



SERVICE CHARTER

HOTEL ROCAMAR

Cala Figuera · Santanyí · Mallorca

Prepared in accordance with UNE 93200, Service Charters. Requirements

Establishment certified under the TurisMás® technical certification scheme, fully developed, managed and supervised by
CERTEX Instituto de Certificación S.L.U.

2026 EDITION

1. INTRODUCTION AND PURPOSE OF THIS CHARTER

Hotel Rocamar presents this Service Charter as a public expression of its commitment to quality, to the setting from which it takes its name, and to the people who choose Cala Figuera for their holidays each season. The document has been prepared in accordance with the requirements of UNE 93200 and within the TurisMás® technical certification scheme, fully developed, managed and supervised by CERTEX Instituto de Certificación S.L.U., in accordance with its applicable technical regulations.

Its purpose is threefold: to provide clear information about the services we offer; to state the quality commitments we make to our guests, together with the indicators used to verify compliance; and to share with our visitors a vision of tourism that respects the local area, its residents and the environment of this privileged corner of south-eastern Mallorca.

2. IDENTIFICATION AND CONTACT DETAILS

Item	Details
Establishment	Hotel Rocamar
Address	Carrer Juan Sebastián Elcano, 38 · 07659 Cala Figuera · Santanyí (Balearic Islands)
Telephone	+34 971 645 125 · WhatsApp: +34 690 237 815 (messages only)
Reception	24-hour reception and guest assistance
Location	On the seafront, approximately 250 metres from Cala Figuera harbour and a 3-minute walk from the promenade along the inlet
Certification	TurisMás® technical certification scheme - CERTEX Instituto de Certificación S.L.U.

3. SERVICES WE PROVIDE

Hotel Rocamar offers its guests the following services and facilities:

- **Accommodation.** 30 rooms (27 double and 3 triple) with air conditioning, balcony, satellite television, a complimentary personal-code safe, refrigerator, tea and coffee-making facilities, hairdryer and, in many rooms, views of the sea and the entrance to the inlet.
- **Swimming pool and furnished terrace.** Seasonal outdoor pool and a terrace with sun loungers, armchairs and sofas for relaxing and sunbathing, maintained in accordance with the applicable health regulations.
- **Bar and terrace.** Bar service with a terrace and lounge area overlooking the Mediterranean.
- **24-hour reception.** Continuous assistance, tourist information about the area, luggage storage, safety deposit facilities and express check-in.
- **Connectivity.** Complimentary Wi-Fi; access details are displayed inside the wardrobe in each room.
- **Mobility.** Information on bicycle and vehicle hire from external providers in the area.

- **Housekeeping.** Daily room-cleaning service throughout the stay.

3.1 PRACTICAL INFORMATION IN YOUR ROOM

- **Wi-Fi.** Complimentary access in rooms and shared areas. The access details are displayed inside the wardrobe in each room.
- **Safe.** Available free of charge in every room. Each guest can set and change their own code.

3.2 USE OF THE SWIMMING POOL AND TERRACE

The hotel has a seasonal outdoor swimming pool and a terrace furnished with sun loungers, armchairs and sofas for relaxing and sunbathing. Please follow the signs and staff instructions.

IMPORTANT

Food may not be consumed in the swimming-pool and terrace area. This measure prevents waste and pests and helps maintain hygienic conditions.

3.3 ACTIVITY OPTIONS

Verified references for external providers operating in Cala Figuera. Their inclusion is intended solely to assist guests and does not imply certification, accreditation or any guarantee by the hotel:

Verified reference	Advertised options	Verified contact details
Ocean Charter Mallorca	Excursions and private itineraries; boat hire with and without a licence; transparent kayaks and paddleboards; tailored experiences.	+34 687 353 058 info@oceanchartermallorca.com oceanchartermallorca.com C/ Verge del Carme, 30
Redstar Tours	Boat trips; hire with and without a licence; skippered hire; kayaks, paddleboards, bicycles and electric bicycles.	+34 644 243 464 redstar.funtours@gmail.com redstartours.com C/ Verge del Carme, 34

Documentary verification: official websites and business details of the operators, consulted in August 2026. These services are independent of the hotel; terms and conditions, safety, required qualifications, availability, bookings and liability are the responsibility of each provider. No external certification of these companies has been attested.

