

Information on your destination Hapimag Teneriffa

Getting there

Car

From Tenerife South Airport (approx. 90 km):

Motorway towards Santa Cruz TF-1. Approximately 55 km from the airport, after the town of Candelaria, get in the right-hand lane. Cross the bridge over the TF-5 and drive uphill. After approximately 5 minutes (Ikea and Alcampo shopping centre on your left), get into the left-hand lane towards La Laguna/Puerto de la Cruz TF-5 (long, underground right-hand bend). Continue in the direction of Aeropuerto Norte/Puerto de la Cruz TF-5, as far as Puerto de la Cruz, take Exit (Salida) 32 towards Puerto de la Cruz/El Rincón/Martiáñez TF-31. Follow the road to the exit on the right to El Botánico/Parque Taoro/Loro Parque TF-312 (cross the bridge). Continue approximately 1.5 km on the Carretera del Botánico main road until you see the Cepsa petrol station on the left. After the petrol station (before the pedestrian crossing), turn left into the steep uphill road (Calle de Bélgica). The Hapimag residence is located after approx. 300 m on the left.

From Tenerife North Airport (approx. 25 km):

Take the motorway Norte towards Puerto de la Cruz as far as exit (Salida) 32 for Puerto de la Cruz/El Rincón/Martiáñez TF-31, then continue as described under "From Tenerife South Airport".

Public transport

Arriving by public transport is slightly difficult. It may take a long time to get there and the change between transportation is complicated. Upon request we will be pleased to describe the route individually. Instead of travelling by public transport, however, we recommend to request a transfer through our website. Like this, you can travel easily, fastly and comfortably.

Arrival outside reception opening hours

If you arrive outside of reception opening hours, we will leave the key card for your holiday apartment for you.

1. You will find the Digibox to the right by the door of the reception.
2. Enter the last 5 digits of your membership number and press the # button. Your membership number is on the booking confirmation.
3. Take out the key card and use it to open the main entrance. The key card also gives you access to your holiday apartment.
4. Further informations are available for you in your holiday apartment.

Special information

- If you arrive outside of reception opening times, you will be received by a Digibox. To open it, type in the last 5 digits of your membership number. Remove your keychain from the Digibox.
- Additional beds (extra persons) are not allowed in the apartments
- Pets: Hapimag is obliged to abide by the following strict legal regulations: You are not allowed to bring animals into swimming pool facilities or public buildings (e.g. shops, restaurants). Animals are not allowed to be transported on public transport or transfer buses
- Please note that there is an increased rate of theft in holiday regions, in particular the theft of cars, baggage, valuables and cash. Tricksters are also more prevalent. We recommend that you check your insurance cover before travelling

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