

# Contact Us Sheet

Got a query or need some support?

Our UK and Overseas Teams are on hand to help

## Contracting Team

Assist with villa contract queries, stop sales, damage claims and villa moves.

**Tel: +44(0) 1283 372855**

**Email: [contracts@solmarvillas.com](mailto:contracts@solmarvillas.com)**

## Product Team

Assist with website villa descriptions and information, images, floorplans and villa arrival book information.

**Tel: +44(0) 1283 372855**

**Email: [product@solmarvillas.com](mailto:product@solmarvillas.com)**

## Sales Team

Assist with all sales bookings and adhoc booking requests.

**Tel: +44(0) 1283 505710**

**Email: [sales@solmarvillas.com](mailto:sales@solmarvillas.com)**

## Concierge Team

Assist guests before travel, including confirmation & cancellation of car hire, transfers and accommodation extras. Producing and sending Villa Information pre departure.

**Tel: +44(0) 1283 505713** - opening times are 8am-6pm Monday to Sunday.

**Email: [concierge@solmarvillas.com](mailto:concierge@solmarvillas.com)**

## 24/7 Guest Support

Holiday Helpline to assist with in-resort issues whilst guests are on holiday.

**Tel: +44(0) 1283 372719** – main opening hours are 8am-8pm Monday to Saturday and 8am-6pm Sunday.

*Out Of Hours* emergencies only 8pm-8am Monday-Saturday, and 6pm-8am Sunday.

**Email: [helpline@solmarvillas.com](mailto:helpline@solmarvillas.com)**

## Guest Care

Assist guests with post-holiday complaints, lost property, reclaims and damage claims.

**Tel: +44(0) 1283 505713** - opening times are 9am-5pm Monday to Friday.

**Email: [guest.care@solmarvillas.com](mailto:guest.care@solmarvillas.com)**

## Finance Team

Assist with payments, invoices, Eco Tax invoices and processing, refund payments, damage claim payments, and compensation payments.

**Tel: +44(0) 1283 372820**

**For invoices:**

**Email: [payments@solmarvillas.com](mailto:payments@solmarvillas.com)**

**For refunds and compensation queries:**

**Email: [accounts@solmarvillas.com](mailto:accounts@solmarvillas.com)**

## Safety & Risk

Assist with safety audits, self-assessments and all other safety and risk queries.

**Tel: +44(0) 1283 248432**

**Email: [safetyandrisk@solmarvillas.com](mailto:safetyandrisk@solmarvillas.com)**

**What to do if you have an issue with guests in resort:**

In the first instance, please contact our 24/7 Guest Support telephone line on **01283 372719**



**SOLMAR**  
VILLA HOLIDAYS