4. THE SETTING: CALA FIGUERA AND THE SANTANYÍ AREA

Few places in Mallorca preserve the memory of the sea as faithfully as Cala Figuera. The village, whose name recalls the fig trees that once surrounded the coast, is built around a Y-shaped natural harbour formed by two narrow sea inlets - Caló d'en Busques and Caló d'en Boira - which extend between low, pine-covered cliffs. The earliest references to the settlement date from 1306, although the village we see today took shape at the end of the nineteenth century, when fishermen built their whitewashed houses directly on the rock, with slipways and escars carved out at water level.

Cala Figuera remains a working fishing harbour. Every morning, the llaüts and traditional barques de bou return with the day's catch, nets are spread out in the sun, and the promenade running along both arms of the inlet - a route of approximately two kilometres - reveals an authentic Mallorca that seems suspended in time. At the entrance to the inlet, Torre d'en Bèu, a former coastal watchtower, stands alongside the beacon lighthouse installed in 1953 at the request of the fishermen themselves and which continues to guide vessels into the harbour today.

The municipality to which Cala Figuera belongs, Santanyí, has a historic centre built in golden stone just five kilometres away; it was once a fortified town. Surviving elements of the defensive walls, erected between the sixteenth and eighteenth centuries to protect residents from raids by Barbary pirates, include the Porta Murada, the majestic gateway into the centre, and several stretches of the old wall. The Church of Sant Andreu, with its renowned Baroque organ, and the traditional market that fills the main square every Wednesday and Saturday morning complete an essential visit for understanding the history of this maritime and agricultural region, dotted with unspoilt coves, dry-stone walls and carob fields.

A unique setting that belongs to everyone.

Cala Figuera is regarded as one of the most beautiful and best-preserved places on the Balearic coast. Keeping it that way depends on those who live here and also on those who visit us. This Service Charter is our invitation to enjoy it and care for it.

5. ENVIRONMENTAL COMMITMENT AND RESPONSIBLE USE OF FACILITIES

Respect for the environment is part of Hotel Rocamar's identity. We operate in a coastal setting of great ecological value, close to Mondragó Natural Park, and we recognise that every management decision - and every action taken by our guests - has an impact on it. We therefore ask for your cooperation in the following areas:

5.1 Responsible use of air conditioning

Air conditioning is the principal source of energy consumption in a Mediterranean hotel. Please switch it off whenever you leave the room and whenever you open the windows or balcony door; keep the set temperature at around 24 to 26°C, the recommended range for energy efficiency and comfort; and, whenever possible, make use of the sea breeze and the natural ventilation provided by the inlet itself. Every degree lower in summer increases electricity consumption appreciably and, on an island, energy is an especially valuable resource.

5.2 Looking after your room

We kindly ask you to use the room with due care and attention and to keep it in excellent condition: avoid smoking indoors; look after the furniture, equipment and bed linen; report any incident or damage to reception; and use water responsibly - including participation in the towel-reuse programme - as well as electricity. Please place waste in the bins and designated recycling points. These actions extend the useful life of the facilities, reduce consumption and help maintain the standard of quality you found upon arrival.

5.3 Respect for the surroundings and for others' rest

Cala Figuera is a peaceful village where fishing begins early and silence is part of the landscape. Please keep noise to a moderate level on balconies, in corridors and in shared areas, particularly at night; follow the rules governing use of the pool and terrace, where food may not be consumed; and leave no waste in coves, on paths or at viewpoints during your excursions.

