ka-ro

cheaper

más económico mas e-ko-no-mee-ko

discount

descuento des-kwen-to

CONVERSATION & ESSENTIALS

When talking to people familiar to you or younger than you, it's usual to use the informal form of 'you', *tú*, rather than the polite form *Usted*. The polite form is always given in this guide; where options are given, the form is indicated by the abbreviations 'pol' and 'inf'.

Hello.	<i>Hola.</i>	<i>o-la</i>
Good morning.	<i>Buenos días.</i>	<i>bwe-nos dee-as</i>
Good afternoon.	<i>Buenas tardes.</i>	<i>bwe-nas tar-des</i>
Good evening/ night.	<i>Buenas noches.</i>	<i>bwe-nas no-ches</i>
Goodbye.	<i>Adiós.</i>	<i>a-dyos</i>
Bye/See you soon.	<i>Hasta luego.</i>	<i>as-ta lwe-go</i>
Yes.	<i>Sí.</i>	<i>see</i>
No.	<i>No.</i>	<i>no</i>
Please.	<i>Por favor.</i>	<i>por fa-vor</i>
Thank you.	<i>Gracias.</i>	<i>gra-thyas</i>
Many thanks.	<i>Muchas gracias.</i>	<i>moo-chas gra-thyas</i>
You're welcome.	<i>De nada.</i>	<i>de na-da</i>
Pardon me.	<i>Perdón/ Disculpeme.</i>	<i>per-don dees-kool-pe-me</i>

(before requesting information, for example)

Sorry. *Lo siento.* lo see-en-to

(when apologising)

Excuse me. *Permiso.* per-mee-so

(when asking permission to pass, for example)

How are things?

¿Qué tal? ke tal

What's your name?

¿Cómo se llama Usted? ko-mo se ya-ma oo-ste (pol)

¿Cómo te llamas? ko-mo te ya-mas (inf)

My name is ...

Me llamo ... me ya-mo ...

SIGNS

Entrada	Entrance
Salida	Exit
Abierto	Open
Cerrado	Closed
Información	Information
Prohibido	Prohibited
Prohibido Fumar	No Smoking
Comisaría	Police Station
Servicios/Aseos	Toilets
Hombres	Men
Mujeres	Women

It's a pleasure to meet you.

Mucho gusto. moo-cho goos-to

Where are you from?

¿De dónde es/eres? de don-de es/e-res (pol/inf)

I'm from ...

Soy de ... soy de ...

Where are you staying?

¿Dónde está alojado? don-de es-ta a-lo-kha-do (pol)

¿Dónde estás alojado? don-de es-tas a-lo-kha-do (inf)

May I take a photo?

¿Puedo hacer una foto? pwe-do a-sair oo-na fo-to

DIRECTIONS

How do I get to ...?

¿Cómo puedo llegar a ...? ko-mo pwe-do lye-gar a ...

Is it far?

¿Está lejos? es-ta le-khos

Go straight ahead.

Siga/Vaya derecho. see-ga/va-ya de-re-cho

Turn left.

Gire a la izquierda. khee-re a la ees-kyer-da

Turn right.

Gire a la derecha. khee-re a la de-re-cha

I'm lost.

Me he perdido. me he per-dee-do

Can you show me (on the map)?

¿Me lo podría indicar (en el mapa)? me lo po-dree-a een-dee-ka-r (en el ma-pa)

here	<i>aquí</i>	<i>a-kee</i>
there	<i>allí</i>	<i>a-ye</i>
traffic lights	<i>semáforos</i>	<i>se-ma-fo-ros</i>
north	<i>norte</i>	<i>nor-te</i>
south	<i>sur</i>	<i>soor</i>
east	<i>este</i>	<i>es-te</i>
west	<i>oeste</i>	<i>o-es-te</i>

HEALTH

I'm sick.

Estoy enfermo/a. es-toy en-fer-mo/a

EMERGENCIAS

Help!	<i>¡Socorro!</i>	so-ko-ro
Fire!	<i>¡Incendio!</i>	een-sen-dyo
Go away!	<i>¡Vete! ¡Fuera!</i>	ve-te/fwe-ra

Call ...!

<i>¡Llame a ...!</i>	ya-me a
an ambulance	
<i>una ambulancia</i>	oo-na am-boo-lan-sya
a doctor	
<i>un médico</i>	oon me-dee-ko
the police	
<i>la policía</i>	la po-lee-see-a

It's an emergency.

Es una emergencia. es oo-na e-mer-khen-sya

Could you help me, please?

¿Me puede ayudar, por favor? me pwe-de a-yoo-dar por fa-voor

I'm lost.

