ALUA SOUL®

PALMA

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CONTACT INFORMATION

DIRECTOR OF SALES
Javier Vázquez
javier.vazquez1@hyatt.com

ADDRESS
C/Master Ekitai Ahn, 40
07610, Ca'n Pastilla
Majorca – Spain

RESERVATIONS
Email: reservas.palma@aluahotels.com
Telephone: +34 971 492 400

HOTEL OVERVIEW

Renovated in 2020

One of the best ways to enjoy the Mediterranean is to greet each day's dawn day in front of a bay as beautiful as Palma's. The AluaSoul Palma offers this opportunity besides the best services in an adults-only hotel on the seafront, next to Cala Estancia beach.

Enjoy the best of the Mediterranean in one of Majorca's most beautiful and peaceful corners, just 10 minutes by car from the centre of Palma. Come and enjoy well-being, good cuisine, the beach, cycling...
Choose AluaSoul Palma Hotel: your adults-only hotel in Palma.

TOTAL NUMBER OF ROOMS: 138

PROPERTY DESCRIPTION

The AluaSoul Palma 4* adults only (+16) has been recently refurbished in a contemporary style to make your stay with us even better than you expected. Our 4-star services are surprising and designed with the most discerning travellers in mind so that you can enjoy a care-free holiday. It offers fantastic sea views, swimming pool, solarium, pool bar, Mediterranean cuisine, fitness area, body treatments, free Wi-Fi and even access to our exclusive pool and private lounge if you book "My Favorite Club".

Ideal for couples and business travellers looking to combine work and relaxation during their trips to Majorca, the AluaSoul Palma hotel is one of the most complete hotels in Palma with views of the Mediterranean and the best value for money. Perfectly equipped, with bright and spacious rooms and contemporary décor, this adults-only hotel in Palma always offers a personalised service and maximum comfort.

UNIQUE SELLING POINTS

- Fantastic sea views from most rooms.
- Recently renovated. Hotel with Mediterranean style.
- Spacious and modern rooms.
- Adults-only hotel (+16).
- A well-equipped wellness area with sauna and one outdoor swimming pool.
- Solarium with balibeds,sunbeds and umbrellas.
- Rooftop with a view*.
- Pool bar with a great selection of drinks and snacks.
- International shows (periodically).
- Lots of excursions to discover the island or to enjoy sea activities.
- Excellent location to get to know all the island's hotspots.

**Exclusive use for My Favorite Club guests in high season. Open to all customers in low season.*

Your stay at AluaSoul Palma always exceeds your expectations. Surprising and designed for the most discerning travellers, these 4-star services are the key to making your holiday worry-free: swimming pool, solarium, bars, Mediterranean restaurant, spa area with bespoke treatments, free Wi-Fi and even a gym so you don't have to miss your workouts.

MEAL PLANS

AluaSoul Palma offers different options to meet each customer's needs. Choose the one that best suits your stay.

HALF BOARD

- Two buffet meals:
  - Breakfast
  - Dinner

BED AND BREAKFAST

- A buffet meal:
  - Breakfast

PAYMENT METHODS

Cash
Credit Card (Visa, Mastercard, Maestro)

DESTINATION INFORMATION

The capital of the island of Majorca - Palma - which is located in the bay of the same name, has a privileged climate all year round (17.9°C average annual temperature). Famous for its sun and beach tourism, it also has a beautiful old town. The Cathedral, the Almudaina palace, the Lonja and the Plaza Mayor are some of the places where the traveller must stop. Fishing boats, pine forests and palm trees are the backdrop for the most beautiful monuments.

The island's landscape has coves, beaches and cliffs on the coast, while inland, the typical Majorcan villages and mountains with heights of 1,500 metres stand out. A rich landscape and culture that entice you to visit every corner of Majorca and delve into the island's gastronomy.

PLACES OF INTEREST

City of Palma de Mallorca. Here you will find a wide variety of activities and places of interest to explore:

- *Palma Cathedral and Old Town:* Don't miss the impressive Palma Cathedral, also known as La Seu. Its Gothic architecture and seafront location make it an iconic landmark of the city. After your visit, be sure to take a stroll through the attractive old town and fall in love with the colourful and historic alleyways.

- *Bellver Castle:* Visit Bellver Castle, a medieval fortress with panoramic views of the city and the sea. Explore its towers and enjoy its beautiful surroundings.

