

Sample Inntravel Customer Documentation

These documents demonstrate the supportive style of the notes that we supply with the ticketing pack for your independent holiday. Please note that details in sample documents are not updated or checked for accuracy, and in some cases they are for holidays that are no longer available through Inntravel.

Medieval Cottage Apartment

Calle Major
17811 Santa Pau
Girona

Owner: Owen Marfany
Keyholders: Ramon & Esther Tel: XXX XXXXXX

From your base in the centre of Santa Pau, soak up the atmosphere of this beautifully preserved medieval village in the Garrotxa Natural Park.

We wish you a wonderful holiday.

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Assistance:

In the rare event that you should encounter any problems during your stay, please contact the owners/agents in the first instance as they act as our representatives. Please do not wait to report any dissatisfaction until you return to the UK as problems can only be rectified if you give us the chance to do so at the time.

24-hour emergency contact with Inntravel

If you need to contact Inntravel out of office hours on urgent matters, please phone **XXXXX XXXXXX**.

Your initial call to this number will be taken by our emergency assistance service. Please provide them with your contact telephone number, location, booking reference number (if you have this easily to hand) and a brief description of your problem; they will then immediately contact Inntravel's 24-hour Duty Officer, who will call you to assist.

Please do not call this emergency number for routine matters or enquiries which can be most effectively handled by our full team during office hours.

The local emergency services in Spain can be summoned on **112**.

These notes have been compiled carefully by Inntravel with the best information available. We welcome any comments you might wish to make in order for us to improve our standards of service.

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Maps:

Walking maps: 1:25000 Map 1, 1:25000 Map 2

Driving map: 1:130,000 Map 3

Directions

From Barcelona Airport, take the motorway towards Barcelona and the *Ronda Littoral* along the seashore, following the signs for Girona/Gerona. This takes you along the new through route to the west side of the city. The motorway then joins the A17 to Girona. Continue past Girona and turn off onto the C-51 at junction 2 when you see signs for Girona South (Girona Sud) and follow signs for Banyoles and Olot. Stay on this road C-190, bypassing Banyoles, and head towards Besalu, Castellfollit and Olot along the N-06. After Besalu you will pass through some tunnels along a modern dual carriageway (beware of police speed traps in the tunnels!)

As you approach Olot take the exit to your left sign-posted Olot-Nord C-26, and continue to the roundabout. At the roundabout take the 1st turning sign posted *Centre ciutat*. Continue up along a long straight road past a Renault garage to the next roundabout where you go straight across C-13: Vic – Sta.Coloma – Sta.Pau. Follow signs for Santa Pau *GI-548*. You will come across another mini roundabout next to Consum supermarket. Keep going straight on following signs totes *direccions*. Stay on this road until you come to a large roundabout next to a Esso petrol station.

At the Esso petrol station roundabout take the first exit *GI-524* on your left towards Santa Pau approx. 30km.

As you reach the outskirts of Santa Pau, pass the supermarket on your left, then turn left after the *Caixa* bank to enter the village and follow the road past a small car park on your right, Continue straight on (i.e do not follow road round) **ignoring** the 'No Entry' sign and follow the road past *Caixa Girona* savings bank. Follow the road round and call into the ceramic shop at Carrer Major 9 to collect your keys (see arrival details) Drive down the steep Carrer del Pont, and beneath the bridge which takes you past a gravel car park on your left (note this car park as you will come back to leave your car here). Continue along the road round to your right, up into the lower square Plaça de Baix, and turn right again after the general store on the right-hand corner. **Ignore** the *No Entry* sign once more and go up

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the narrow road for a short distance, passing under the narrow medieval archway into the main square. Go under the arches and turn left into the Plaça Major square. Park anywhere in the square to unload and then return to the car park by the bridge.

From Girona Airport:

Follow signs for Figueres and France (A-2) then as above.

Arrival details

The keys are to be collected from Ramon and Esther who have the ceramic workshop in the main street just around the corner from the Caixa Girona Savings bank. Their address is Plaça Major, Santa Pau (tel XXX XXXXXX). They will be expecting you at around 1600. If you are going to be late, either telephone them or the owner's sister, Isabel in Barcelona on XXX XXXXXX. At the end of your stay, please drop the keys off at the workshop.