Me he perdido. me e per-dee-do

Where are the toilets?

¿Dónde están los baños? don-de es-tan los ba-nyos

I need a doctor (who speaks English).

Necesito un médico (que habla inglés). ne-se-see-to oon me-dee-ko (ke a-bla een-gles)

Where's the hospital?

¿Dónde está el hospital? don-de es-ta el os-pee-tal

I'm pregnant.

Estoy embarazada. es-toy em-ba-ra-sa-da

I'm ...	<i>Soy ...</i>	soy ...
asthmatic	<i>asmático/a</i>	as-ma-tee-ko/a
diabetic	<i>diabético/a</i>	dya-be-tee-ko/a
epileptic	<i>epiléptico/a</i>	e-pee-lep-tee-ko/a

I'm allergic to ...	<i>Soy alérgico/a a ...</i>	soy a-ler-khee-ko/a a ...
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antibiotics	<i>los antibióticos</i>	los an-tee-byo-tee-kos
nuts	<i>las nueces</i>	las nwe-se
peanuts	<i>los cacahuetes</i>	los ka-ka-we-tes
penicillin	<i>la penicilina</i>	la pe-nee-see-lee-na

I have ...	<i>Tengo ...</i>	ten-go ...
diarrhoea	<i>diarrea</i>	dya-re-a
a fever	<i>fiebre</i>	fee-eb-ray
a headache	<i>un dolor de cabeza</i>	oon do-lor de ka-be-sa
nausea	<i>náusea</i>	now-se-a

LANGUAGE DIFFICULTIES

Do you speak (English)?

¿Habla/Hablas (inglés)? a-bla/a-blas (een-gles) (pol/inf)

Does anyone here speak English?

¿Hay alguien que hable inglés? ai al-gyen ke a-ble een-gles

I (don't) understand.

Yo (no) entiendo. yo (no) en-tyen-do

How do you say ...?

¿Cómo se dice ...? ko-mo se dee-se ...

What does ... mean?

¿Qué quiere decir ...? ke kye-re de-seer ...

Could you please ...?	<i>¿Puede ..., por favor?</i>	pwe-de ... por fa-voor
repeat that	<i>repetirlo</i>	re-pe-teer-lo
speak more slowly	<i>hablar más despacio</i>	a-blar mas des-pa-syo
write it down	<i>escribirlo</i>	es-kree-beer-lo

NUMBERS

1	<i>uno</i>	oo-no
2	<i>dos</i>	dos
3	<i>tres</i>	tres
4	<i>cuatro</i>	kwa-tro
5	<i>cinco</i>	seen-ko
6	<i>seis</i>	says
7	<i>siete</i>	sy-te
8	<i>ocho</i>	o-cho
9	<i>nueve</i>	dye-ve
10	<i>diez</i>	dyes
11	<i>once</i>	on-se
12	<i>doce</i>	do-se
13	<i>trece</i>	tre-se
14	<i>catorce</i>	ka-tor-se
15	<i>quince</i>	keen-se
16	<i>dieciséis</i>	dye-see-says
17	<i>diecisiete</i>	dye-see-sye-te
18	<i>dieciocho</i>	dye-see-o-cho
19	<i>diecinueve</i>	dye-see-nwe-ve
20	<i>veinte</i>	vayn-te
21	<i>veintiuno</i>	vayn-tee-oo-no
22	<i>veintidós</i>	vayn-tee-dohs
30	<i>treinta</i>	trayn-ta
31	<i>treinta y uno</i>	trayn-ta ee oo-no
32	<i>treinta y dos</i>	trayn-ta ee dos
40	<i>cuarenta</i>	kwa-ren-ta
50	<i>cincuenta</i>	seen-kwen-ta
60	<i>sesenta</i>	se-sen-ta
70	<i>setenta</i>	se-ten-ta
80	<i>ochenta</i>	o-chen-ta
90	<i>noventa</i>	no-ven-ta
100	<i>cien</i>	syen
101	<i>ciento uno</i>	syen-to oo-no

200	<i>doscientos</i>	do-syen-tos
1000	<i>mil</i>	meel
5000	<i>cinco mil</i>	seen-ko meel

SHOPPING & SERVICES

I'd like to buy ...

Quisiera comprar ... kee-sye-ra kom-prar ...

I'm just looking.

Sólo estoy mirando. so-lo es-toy mee-ran-do

May I look at it?

¿Puedo mirar(lo/la)? pwe-do mee-rar-(lo/la)

How much is it?

¿Cuánto cuesta? kwan-to kwes-ta

That's too expensive for me.

Es demasiado caro para mí. es de-ma-sya-do ka-ro pa-ra mee

Could you lower the price?