- *Museums:* To name a few, the military historical museum of San Carlos, Bartolomé March Foundation and La Seu museum. Palma offers a wide range of museums.

- *Santa Catalina:* Undoubtedly, the district with the most nightlife. If you are looking to have a cocktail and enjoy the atmosphere of Palma, Santa Catalina offers a diverse spectrum of bars, restaurants and pubs full of life.

Valldemossa. Visit the Royal Charterhouse, a former monastery where the famous composer Frederic Chopin lived, and admire the beautiful panoramic views of the surrounding area. It is a charming village that should not be missing from your itinerary.

Alfabia Gardens. An old Mallorcan finca covered with courtyards and vegetation, perfect for nature lovers. The house is a fusion of architectural styles such as Moorish, Gothic and Renaissance, and its various rooms can be visited, as well as its peaceful gardens.

Port of Sóller. This charming fishing port is located in the northwest of Mallorca. Stroll along its attractive promenade, admire the traditional fishing boats and sample the delicious local gastronomy in the restaurants by the sea.

GASTRONOMY

Mallorcan gastronomy is a fusion of flavours, colours and stands out for its use of fresh local ingredients, artisan cured meats, the use of olive oil, citrus fruits and fish and seafood.
On the other hand, Spanish gastronomy is world renowned for its variety, with iconic dishes such as paella, its diverse variety of tapas and exquisite seafood preparations. Don't miss out on the joys of Mediterranean food.

OUTDOOR ACTIVITIES

- *Cycle around the city*: Palma is a very cycling-friendly city, so renting a bike is an excellent option for exploring its streets and promenades. It also has a public bicycle rental system called Bicipalma.

- *Wine cellars:* Take the opportunity to explore the region's wine cellars, where you can enjoy tastings and learn about wine production in Mallorca. Some renowned wineries: Macia Batle, José L. Ferrer and Ribas.

- *Tramuntana mountain range:* It is a mountain range declared a World Heritage Site by UNESCO. Here you can go on a multitude of excursions, discovering mountain landscapes and charming mountain villages.

EVENTS

- *Sant Sebastià Festival:* Every year, in mid-January, the Sant Sebastià Festival is held in Palma de Mallorca. Enjoy open-air concerts, musical events and fireworks that light up the city's sky.

- *Noche de San Juan:* On 23rd June, Palma de Mallorca joins in the celebration of the Noche de San Juan. Join in the tradition of lighting bonfires on the beach, enjoy live music and take part in festive activities that mark the beginning of summer.

Average temperatures

Month	°F	°C
January	57 / 26	15 / 7
February	57 / 26	15 / 7
March	64 / 30	17 / 8
April	72 / 28	19 / 10
May	83 / 53	22 / 14
June	98 / 68	26 / 18
July	110 / 76	29 / 20
August	114 / 79	30 / 21
September	102 / 68	27 / 18
October	87 / 57	23 / 15
November	72 / 41	19 / 11
December	71 / 39	16 / 8

ACCOMMODATION

Size, design, functionality and total comfort; everything is combined in perfect harmony in the rooms at AluaSoul Palma, rooms full of nuances and designed for those who want to enjoy the Mediterranean surrounded by tranquillity. These rooms are equipped with all services and in a special location and are the perfect option for relaxing by the sea in Palma.

Room Category Name	View	Measurements	Beds	Maximum occupancy	Amount Total
Double	Street	21 m²	King bed / 2 single beds	2	22
Double Side Sea View	Sea	21 m²	King bed / 2 single beds	2	33
Double Pool & Sea View	Pool Sea	21 m²	King bed / 2 single beds	2	36
Double Frontal Sea View	Frontal Sea	22 m²	King bed / 2 single beds	2	25
My Favorite Club Double Premium with Bali Bed	Pool	21 m²	King bed / 2 single beds	2	10
My Favorite Club Double Frontal Sea View	Frontal Sea	24 m²	King bed / 2 single beds	2	12
TOTAL NUMBER OF ROOMS					138

All rooms have the following amenities:

- King bed *(under request)*
- Balcony
- Kettle
- Telephone
- Complimentary Wi-Fi
- 43-inch HD LED satellite TV
- Air conditioning and central heating
- Hairdryer
- Magnifying mirror
- Bathroom toiletries
- Safe
- Minibar*
- Scale *(on request)*
- Iron and board *(on request)*