You should vacate your apartment on the day of departure by 1000 as the cleaner may need access shortly after that time.

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There are three wood-beamed apartments that have been carefully converted from traditional cottages, whose thick stone walls ensure they remain cool in summer. They are situated on the arcaded square in the old medieval centre of the village. Decorated in 18th century style, they each have a double bedroom, bathroom, living room and kitchen with cooker, microwave, fridge-freezer and washing machine. We have chosen the larger apartment, the only one with a balcony overlooking the square.

A welcome hamper of basic provisions is supplied, but there are ample facilities on your doorstep. The apartments are cleaned weekly before your arrival.

There will be an information book for guests in the apartment which should contain all the details you require. If you have any questions, you can ask Ramon and Esther, the keyholders or call Isabel (the owner's sister) in Barcelona on XXX XXXXXX, she speaks perfect English and is aware of your reservation. Instructions on how to work the gas appliances are appended at the end of these notes, although full instructions will also be available in your apartment.

Santa Pau

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Santa Pau is an atmospheric and well-preserved medieval village and the twisted, flower-filled streets of the Vila Vella (Old Town) are a delight to stroll around. Of interest is the 13th century arcaded Plaça Major, the small 14th century castle-cum-palace, the walls with their one remaining watchtower, and the Romanesque church. There are a few small shops, bars and a tourist office. Catalonia

The region of Catalonia (Catalunya) has known a troubled history. Settled by the Celts and then the Romans, by the end of the first millennium the area was a zone of contention between the empire-building Franks to the north and the Moors to the south. The unique identity of the Catalans began to emerge, with a distinct language and a national flag (four red bars on a yellow background). During the 13th century Catalan influence spread through military conquest and trading networks, but over the next couple of hundred years the country's influence waned, partly because of the discovery of the New World, which meant that the focus of Iberian expansionism soon lay westwards, across the Atlantic, rather than towards its traditional stamping ground of the Mediterranean.

Catalonia became a battleground again during later European wars, and there were period attempts by local nationalists to create a separate, independent state. To counter separatist attempts, the Catalan language was banned until restored by Napoleon in 1814. The country regained economic and political strength in the 19th century, but nationalist hopes were again crushed during the 1920s. As Catalonia supported the Republicans – the losing side – during the Civil War (1936-39) political and linguistic institutions were again suppressed after Franco took power. After Franco died in 1975, both democracy and the monarchy was restored, with Juan Carlos I becoming king. The Spanish parliament conferred semi-autonomous status on Catalonia in 1979.

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The Catalans are, not surprisingly, very proud of their language and long struggle for freedom, and often prefer not to speak Spanish, even to foreigners. It may be useful to know some words and phrases in Catalan.

English	Spanish	Catalan
Monday	Lunes	Dilluns
Tuesday	Martes	Dimarts
Wednesday	Miercoles	Dimecres
Thursday	Jueves	Dijous
Friday	Viernes	Divendres
Saturday	Sabado	Dissabte
Sunday	Domingo	Diumenge
Please	Por favor	Siusplau
Thank you	Gracias	Gràcies
That's okay	De nada	De res
How much is it?	Cuanto cuesta?	Quant val?
Where is it?	Donde está?	On és?

Garrotxa

The River Fluvià divides the region into two distinct parts: the Garrotxa Alta to the north of the river and the Garrotxa Baja to the south. The former is a rugged wilderness whose chalk landscapes are very abrupt, while the latter is a more fertile area characterised by low, forested mountains and lush meadows. The area is dotted with stone villages, whose architecture reflects the splendour of centuries past. However, the significant depopulation of the last century has meant that abandoned farms and hamlets are now a common sight. The Garrotxa Volcanic Natural Park, comprising some thirty cones, is an area of great natural beauty, with one of the finest volcanic landscapes in the Iberian Peninsula.

The Volcanic Natural Park

The volcano of El Croscat was the last to erupt in the area, 11,500 years ago. Despite the millennia which have elapsed since then, the volcanoes

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are theoretically dormant rather than extinct. Some of the thirty cones have the classic circular shape, while others are horseshoe-shaped after part of the rim collapsed under the flowing lava. There are over twenty lava flows in the park, some as much as 16km. long and several dozen metres deep.