¿Podría bajar un poco el precio? po-dree-a ba-khar oon po-ko el pre-syo

I don't like it.

No me gusta. no me goos-ta

I'll take it.

Lo llevo. lo ye-vo

I'm looking for the ... *Estoy buscando ...* es-toy boos-kan-do

ATM	<i>el cajero automático</i>	el ka-khe-ro ow-to-ma-tee-ko
bank	<i>el banco</i>	el ban-ko
bookstore	<i>la librería</i>	la lee-bre-ree-a
chemist/ pharmacy	<i>la farmacia</i>	la far-ma-sya

embassy	<i>la embajada</i>	la em-ba-kha-da
laundry	<i>la lavandería</i>	la la-van-de-ree-a
market	<i>el mercado</i>	el mer-ka-do
post office	<i>los correos</i>	los ko-re-os
supermarket	<i>el supermercado</i>	el soo-per-mer-ka-do

tourist office *la oficina de turismo* la o-fee-see-na de too-rees-mo

Do you accept ...? *¿Aceptan ...?* a-sep-tan ...

credit cards	<i>tarjetas de crédito</i>	tar-khe-tas de kre-dee-to
travellers cheques	<i>cheques de viajero</i>	che-kes de vya-khe-ro

less	<i>menos</i>	me-nos
more	<i>más</i>	mas
large	<i>grande</i>	gran-de
small	<i>pequeño/a</i>	pe-ke-nyo/a

What time does it open/close?

¿A qué hora abre/cierra? a ke o-ra a-bre/sye-ra

I want to change some money/travellers cheques.

Quiero cambiar dinero/cheques de viajero. kye-ro kam-byar dee-ne-ro/che-kes de vya-khe-ro

What is the exchange rate?

¿Cuál es el tipo de cambio? kwal es el tee-po de kam-byo

I want to call ...

Quiero llamar a ... kye-ro lya-mar a ...

airmail letter	<i>correo aéreo carta</i>	ko-re-o a-e-re-o ka-ta
registered mail	<i>correo certificado</i>	ko-re-o ser-tee-fee-ka-do
stamps	<i>sellos</i>	se-lyos

TIME & DATES

What time is it?	<i>¿Qué hora es?</i>	ke o-ra es
It's one o'clock.	<i>Es la una.</i>	es la oo-na
It's two o'clock.	<i>Son las dos.</i>	son las dos
midnight	<i>medianoche</i>	me-dya-no-che
noon	<i>mediodía</i>	me-dyo-dee-a
half past two	<i>dos y media</i>	dos ee me-dya
now	<i>ahora</i>	a-o-ra
today	<i>hoy</i>	oy
tonight	<i>esta noche</i>	es-ta no-che
tomorrow	<i>mañana</i>	ma-nya-na

Monday	<i>lunes</i>	loo-nes
Tuesday	<i>martes</i>	mar-tes
Wednesday	<i>miércoles</i>	myer-ko-les
Thursday	<i>jueves</i>	khwe-ves
Friday	<i>viernes</i>	vyer-nes
Saturday	<i>sábado</i>	sa-ba-do
Sunday	<i>domingo</i>	do-meen-go

January	<i>enero</i>	e-ne-ro
February	<i>febrero</i>	fe-bre-ro
March	<i>marzo</i>	mar-so
April	<i>abril</i>	a-breel
May	<i>mayo</i>	ma-yo
June	<i>junio</i>	khoo-nyo
July	<i>julio</i>	khoo-lyo
August	<i>agosto</i>	a-gos-to
September	<i>septiembre</i>	sep-tyem-bre
October	<i>octubre</i>	ok-too-bre
November	<i>noviembre</i>	no-vyem-bre
December	<i>diciembre</i>	dee-syem-bre

TRANSPORT

Public Transport

What time does ... leave/arrive?	<i>¿A qué hora sale/llega ...?</i>	a ke o-ra sa-le/ye-ga ...?
the bus	<i>el autobús</i>	el ow-to-boos
the plane	<i>el avión</i>	el a-vyon
the ship	<i>el barco</i>	el bar-ko
the train	<i>el tren</i>	el tren

the bus station	<i>la estación de autobuses</i>	la es-ta-syon de ow-to-boo-ses
the bus stop	<i>la parada de autobuses</i>	la pa-ra-da de ow-to-boo-ses
the left luggage room	<i>la consigna</i>	la kon-seeg-na
the pier/jetty	<i>el embarcadero</i>	el em-bar-ka-de-ro
taxi	<i>taxi</i>	tak-see
the ticket office	<i>la taquilla</i>	la ta-kee-lya
the train station	<i>la estación de tren</i>	la es-ta-syon de tren

The ... is delayed.