**Additional charges apply.*

ROOM CATEGORIES DESCRIPTIONS

Double

The **Double** rooms of the AluaSoul Palma hotel, beyond offering excellent value for money, are located by the sea. Modern, bright and spacious, the double rooms combine functional and contemporary design with the signature attention to detail. They have a large sleeping area with a king or twin beds, a private bathroom with hairdryer, air conditioning, make-up mirror, telephone, kettle, pillow menu, minibar, safe, private balcony, international TV channels, daily room service from 9:00 to 21:00 and complimentary Wi-Fi.

Double Side Sea View
In addition to the above amenities, the **Double Side Sea View** rooms offer views of the sea from their private balcony.

Double Pool & Sea View
In addition to the above amenities, the **Double Pool & Sea View** rooms offer spectacular views of the sea and the hotel's pool where you can enjoy a sunrise facing the Mediterranean dedicated especially for you.

Double Frontal Sea View
The **Double Frontal Sea View** rooms, in addition to the above amenities, stand out for their unbeatable frontal views of the Mediterranean Sea, where customers can enjoy the sea breeze from their private balcony.

MY FAVORITE CLUB

IN-ROOM SERVICES

- Selection of the best rooms
- 52-inch Smart TV
- Pillow menu *(on request)*
- Nespresso capsule coffee machine
- Tea set with daily replacement
- Welcome minibar with soft drinks, bottle of water and beers
- Bottle of red wine and welcome letter from the general manager upon arrival
- Expanded selection of bathroom amenities *(on request)*
- Slippers
- Bathrobe
- High quality tissue holder
- Wireless Bluetooth Speaker

PUBLIC AREAS SERVICES

- Personalised check-in and check-out.
- Early Check-in y Late Check-out *(subject to availability)*.
- Reserved indoor "My Favorite Area" in the Terra restaurant.
- Reserved sunbed area by the pool *(subject to availability)*.
- Pool towel service included.
- Enjoy a day in one of our Bali beds complimentary *(prior reservation required)*.
- Access to our Rooftop with amazing sea views, exclusively for My Favorite Club guests — wide selection of snacks and beverages, outdoor pool, sunbeds and parasols.
- Exclusive access to My Favorite Club Lounge:
    - Exclusive lounge with sofas and TV
    - Pastries, snacks, coffee, tea, and beverages served throughout the day

My Favorite Club Double Premium with Bali Bed
The **Double Premium with Bali Bed** rooms at the AluaSoul Palma hotel are spacious and modern, offering services perfectly designed for relaxation. All these rooms have a private bathroom and a spacious fully equipped bedroom for two; in addition to the exclusive My Favorite Club services. A private terrace with a Bali bed and pool views completes this magnificent facility.

My Favorite Club Double Frontal Sea View
The **My Favorite Club Double Frontal Sea View** at the AluaSoul Palma hotel offers a spacious space with spectacular views of the sea. All these rooms have a private bathroom and a spacious bedroom perfectly equipped for two people; in addition to the exclusive My Favorite Club services. And, the most remarkable aspect of these rooms is that they offer

you the possibility to enjoy the best views of the Mediterranean Sea on a private furnished balcony with table and chairs perfectly designed for relaxation.

ACCESSIBLE ROOMS

4 accessible rooms available:

- Double, Double Side Sea View Rooms (30 m²)
  - Double bed
  - Entrance door width: 82 cm
  - Bed height: 60 cm
  - Bathroom door width: 80 cm
  - Adapted walk-in shower
  - Chair in the shower
  - Toilet grab
  - WC height: 47 cm
  - Washbasin height: 85 cm
  - Sockets height: 105 cm

- My Favorite Club Double Premium with Bali Bed (50,55 m²)
  - King size bed and sofa bed
  - Entrance door width: 82 cm
  - Bed height: 57 cm
  - Bathroom door width: 100 cm
  - Adapted walk-in shower
  - Chair in the shower
  - Toilet grab
  - WC height: 50 cm
  - Washbasin height: 84 cm
  - Sockets height: 105 cm

SMALL DOGS ARE WELCOME

Four-legged friends weighing less than 22 lb/10 kgs are now welcome in AluaSoul Palma Hotel rooms and grounds. This service is available for €45/night in the required room category. Please contact the hotel directly to confirm the required room category. To book a dog-friendly room, please email our bookings department at reservas.palma@aluahotels.com. It is necessary to check availability and contact the bookings department prior to your stay. Dog-friendly rooms include the following:

- Welcome letter with guidelines and rules (Explained at check-in)
- Dog bed (under request)
- Food and water bowls (under request)
- Dog waste bags (on request).