There were demands to protect the area as early as 1917, at a time when concern for the environment was practically unheard of. The volcanic zone finally won protection in 1982 when a decree was passed by the Catalan parliament, making it the first area to be granted protection by the parliament. It was declared a Natural Park in 1985.

The Santa Margarida Volcano

It took two eruptions for the crater of the Santa Margarida volcano to reach the size it is (it measures 420 metres in diameter). A first, less powerful eruption created a horseshoe-shaped cone. A second, more explosive eruption resulted in the expansion of the crater. The church in the centre is dedicated to Santa Margarida. It is Romanesque in origin, but was restored in the 1970s. According to legend, Santa Margarida succeeded in taming the dragon that lived in the crater. You can walk right through the centre of this volcano and there is an interesting visitors' centre.

Sightseeing

Situated between the Pyrenees and the rugged Catalan Coast, the Garrotxa is an area full of interest for walkers, nature lovers and for exploring by car. You can choose between the high mountains of the Pyrenees, the wooded foothills of the Garrotxa or the rugged coast dotted with pretty fishing villages, all with one hours drive. We enclose suggested walks and maps for the local area.

Olot

Olot is a small market town and is the capital of the Garrotxa. It is a pleasant place, but rather than being dotted with medieval buildings like so many of the other villages in the area, the buildings date from the 18th and 19th centuries – an earthquake in 1474 destroyed the medieval town. This did not prevent it from prospering, however, thanks to the textile industry and the production of religious statues.

Olot is also a well-known artistic centre – the custom of printing pictures on the cotton fabrics spawned the Olot Public School of Drawing. Examples of

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the work of Olot artists, who found the Garrotxan landscapes so inspiring, can be seen in the Museu Comarcal de la Garrotxa which is housed in a former hospice on c/Hospici off c/Mulleras. Besides landscapes, there are also various sculptures by Miquel Blay, a *modernista* (art nouveau) sculptor.

The town's other main attraction is the Volcano Museum, housed in an elegant building in the Parc Nou. It is usually open July to September 10:00-14:00 and 17:00-19:00, October to June 10:00-14:00 and 16:00-18:00, and has a number of interactive demonstrations all about volcanoes and earthquakes, which you can understand even if you don't speak Spanish. There is also a lively little bar on the ground floor, and you can pick up leaflets about the natural park.

Some of Olot's most interesting buildings can be found on the Passeig de Blay, a long, thin square where the weekly market is held every Monday. At the top end is the *modernista* (art nouveau) Casa Gaietà dating from 1905. Further along is the 19th-century theatre and the Casa Solà-Morale. The latter was renovated in the early 20th century, when a balcony and art nouveau sculptures were added, although some of the original 18th-century features can still be seen. You may be lucky to come across stalls selling all manner of cheeses, *chorizo*, *churros* (thin, doughnut like cakes), wine and olive oil in the Passeig. The Casa Museu Can Trincheria, a beautiful and lovingly restored example of an 18th century mansion house can be found as you leave the Passeig de Miguel Blay on the right.

While market day is very lively, Tuesdays are very quiet in contrast – all the museums (and some shops) are closed.

Ribes de Freser (1hr)

A spa town, at the confluence of the rivers Nuria and Freser, and it is known for its health-giving waters, and also a busy market town. It is the start point for the lovely journey by rack railway up the Núria Valley via Queralbs. The railway was opened in 1931 and the journey takes you through spectacular mountain scenery to Núria, 2000m above sea-level, where you can enjoy a meal in the monastery or simply admire your surroundings. The Virgin of Núria, the patron saint of Pyrenean shepherds, is venerated in a shrine here founded in the 11th century. Take the train up and walk back down – see walking notes.