6. CIRCULAR ECONOMY: SPEND LOCALLY

As part of our commitment to the circular economy of the local area, we warmly encourage our guests to enjoy the restaurants, bars and shops of Cala Figuera and Santanyí. Spending locally creates a multiplier effect: fish landed at the harbour each morning goes directly to local kitchens; visitor spending supports employment for village families; the associated transport and emissions are reduced; and a culinary culture - seafood rice dishes, fish from the bay and Mallorcan cuisine - that forms part of this coast's living heritage is preserved. Choosing local businesses is the most direct and enjoyable way to help Cala Figuera remain what it is.

Recommended establishments

Establishment	Speciality	Address and telephone
Restaurant L'Arcada	Rice dishes, fish and Mediterranean cuisine	C/ Verge del Carme, 80 · Cala Figuera 971 645 032
Bar Cala	Seafood cuisine and tapas by the inlet	C/ Verge del Carme, 56 · Cala Figuera 971 645 018
Restaurant Es Vinyet	Traditional Mallorcan cuisine	C/ Llombards, 16 · Santanyí 971 163 019
Restaurante La Marina	Seafood and Mediterranean cuisine	C/ Verge del Carme, 64 · Cala Figuera 971 153 834
Pura Vida	Mediterranean cuisine and sea views	C/ Tomarinar, 25 · Cala Figuera 971 165 571
La Petite Iglesia	French cuisine in a distinctive setting	C/ Marina, 11 · Cala Figuera 971 645 009
El Momento del Mar	Restaurant and bar near the harbour	C/ Verge del Carme, 42 · Cala Figuera 667 971 868

Independent of the hotel's own services. Please ask at reception about availability and seasonal opening hours. Contact details verified in August 2026.

7. WHAT TO VISIT: SEA, HERITAGE AND ACTIVITIES

South-eastern Mallorca brings together some of the Mediterranean's finest landscapes, and Hotel Rocamar is an exceptional base from which to explore them. Reception will help you organise any of the following experiences, book excursions, and check the timetable and conditions for each activity.

7.1 Boat trips: the coast from the sea, island to island

To see this coast from the sea is to truly understand it. Boat trips depart from Cala Figuera harbour itself, following the cliffs of the Santanyí coastline and revealing hidden coves with no road access, such as S'Almunia and the area around Es Pontàs, with stops to swim in turquoise waters. It is the closest excursion and one of the most rewarding.

The great voyage in the region is undoubtedly to Cabrera Archipelago Maritime-Terrestrial National Park. Boats leave daily from the port of Colònia de Sant Jordi - approximately 18 kilometres from the hotel - and, after a crossing of 30 to 50 minutes, travel from island to island among the 19 islets that make up the archipelago, one of the Mediterranean's last unspoilt paradises. The day generally includes disembarkation at Cabrera harbour, with free time to walk up to the fourteenth-century castle, visit the botanical garden and observe distinctive seabirds such as the Balearic shearwater, and ends with an unforgettable swim at Sa Cova

Blava, the Blue Cave, when sea conditions permit. As this is a national park, the number of daily visitors is limited; we therefore recommend booking in advance through reception.

The nautical options are complemented by catamaran excursions to Es Trenc and Es Caragol, with anchorages for swimming and snorkelling; glass-bottom boats and coastal excursions from the nearby marinas of Cala d'Or and Portopetro; and boat hire, with or without a licence, for guests who prefer to explore at their own pace.

7.2 Coves and beaches for swimming

The Santanyí coastline offers a wide range of options: Cala Mondragó and S'Amarador, within the natural park; Cala Santanyí and Es Pontàs; Cala Llombards; Caló des Moro and S'Almunia; Es Caragol, reached on foot from the Ses Salines lighthouse; and Caló d'es Burgit, between Mondragó and Sa Barca Trencada. Ask reception about the most suitable access routes and seasonal conditions.