Guidelines, restrictions, and availability are applicable and subject to change at any moment.
For further information about assistance dogs, please contact reservas.palma@aluahotels.com.

Applies only for the following room categories:

- Double

Terms and Conditions:

- Upon arrival, the client must sign the guest dog policy and liability release.
- The following information is required at check-in: Dog's name, weight, age, colour, and breed. This is needed so we can identify the dog during your stay. In addition, a vaccination certificate certifying that the dog has been fully vaccinated against kennel cough and rabies in the last 12 months and evidence of regular flea and worming treatment. Furthermore, the dog must have a civil liability insurance for damages to third parties (this insurance is compulsory for Spanish dogs since 29/09/23). If the dog has a Spanish passport from 29/09/23 the owner must prove that they have completed the training course for dog ownership.
- The Hotel's dog policy allows dogs under 10kgs
- Only one dog is permitted per room.

- Dogs are only allowed to be walked in designated areas within the hotel property. Dogs are not allowed in all of the following areas of the hotel, such as restaurants, swimming pool, gym, spa and golf facilities (with the exception of guide dogs, which may be walked in these areas in the company of their owners, and in this case no charge may be made for the dog's stay unless the guide dog's accommodation entails an additional cost, for example, the accommodation includes its food. The animal must wear a special badge that accredits it as a guide dog for the duration of the stay in accordance with the provisions of Royal Decree 3250/1983, of 7 December, which regulates the use of guide dogs for the visually impaired).
- Emotional support animals are also welcome in our facilities, provided that the hotel has an active Pet-Friendly policy. In these cases, the same nightly supplement applied to pets will be charged, ensuring compliance with the established regulations.
- Note: The areas to which the dog cannot have access are identified with badges.
- Dogs are not permitted on beaches due to local regulations.
- Dogs must be on a lead at all times, or in a pet carrier when it is not in the guest's room.
- Guests are responsible for cleaning up after their pet within the hotel grounds and disposing of waste in the bins provided.
- Hotel utensils may not be used, except those provided for this purpose, to feed/drink or similar to the pet.
- The pet's maintenance is at the owner's expense.
- The guest must notify reception and hang the "Dog Friendly Room" sign on the door.
- Please contact the front desk to schedule a convenient time to clean your room. Unless the Guest is in the room, our employees will not attempt to enter your room (i.e. housekeeper, engineer, room service, etc.). The dog owner must be in the room if the dog is present when the room is cleaned.
- If the dog at any time threatens another guest or a hotel associate, the hotel reserves the right to request removal from the property. If the dog causes damage, barks, makes other noises or is the cause of complaints from other guests, the hotel reserves the right to request the guest to remove the dog. Additionally, if noise complaints and inconvenience to other guests arise, the Hotel reserves the right to charge the Guest's account for any discount given to these other guests as a result of their discomfort.
- Damage caused by the dog to the Hotel premises is the Guest's responsibility and shall be the responsibility of the Guest.

DINING INFORMATION

RESTAURANTS

Indulge in a wide variety of international cuisine in our exclusive buffet.

Terra | Breakfast 7:30 – 10:30 and dinner 18:30 – 21:30 (summer), 18:00 – 21:00 (winter)

- Enjoy the finest gourmet cuisine at our Mediterranean and international buffet restaurant.
- Indoor area and outdoor terrace with sea views.
- Mallorcan corner featuring exclusive local products, as well as vegan and vegetarian options.

- **Mediterranean Brunch**: every Saturday and Sunday we offer an exquisite and complete brunch with stunning sea views, prepared with local products. It includes a selection of starters, main courses and desserts to choose from, accompanied by a wide variety of coffees and juices.
- *From 11:00 to 15:00. From July to October, from 11:00 to 13:00.*
- *No prior reservation required. Opening hours subject to seasonal changes.*

BARS

Swim, relax and have fun in our exceptional bar, with different environments that will make you enjoy your day inside the hotel, on the terrace overlooking the sea or enjoying your favourite cocktail by the pool.