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Besalú (20 mins)

Besalú is a lovely medieval town. The gatehouse in the middle of the famous fortified bridge still retains its portcullis. The town was for some time quite important, as when the Moors were expelled from the area it became the centre of an independent kingdom. It continued to prosper until the 14th century, when its importance waned. In the town centre are two fine Romanesque churches, Sant Vicenç and Sant Pere, the latter being the only remnant of the Benedictine monastery. Along the riverbank is a 13th century Jewish mikvah (bath-house) – one of only three in Europe from that period which remain intact. Take time to stroll around the narrow streets (especially the porticoed Calle Tallaferró) – there are many attractive buildings with sculpted façades and ornate windows. The weekly market is on Tuesdays.

Figueres, Cadaqués and Dalí

You are not far from Figueres, and if you have time to spare you may like to pay this a visit. The chief attraction is undoubtedly the Dalí Museum.

A great self-publicist, Dalí was one of the first artists to become a mass phenomenon, yet he was also a very controversial figure. His eccentric, dream-like paintings often gained mixed reactions, and he once said of himself that: “the only difference between myself and a madman is that I am not mad.”

Born in Figueres in 1904, Dalí started painting at an early age. After studying Fine Arts in Madrid in the early 1920s, he moved to Paris, where he joined the Surrealist group of painters and writers and soon became one of the movement’s leading figures with works such as *The Spectre of Sex Appeal*, *The Lugubrious Game* (1929) and *The Persistence of Memory* (1931). In many of his works he represented ‘paranoiac’ objects in landscapes remembered from his childhood in Spain. He also collaborated with Luis Buñuel in the production of the Surrealist films *Le Chien Andalou* (1928) and *L’Age d’Or* (1930). It was during this time that he met his muse and partner, the Russian Helena Ivanovna Diakonova, known as Gala, and together they moved to the United States at the start of the Second World War, where he once again became involved in cinema, as well as theatre, opera and ballet. This did not mean that he neglected painting – works from this period include *Soft Self-Portrait with Fried Bacon*, *Leda Atomica* (1949)

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and *The Madonna of Port Lligat* (1949) – and his realistic yet dream-like works earned him great acclaim on that side of the Atlantic. Shortly after the war, Dalí returned to Europe, spending lengthy periods at his house in Port Lligat near Cadaqués. History and religion were important themes in his works in the 1950s and 60s (this period has since been dubbed Dalí's 'classic' period), which included pieces such as *the Christ of St. John of the Cross* (1951), *Galatea of the Spheres* (1952), and *The Discovery of America by Christopher Columbus*.

During the 1970s Dalí devoted much time to the design and organisation of the Dalí Theatre-Museum in Figueras, in which he placed not only a large collection of his own works from his early, Surrealist and classic periods, but also selected works by other notable artists. The Theatre-Museum is open all year from 1030-1800, and in July, August and September from 0900-2000. It is closed on Mondays from October-June. Tickets cost 11 euros per person. After the death of his wife Gala, Dalí went to live at Púbol Castle, which he had bought for her in the 1970s. This now houses another museum devoted to Dalí, the House Museum. This is much more personal, containing a collection of clothing, statues and other objects chosen and arranged – often in suitably surreal style – by Dalí and Gala themselves. It is open from 15 March to 1 November from 1000-1800, but closed on Mondays, except from 15 June-15 September when it is open daily and until 2000. The entrance fee is 6 euros.

Cadaqués

This lively village is the former home of Salvador Dalí, whose house is just to the north of Cadaqués at Port Lligat. Dalí described Cadaqués as 'the most beautiful village in the world', and other artists, including Picasso, also spent much time here. The narrow, winding streets and the creamy, buttressed walls of the 16th and 17th century Church of Santa Maria, standing above the town, appear in many paintings. Within the church is an ornate gilded altarpiece created in 1727.

Many of the houses started out as humble fishermen's dwellings, but have been much altered and enlarged over the centuries. Amongst the more remarkable buildings are modernista (art nouveau) houses from the early part of the 20th century, built on the instructions of wealthy merchants. Exploring the rough, cobbled streets is a delight: as you wander, look out for the patterns and pictures depicted by the cobbles. Where artists lead,

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the middle-classes follow – and Cadaqués is no exception to this. Nowadays, artists are still present but in a minority, as the town has become popular with well-off professionals from Barcelona and elsewhere.