El ... está retrasado. el ... es-ta re-tra-sa-do

I'd like a ticket to ...

Quiero un billete a ... kye-ro oon bee-lye-te a ...

Is this taxi free?

¿Está libre este taxi? e-sta-lee-bre es-te tak-see

What's the fare to ...?

¿Cuánto cuesta hasta ...? kwan-to kwes-ta a-sta ...

Please put the meter on.

Por favor, ponga el taxímetro. por fa-vor pon-ga el tak-see-me-tro

a ... ticket	<i>un billete de ...</i>	oon bee-lye-te de ...
one-way	<i>ida</i>	ee-da
return	<i>ida y vuelta</i>	ee-da ee vvel-ta
1st class	<i>primera clase</i>	pree-me-ra kla-se
2nd class	<i>segunda clase</i>	se-goon-da kla-se
student	<i>estudiante</i>	es-too-dyan-te

Private Transport

I'd like to	<i>Quisiera</i>	kee-sye-ra
hire a/an ...	<i>alquilar ...</i>	al-kee-lar ...
4WD	<i>un todoterreno</i>	oon to-do-te-re-no
car	<i>un coche</i>	oon un ko-che
motorbike	<i>una moto</i>	oo-na mo-to
bicycle	<i>una bicicleta</i>	oo-na bee-see-kle-ta

Is this the road to ...?

¿Se va a ... por esta carretera? se va a ... por es-ta ka-re-te-ra

Where's a petrol station?

¿Dónde hay una gasolinera? don-de ai oo-na ga-so-lee-ne-ra

Please fill it up.

Lleno, por favor. ye-no por fa-vor

I'd like (20) litres.

Quiero (veinte) litros. kye-ro (vayn-te) lee-tros

diesel

diesel dee-sel

petrol/gas

gasolina ga-so-lee-na

ROAD SIGNS

Acceso	Entrance
Aparcamiento	Parking
Ceda el Paso	Give Way
Despacio	Slow
Desvío	Detour
Dirección Única	One Way
Peaje	Toll
Peligro	Danger
Prohibido Aparcar/ No Estacionar	No Parking
Prohibido el Paso	No Entry
Vía de Acceso	Exit Freeway

(How long) Can I park here?

¿(Por cuánto tiempo) Puedo aparcar aquí? (por kwan-to tyem-po) pwe-do a-par-kar a-kee

Where do I pay?

¿Dónde se paga? don-de se pa-ga

I need a mechanic.

Necesito un mecánico. ne-se-see-to oon me-ka-nee-ko

The car has broken down (in ...).

El coche se ha averiado (en ...). el ko-che se a a-ve-rya-do (en ...)

The motorbike won't start.

No arranca la moto. no a-ran-ka la mo-to

I have a flat tyre.

Tengo un pinchazo. ten-go oon peen-cha-so

I've run out of petrol.

Me he quedado sin gasolina. me e ke-da-do seen ga-so-lee-na

I've had an accident.

He tenido un accidente. e-te-nee-do oon ak-see-den-te

TRAVEL WITH CHILDREN**Do you have ...?**

¿Hay ...? ai ...

a car baby seat

un asiento de seguridad para bebés oon a-syen-to de se-goo-ree-da pa-ra be-bes

a child-minding service

un servicio de cuidado de niños oon ser-vee-syo de kwee-da-do de nee-nyos

a children's menu

un menú infantil oon me-noo een-fan-teel

(disposable) diapers/nappies

pañales (de usar y tirar) pa-nya-les (de oo-sar ee tee-rar)

an (English-speaking) babysitter

un canguro (de habla inglesa) oon kan-goo-ro (de a-bla een-gle-sa)

infant formula (milk powder)

leche en polvo le-che en pol-vo

a highchair

una trona oo-na tro-na

CATALAN**Good morning.**

Bon dia.

Good afternoon.

Bona tarda.

Good evening/night.

Bona nit.

Goodbye.

Adéu.

Bye/See you soon.

Fins aviat.

Please.

Sisplau, per favor.

Thank you.

Gracies.

You're welcome.

De res.

Pardon me.

Perdó.

I'm sorry.

Ho sento.

What's your name?

Com et dius? (inf)

My name is ...

Em dic ...

It's a pleasure to meet you.

Molt de plaer.

Where are you from?

D'on ets? (inf)

I'm from ...

Soc de ...

I'd like a ...

Valdria ...

I don't like it.

No m'agrada.

It's fine. I'll take it.

Está bé. L'agafo.