7.3 Heritage, culture and viewpoints

In addition to Santanyí's fortified historic centre, with Porta Murada, the Church of Sant Andreu and its renowned Baroque organ, the following are also well worth visiting: Santuari de la Consolació, a small sanctuary above the surrounding countryside with views as far as Cabrera; the headland and lighthouse at Ses Salines, Mallorca's southernmost point; the Botanicactus botanical garden in Ses Salines, one of the largest in Europe; the Cabrera National Park Visitor Centre in Colònia de Sant Jordi, with an aquarium devoted to the Balearic seabed; and Castell de Santuari and Santuari de Sant Salvador, slightly farther north in the Felanitx massif, two outstanding viewpoints across eastern Mallorca. The traditional Santanyí market fills the main square on Wednesday and Saturday mornings; Thursday is market day in Campos.

7.4 Leisure and sporting activities

- **Hiking.** Four waymarked routes in Mondragó Natural Park, through pine woods, dunes and wetlands, as well as the coastal path linking Cala Figuera with Cala Santanyí via Torre d'en Bèu.
- **Cycling.** Reception provides information on hire from external providers and on routes in the area.
- **Kayaking and paddleboarding.** Coastal routes at sunrise around the entrance to Cala Figuera and the neighbouring coves, one of the most peaceful ways to enjoy the coastline.
- **Snorkelling and scuba diving.** Clear waters and seagrass meadows at Cala Llombards, S'Almunia and around Mondragó; diving centres in Cala d'Or and Colònia de Sant Jordi.
- **Fishing.** Recreational fishing trips from the area's harbours, along a coastline where maritime tradition remains alive.
- **Local information.** Reception can advise you about external providers operating in the area.

7.5 Guide to approximate distances

Place of interest	What you will find	Approximate distance
Cala Figuera harbour	Promenade along the two arms of the inlet, llaüts, escars and fishermen's houses; Torre d'en Bèu and the lighthouse at the harbour entrance	3 min on foot
Mondragó Natural Park	Protected natural area with four waymarked hiking routes	2.5 km

Place of interest	What you will find	Approximate distance
S'Amarador beach and Cala Mondragó	Sandy beaches with turquoise waters within the natural park	2.5 to 3 km
Cala Santanyí and Es Pontàs	Family beach and famous natural rock arch rising above the sea	2 km
Cala Llombards	Sheltered sandy cove, ideal for swimming and snorkelling	2.9 km
Santanyí (historic centre)	Porta Murada and the walls, Sant Andreu, art galleries and market (Wednesday and Saturday)	5 km
Santuari de la Consolació	Sanctuary with panoramic views across the area and towards Cabrera	7 km
Portopetro	Peaceful natural harbour and departure point for boat trips along the coast	7 km
Cala d'Or	Marina, urban coves, boat trips and diving centres	9 km
Botanicactus (Ses Salines)	One of Europe's largest botanical gardens	10 km
Caló des Moro and S'Almunia	Two of Mallorca's most photographed coves, set among cliffs	11 km
Ses Salines headland and lighthouse	The southern tip of the island, facing the Cabrera archipelago	12 km
Es Caragol beach	Unspoilt sandy beach reached on foot from the Ses Salines headland	13 km
Castell de Santueri (Felanitx)	Hilltop castle with views across eastern Mallorca	15 km
Colònia de Sant Jordi	Departure point for Cabrera excursions and the national park visitor centre	18 km
Santuari de Sant Salvador	Sanctuary and viewpoint at the summit of the Felanitx massif	18 km
Es Trenc beach	Natural white-sand beach with Caribbean-hued waters	20 km
Cabrera National Park	19 islands and islets, castle and Blue Cave; boat journey from Colònia de Sant Jordi	30 to 50 min crossing
Palma de Mallorca	Cathedral, old town and the capital's cultural attractions	57 km
Palma Airport	Road access; ask about transport options	55 km

TWO COVES NEAR PORTOPETRO

Caló de sa Torre.

Two small coves with fine sand and shallow water, separated by a rocky point; remains of an old defensive tower can be found nearby.

Caló de sa Barca Trencada.