Entry to the Dalí House at Port Lligat

Admission to the Dalí house is on a pre-booked system which must be arranged at least a day beforehand (tel. 00 34 972 677 500, or e-mail pllgrups@dali-estate.org) There are group visits every 10 minutes, and you should arrive half an hour before your allotted time to collect your ticket (8 euros per person). The house is open from 15 March to 6 January, but closes on Mondays and public holidays up to mid-April and from mid-September, during which time it is open from 1030 until 1800. For the rest of the year it is open daily 1030-2100.

Banyoles

Banyoles dates back to the 9th century when a group of monks at the monastery of Sant Esteve dug out a series of drainage channels which enabled them to control the water levels in the lake and turned what was a relatively barren area into a verdant valley where agriculture soon flourished. From there on the town expanded attracting flour mills and paper mills in the 13th and 14th centuries and soon became the local administrative centre. Of note to visit in the town is the 13th century arcaded Plaça Major (1297), the remains of the original Sant Esteve monastery with church and cloister and Carrer de la Parreira the shortest and narrowest street in Banyoles which used to house the wool workers in medieval times, one of the richest trade guilds of the time. The ornate three storey houses on this street are made from highly sculptured Banyoles stone. There are a couple of interesting museums: The Regional Archaeological Museum house in a 14th century gothic palace - Pia Almoina and the Darder Museum of Natural History and La Draga Neolithic Park on the Eastern bank of the lake. Note: all are closed on Mondays and Sunday pm, they generally open 10-13:30 and 16:00-18:30 Tue-Sat

Banyoles' main attraction is clearly the turquoise blue lake at its edge, famous for hosting the Olympic rowing events in 1992. Once at the lake, you will find plentiful cycle paths, cafés and restaurants to while away a very agreeable day by the water. Places to eat along the popular south shore include La Pesquera, with an outside grill and terrace (and named after the private boat-houses you see dotted around the shore); Hotel

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Mirallac, with its adjoining cafeteria terrace; and Aquarium, which is more of an upmarket café. There is also a well-stocked tourist office on the lakeshore, in a refurbished fishing house (*pesquera*), offering a good selection of information on the town and surrounding area.

Girona

No trip to the area would be complete without a visit to the provincial capital, Girona, sadly a much overlooked jewel of a city.

There has been a settlement on the site of today's city for hundreds of years. The spot was originally chosen for its strategic location at the confluence of four rivers: here, the mighty Ter, flowing down from the Pyrenees, meets the Güell, the Galligants, and the Onyar. It is the Onyar which gives Girona its best-known street-scene, of ochre and terracotta town-houses facing across the river to the opposite bank. The town was already significant by Roman times, and it was the Romans who raised the fortified walls which still surround the old quarter today. For much of their length, the walls are in good condition, and the city's authorities have set up an Archaeological Walk (*Passeig Arqueològic*) which runs right round the old town. Within the walls is a maze of tiny streets and alleyways following the ancient pattern and connecting higgledy-piggledy groups of houses. Not to be missed is a visit to the magnificent Cathedral, mainly Gothic but added to at various times over the past few centuries and containing several outstanding medieval works of art (admission 5 euros, which includes audio guide). Other places of interest are: the 14th century Church of St. Feliù; the 12th century Arab Baths (*Banyes Arabs*), which were actually built several centuries after the Moors were driven out of the area; and El Call, the Jewish Quarter, which is one of the best-preserved in Europe. Venturing into the labyrinth of passages and squares which link the ancient houses here allows you to catch a glimpse of the enclosed world in which many townspeople lived and worked in medieval times.

The period of high civilisation which began with the Roman colonisation continued for several hundred years, with an influx of new ideas and a flowering of artistic life, and Christians and Jews co-existing in harmony. However, this ended with persecution of the Jews in the 14th and 15th centuries. The declaration of Madrid as Spain's capital in 1561 and the discovery and exploration of the New World shifted the focus of power away from the east coast of the Iberian peninsula to the centre and west.

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Girona did however continue to flourish in later centuries as a commercial centre, and was important enough to be stormed by Napoleon's army in 1809, during the Peninsular Wars, when some of the older buildings were destroyed. These were replaced by the houses which now present their fine façade to the River Onyar. The street running just behind these houses is Las Ramblas, the main shopping street.