Kentia | 08:00 – 00:00

- Indoor space located next to the lobby, offering an ideal atmosphere to enjoy everything from a coffee to your favourite drink or a carefully selected range of cocktails, as well as a pleasant terrace area.

- Wide selection of beverages, signature cocktails and snacks available throughout the day, with service by the pool in a fresh and relaxed environment.
- *Food service from 12:00 to 19:00.*

- Rooftop with stunning sea views, outdoor pool, sun loungers and parasols, exclusive to My Favorite Club guests, with snack and drink service during the day.
- *From 9:00 to 20:00. Available to all guests during low season.*

- **Gastro Kentia**: in the evening, let yourself be surprised by a gastronomic proposal based on healthy, locally sourced KM 0 products.
- *Dinner service from 19:00 to 22:00.*

My Favorite Club Lounge | 10:30 – 21:00
- Undoubtedly one of the most exclusive areas of the hotel, is an area reserved for customers My Favorite Club where you can relax, watch TV or read a book. We also offer pastries, snacks, coffee, teas and beverages throughout the day.

DRESS CODES

Casual - Bermuda shorts (long shorts or capri trousers), sneakers, tennis shoes or sandals. Sleeveless shirts for men are not allowed.

ACTIVITIES / ENTERTAINMENT

INDOOR / OUTDOOR ACTIVITIES

- Sport activities and daily entertainment.
- Live musical performances.

In addition, the hotel is located right in front of a cycle path that takes you directly to the centre of Palma along the coast.

SWIMMING POOLS

Hours: 10:00 – 18:00 (high season) / 10:00h – 15:00h (low season)

- A seasonal outdoor pool *(Available from 15/03 to 15/11)*
- A pool located on the Rooftop exclusively for My Favorite Club guests *(Available all year round. Open to all customers in low season)*
    - Solarium with sunbeds and umbrellas
    - Towels available
    - Bali beds*. Enjoy exclusive comfort in one of our Bali beds, where you can choose different packages with personalised inclusions for an unbeatable experience.

(*) Additional charges apply. The reservations are made at the Kentia bar.

**Times subject to change according to season.*

***Note: The use of drones or other devices flying or floating on the premises of Hyatt Inclusive Collection hotels is strictly prohibited, except those with written permission from the hotel's General Management.*

GOLF

AluaSoul Palma has partnered with some of the most outstanding golf courses on the island, offering special rates and packages for its guests:

Package Name	N° Greens	Courses included
CALA BLAVA	2	Son Termes + Maioris
CALA MAJOR	2	Son Antem West + Son Vida
CALA VELLA	2	Son Quint + Son Termes
CALA GAT	2	Alcadana + Son Muntaner
CALA MILLOR	2	Pula + Son Servera
TEIX	3	Son Vida + Son Quint + Son Termes
OFRE	3	Son Vida + Maioris + Son Antem West
PENYAL	3	Capdepera + Canyamel + Pula
TOMIR	3	Alcadana + Son Servera + Vall dOr
BALL	4	Son Vida + Son Quint + Santa Ponsa + Bendinat
GRIP	4	Son Vida + Maioris + Son Antem East + Son Antem West
GREEN	4	Son Servera + Pula + Capdepera + Alcanada
BUGGY	4	Alcanada + Pula + Canyamel + Capdepera
TEE	4	Son Servera + Pula + Canyamel + Capdepera
EAGLE	5	Son Vida + Son Quint + Santa Ponsa + Bendinat + Son Muntaner
BIRDIE	5	Son Termes + Maioris + Son Quint + Son Antem East + Son Antem West
PAR	5	Son Vida + Son Quint + Son Muntaner + Alcanada + Pula
MARSHALL	5	Alcanada + Pula + Canyamel + Capdepera + Son Servera

* *For more information and green fees, please contact the reception.*

WELLNESS AREA / GYM

WELLNESS CENTRE

Hours: 10:00 – 20:00

Our Wellness Centre offers treatments to create the most relaxing and rejuvenating experience. We offer a variety of body treatments and facials, massages to awaken the senses, stimulate the body and renew the mind. These treatments are available to you upon reservation at the reception.