An inlet surrounded by pine woods, with a small sandy area, another rocky area, and shaded paths around Portopetro.

Information cross-checked against the official Balearic Islands tourism portal (August 2026).

ACCESS AND SERVICES: BEFORE YOU SET OFF

Caló des Moro and S'Almunia: access on foot via steep steps; S'Almunia has no services. Es Caragol: 1.6 km on foot from the Ses Salines lighthouse. Caló d'es Burgit: 300 m on foot from Sa Barca Trencada. Take water, suitable footwear and sun protection.

8. OUR QUALITY COMMITMENTS

Hotel Rocamar maintains a commitment to quality towards its visitors and is certified under the TurisMás® technical certification scheme, fully developed, managed and supervised by CERTEX Instituto de Certificación S.L.U., in order to provide the best possible experience on every stay. In accordance with this scheme and UNE 93200, we publicly make the following commitments:

1. Welcome every guest with courtesy, professionalism and personal attention, from booking to departure, with reception available 24 hours a day.
2. Provide rooms in an excellent state of cleanliness and working order, with daily housekeeping throughout the stay.
3. Resolve incidents reported in rooms or facilities as quickly as possible and, in all cases, inform the guest of the action taken.
4. Maintain the swimming pool, furnished terrace and shared areas in optimum conditions of safety, hygiene and repair throughout the season.
5. Provide reliable, up-to-date tourist information about Cala Figuera, Santanyí and the surrounding area, while promoting local shops and restaurants.
6. Apply energy-efficiency and water-saving criteria in day-to-day management, encouraging guests and staff to use air conditioning and resources responsibly.
7. Manage waste through separate collection and progressively reduce the use of single-use plastics.
8. Handle complaints, suggestions and claims in accordance with the procedure described in this Charter and respond to each one.
9. Submit our service-management system to the periodic supervision provided for under the TurisMás® scheme, as an independent guarantee of our quality standard.

We ask for your cooperation.

A commitment to quality is built together. Your comments, your careful use of the facilities and your respect for Mallorca's idyllic surroundings help us make things just a little better each season.

9. MONITORING INDICATORS

To verify compliance with the commitments above, hotel management periodically monitors the following indicators:

Commitment	Monitoring indicator
Guest welcome	Average guest-satisfaction rating in surveys and on review platforms
Room cleanliness and condition	Percentage of rooms made available without incident upon the guest's arrival
Incident resolution	Percentage of incidents resolved during the stay itself
Pool, terrace and shared areas	Results of hygiene, health and maintenance inspections
Environmental management	Annual trend in energy and water consumption per stay

Commitment	Monitoring indicator
Complaints and claims	Percentage of complaints and suggestions answered, and average response time

10. PARTICIPATION, SUGGESTIONS AND COMPLAINTS

Our guests' views are Hotel Rocamar's principal tool for improvement. You may submit suggestions, complaints or claims directly to reception, which is available 24 hours a day; by telephone on +34 971 645 125; by WhatsApp on +34 690 237 815 (messages only); using the official complaint forms made available to guests in accordance with Balearic Islands tourism regulations; or through the satisfaction surveys conducted during your stay.

All communications received are recorded, analysed by management and answered. Where a failure to meet any commitment stated in this Charter is identified, the hotel informs the guest of the cause and of the corrective measures adopted and, where applicable, implements the appropriate remedial measures. The overall analysis of complaints and suggestions contributes to the periodic review of this Service Charter and the establishment's management system.

11. VALIDITY, REVIEW AND APPROVAL

This Service Charter corresponds to the 2026 edition and will remain in force until a subsequent edition is published. It will be reviewed and, where appropriate, updated whenever substantial changes occur in services, commitments or indicator results and, in all cases, in accordance with the review process established by UNE 93200 and the TurisMás® technical certification scheme.

In Cala Figuera (Santanyí), on the date of issue.

The Manager

Hotel Rocamar

Cala Figuera · Santanyí · Mallorca