Eating Out

There are several excellent restaurants in Girona where you can enjoy the local specialities. La Penyora on Calle Aderena , tel. XXXX XX XX XX, is centrally located, and specialises in seafood and roast kid. Expect to pay around 45 euros per head. The Albereda, on Calle Taietà (tel. XXXX XX XX XX), is on the outskirts of the town and is one of the best restaurants in Catalunya - worthy of splashing out for a real treat. Prices here are understandably high, given its growing gourmet reputation, and menus range from 55 to 95 euros. The El Cellar de Can Roca, on Calle Fournas (tel. XXXX XX XX XX), in the Jewish Quarter, serves seafood and has considerably lower priced menus. The Divinum, on Calle Teatre (tel. XXXX XX XX XX), is in the old town and has a menu of mainly Catalan food which changes daily. Expect to pay around 35 euros.

Eating Out and Volcanic cuisine

Cuina Volcànica, or volcanic cuisine is a name given to the markedly regional cuisine found in the Garrotxa. The restaurants offering *Cuina Volcànica* use traditional ingredients from the area, vegetables and pulses that thrive in the rich volcanic soils and the animals that graze there. Typical dishes include: *els Cargols* snails, *les Castanyes* chestnuts, *els Fesols* beans, *els Naps negres* local parsnips, *les Patates d'Olot* potatoes stuffed with meat, *els peus de Porc* pigs trotters, *el Senglar* wild boar and *bollets* wild mushrooms (this is just one variety of wild mushroom, and probably the most common). In Santa Pau we highly recommend eating at Cal Sastre, a cosy, intimate restaurant under the arcades of the central square. Since it opened twenty years ago, the restaurant has justly earned an excellent reputation and built up a loyal local following, offering traditional regional cuisine with a wide choice of dishes. The pumpkin puree and local bean (fesols) dishes are exceptionally good.

For a wider choice of shops and restaurants, visit the bustling town of Olot. Here try the Restaurant la Deu or Hotel-restaurant La Perla, both offer

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good local cuisine. In Besalu we have had excellent meals at La Pont Vell, the first restaurant on the left after walking across the old bridge and also at Curia Real just past the Pont Vell in the next square.

The cuisine of this region as a whole combines typical Catalan dishes with recipes unique to the Garrotxa. Classic dishes are quite creative and often mix different tastes within the same dish: rabbit with meatballs and wild mushrooms, duck with pears, the semi-sweet *peuada* (boned pig's trotters with eggs and sugar), or apples stuffed with meat. Local pork and mutton, the quality of which is exceptionally good, are important components of many of the dishes, and many other specialities are based on salted cod or wild game, such as partridge with cabbage. Nearer the coast, of course, seafood predominates. You will find dishes based on *suquet* (a type of fish), as well as mussels, prawns and anchovies. *Pan amb tomaquet* is bread with olive oil and squished tomato - often eaten for breakfast - an excellent complement to the local ham and cheese, and great fun to prepare. The nearby Pyrenees are one of the most important cheese-producing regions of Catalonia – try the traditional *serrat* cheeses made from sheep or goat milk.

There are many brands of sparkling cava wines, including Codorníu and Freixenet, which are dry or semi-dry. (Many Spanish sparkling wines are rather sweet.) The Ampurdán and Perelada wines are full bodied and good value. Penedés wines are some of the best, a full-bodied Burgundy type. Other local wines are Bach and Sangre, and the house wine is often well worth trying. You may like to end your meal with a *cremat*, a very special coffee which includes rum, lemon, sugar and cinnamon. The local liqueur is *Ratafia* – a fiery blend of up to 40 different herbs!

Remember that eating hours in Spain are generally later than in the UK – 2030 or so for dinner, and about 0900 for breakfast.

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Walking Notes

We give five options for walking in the area – we would grade options 1, 2, 3 and 4 as moderate walking for those who walk quite regularly (option 2 is the gentlest). Option 3, from Nuria, involves a 900+m descent and is a more challenging option.

To see how are walking notes work, please look at our [Sample Customer Documentation for our Walking holidays.](#)