- A Finnish sauna. For individual use only or for couples. *(Prior reservation is required)*
- Solarium
- 2 treatment rooms. Exclusive space for massages, body treatments. *

(*) Additional charges apply.

GYM
Hours: 07:00 – 20:00

Fitness room with incredible sea views. *Technogym*® professional machines.

- Treadmill
- Stationary bikes
- Bodybuilding machine
- Benches
- Weights
- Yoga balls
- Mats
- Personal trainer *(Service available from May to October. Prior reservation is required)*

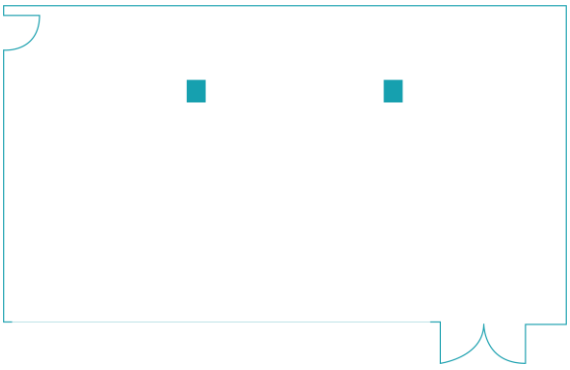
MEETINGS AND GROUPS

Open all year round, the AluaSoul Palma hotel has one well-equipped meeting room ideal for holding business meetings, presentations, training courses, etc.

- It has natural light throughout the room
- It offers a 3 x 2 screen ideal for presentations
- It includes a technological projector
- Wi-Fi
- Air conditioning
- Special menus for events*.
- Transportation and car rental assistance*.

(*) Additional charges apply.

ROOM SETUP AND CAPACITY



	M²	Measurements	Height	Theater	Clasroom	U	Banquete	Cocktail
MEETING ROOM	70	7m (width) / 13m (length)	2,34m	35	25	18	40	40

FACILITIES AND SERVICES

HYATT APP

Hyatt App is a digital tool that connects associates and guests, brings our services closer to our guests' mobile phones, and enables us to offer a unique and unforgettable experience.

It provides access to all hotel information, from service hours to restaurant menus, maps and event programmes. Furthermore, the chat feature allows guests to contact the hotel's reception from their mobile devices. Guests can also request any type of service, whether it be room service or amenities, or even reservations for a table in one of our restaurants. In turn, our associates can manage all of our guests' requests from a single platform, reducing waiting times and queues and it enables greater control over what is happening in our facilities in real time.

Additionally, with our Hyatt App, we eliminate tons of paper, and achieve a faster and more efficient service management.

OTHER SERVICES

Discover the services of the AluaSoul Palma and you will see that holidays in Majorca can be fully customisable and bespoke. Swimming pool, pool bar with chill out area, wellness area, exclusive cuisine, Mediterranean gardens, cocktail bar, solarium area, free Wi-Fi throughout the hotel, sea views from almost every part of the hotel and a strategic location... And endless details that will make your days with us unforgettable.

- Public exterior parking nearby
- 24 hour reception
    - Check-in: 15:00 h
    - Check-out: 12:00 h
- Guest services
- Solarium with sunbeds and umbrellas
- Swimming pool
- Bali beds*
- Conference facilities*
- Laundry and dry cleaning service*
- Bicycle and electric scooter rental
- Car rental*
- Excursions*
- Complimentary Wi-Fi throughout the hotel
- Luggage storage (unattended)

(*) Additional charges may apply.

***Note: The hotel is a 100% smoke-free property. Failure to comply with this policy, as well as returning the room in conditions of extreme uncleanliness, may result in additional cleaning charges.*

HOTEL MAP


ALUA SOUL®
PALMA
****
Main entrance
Reception (0 floor)
Kentia Pool Bar
Terraza Kentia Pool Bar
Terra Café
Terra Café Terrace
Terra My Favorite Club Terrace
Access Kentia terrace / Public street
Kentia Solarium
Swimming pool
Meeting Room
Lobby
WC
Lifts
Rooms access
Bali Beds (solarium 1st floor)
Wellness / Gym (1st floor)
My Favorite Club Lounge
My Favorite Club Swimming pool (5th floor)
Vertigo Rooftop (5th floor)