I'm leaving now.

M'en vaig ara.

How do I get to ...?

¿Com puc arribar a ...?

Is it far?

¿Está lluny?

I'm sick.

Estic malalt/a.

Do you speak**(English)?**

Parla/Parlas

I (don't) understand.

(anglès)? (pol/inf)

How do you say ...?

Jo (no) entenc.

What does ... mean?

Com es diu ...?

Què vol dir ...?

Monday

dilluns

Tuesday

dimarts

Wednesday

dimecres

Thursday

dijous

Friday

divendres

Saturday

dissabte

Sunday

diumenge

Signs**Entrada**

Entrance

Sortida

Exit

Obert

Open

Tancat

Closed

Informació

Information

Prohibit

Prohibited

Serveis

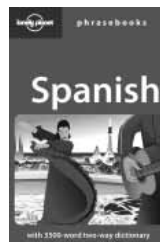
Toilets

Senyors/Homes

Men

Senyoras/Dones

Women



Also available from Lonely Planet:
Spanish Phrasebook and Fast Talk Spanish

Glossary

Most of the following terms are in Castilian Spanish, which is fully understood around the island. A handful of specialised terms in Catalan (C) also appear. No distinction has been made for any Mallorcan dialect variations.

agroturisme (C) – rural tourism
ajuntament (C) – city or town hall
alquería – Muslim-era farmstead
avenida – avenue
avinguda (C) – see *avenida*

baño completo – full bathroom with toilet, shower and/or bath
bodega – cellar (especially wine cellar)
bomberos – fire brigade

cala – cove
call (C) – Jewish quarter in Palma, Inca and some other Mallorcan towns
cambio – change; also currency exchange
caña – small glass of beer
canguro – babysitter
capilla – chapel
carrer (C) – street
carretera – highway
carta – menu
casa rural – village or country house or farmstead with rooms to let
castell (C) – castle
castellano – Castilian; used in preference to *‘Español’* to describe the national language
català – Catalan language; a native of Catalonia. The Mallorcan dialect is Mallorquin
celler – (C) wine cellars turned into restaurants
cervecería – beer bar
comisaría – police station
conquistador – conqueror
converso – Jew who converted to Christianity in medieval Spain
correos – post office
cortado – short black coffee with a little milk
costa – coast
cuenta – bill, cheque

ducha – shower

ensaimada (C) – Mallorcan pastry
entrada – entrance, ticket

ermita – small hermitage or country chapel
església (C) – see *iglesia*
estació (C) – see *estación*
estación – station
estanco – tobacconist shop

farmacia – pharmacy
faro – lighthouse
fiesta – festival, public holiday or party
finca (C) – farmhouse accommodation
flamenco – flamingo or Flemish; also means flamenco music and dance

gasolina – petrol
guardía civil – military police

habitaciones libres – literally ‘rooms available’
hostal (C) – see *pensión*

iglesia – church
IVA – ‘impuesto sobre el valor añadido’, or value-added tax

lavabo – washbasin
librería – bookshop
lista de correos – poste restante
locutorio – telephone centre

marisquería – seafood eatery
menú del día (C) – menu of the day
mercát (C) – market
mirador – lookout point
Modernisme – the Catalan version of the Art Nouveau architectural and artistic style
mojito – popular Cuban rum-based mixed drink
monestir (C) – monastery
museo – museum
museu (C) – see *museo*

objetos perdidos – lost-and-found
oficina de turismo – tourist office; also ‘oficina de información turística’

Páginas Amarillas – the Yellow Pages
palacio – palace, grand mansion or noble house
palau (C) – see *palacio*
pensión – small family-run hotel
plaça (C) – see *plaza*
platja (C) – see *playa*
playa – beach
plaza – square

port (C) – see *puerto*
posseïó (C) – typical Mallorcan farmhouse
PP – Partido Popular (People’s Party)
preservativo – condom
puente – bridge
puerto – port
puig (C) – mountain peak

rambla – avenue or riverbed
refugis (C) – hikers’ huts
retablo – altarpiece
retaule (C) – see *retablo*

santuari (C) – shrine or sanctuary, hermitage
según precio del mercado – on menus, ‘according to market price’ (often written ‘spm’)

Semana Santa – Holy Week
serra (C) – mountain range
servicios – toilets
s/n – sin número (without number), in addresses

tafona (C) – traditional oil press found on most Mallorcan farms
talayot (C) – ancient watchtower
tarjeta de crédito – credit card
tarjeta de residencia – residence card
tarjeta telefónica – phonedcard
terrazza – terrace; pavement café
torre – tower
turismo – tourism and saloon car

urgencia – emergency

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