**CONTACT DETAILS**

**HEAD OFFICE**

**E-Mail:** [headoffice@w2m.travel](mailto:headoffice@w2m.travel)

For general information please contact to: [info@w2m.travel](mailto:info@w2m.travel)

**TELF:** + 34 971 434 050

**OFFICE TIMETABLE:**

Monday to Thursday: 09:00h - 18:30h

Friday: 09:00h – 14:15h

Saturday: 9:30h - 13:00h

**BALEARIC ISLANDS**

**MALLORCA & MENORCA**

**TELF:** + 34 971 434 050

For bookings please contact with:

**MARIA MARTORELL - EXT. 1201**

For transfers please contact with: **HUMBERTO AMIGO - EXT. 1222**

**EMAIL**: booking.mallorca@w2m.travel

[Transfers.mallorca@w2m.travel](mailto:Transfers.mallorca@w2m.travel)

(Transfers & Excursions)

[groups.mallorca@w2m.travel](mailto:groups.mallorca@w2m.travel)

(Groups)

**OFFICE TIMETABLE:**

Monday to Thursday: 09:00h - 18:30h

Friday: 09:00h – 14:15h

Saturday: 9:30h - 13:00h

**EMERGENCY NUMBER FOR AGENCIES:**

**For bookings:** + 34 617 012 322

**For Transfers Mallorca:**

+ 34 680 174 837 (Airport Office)

+ 34 971 434 013 (Call Centre)

+ 34 682 617 221

**For Transfers Menorca:**

+ 34 971 369 935

+34 682 617 221

**EMERGENCY NUMBER FOR CUSTOMERS:**

+34 680 174 412 (Mallorca)

+34 608 755 757 (Menorca)

**IBIZA Y FORMENTERA**

**TELF:** + 34 971 434 164

For bookings please contact with:

**LAURA OLANO - EXT. 1252**

For transfers please contact with:

**GÉRALDINE LECERF - EXT. 1253**

**EMAIL**: [booking1.ibz@ntincoming.com](mailto:booking1.ibz@ntincoming.com)

[Transfers.ibz@ntincoming.com](mailto:Transfers.ibz@ntincoming.com) (Transfers & Excursions)

**OFFICE TIMETABLE:**

Monday to Friday: 09:00h - 19:00h

Summer – Saturday: 10:00h – 13:00h

**EMERGENCY NUMBER:**

+34 634 901 651

[booking.ibz@ntincoming.com](mailto:booking.ibz@ntincoming.com)

(Groups)

**SANTA SUSANNA – COSTA BRAVA**

For bookings please contact with:

**TELF:** + 34 93 767 7930

**ESTER PIGRAU - EXT. 1114**

**NATALIA JANER – EXT. 1108**

For transfers please contact with:

**TEL:** + 93 767 8088

**DUSAN STAJIC - EXT. 1156**

**EMAIL**: [ester.pigrau@w2m.travel](mailto:ester.pigrau@w2m.travel)

[Natalia.janer@w2m.travel](mailto:Natalia.janer@w2m.travel)

(Booking)

[dusan.stajic@w2m.travel](mailto:dusan.stajic@w2m.travel)

(Transfers)

[enric.oliva@w2m.travel](mailto:enric.oliva@w2m.travel)

(Groups)

[anna.sala@w2m.travel](mailto:anna.sala@w2m.travel)

(Contracting)

**OFFICE TIMETABLE:**

Monday to Friday: 09:00h - 19:00h Saturdays: 09:00h - 13.00h

**EMERGENCY NUMBER FOR AGENCIES:**

**For Hotels:** +34 680 174 874 (outside office hours)

**For Transfers:** + 34 661 166 207

+34 609 303 919

(Outside office hours)

**EMERGENCY NUMBER FOR CUSTOMERS:**

Calella & Pineda: +34 619550369 (Gaby)

Blanes, Tossa & Lloret: +34 628467203 (Roger)

Santa Susanna & Malgrat: +34 608078593 (Natali)

**BENIDORM - COSTA BLANCA**

For bookings please contact with:

**TELF:** +34 96 587 32 68

**INMA RAMIREZ - EXT. 1501**

For transfers please contact with:

**TELF:** +34 96 586 58 09

**ESPERANZA OROSCO - EXT. 1520**

**EMAIL**: booking1.alc@ntincoming.com

(Individual Bookings & Groups)

excursions.alc@ntincoming.com

(Transfers & Excursions)

[contract.alc@ntincoming](mailto:contract.alc@ntincoming)

(Contracting)

**OFFICE TIMETABLE:**

Monday to Friday: 9:30h - 13:30 and 15:30h - 19:30h

Saturday: 10:00h - 13:00

**EMERGENCY NUMBER:**

**For Bookings:** +34 618 327 607

**For Transfers:** +34 634 944 501

**SALOU – COSTA DORADA**

**TELF:** +34 977 35 32 07

For bookings please contact with:

**MARIA BERMEJO- EXT. 1304**

For transfers please contact with:

**DAIRIS LEVCENOKS - EXT. 1316**

**EMAIL**: [maria.bermejo@ntincoming.com](mailto:maria.bermejo@ntincoming.com)

(Booking)

[Transfers.reu@ntincoming.com](mailto:Transfers.reu@ntincoming.com)

[Excursions.reu@ntincoming.com](mailto:Excursions.reu@ntincoming.com)

(Transfers & Excursions)

[Lorena.gimenez@w2m.travel](mailto:Lorena.gimenez@w2m.travel)

(Groups)

[Antonio.bentue@w2m.travel](mailto:Antonio.bentue@w2m.travel)

(Contracting)

**OFFICE TIMETABLE:**

Monday to Friday: 09:00h - 13:00h and 15:30h - 19:30h.

Saturday: 09:00h - 13:00h

**EMERGENCY NUMBER FOR AGENCIES:**

**Hotels:**

+34 647 090 281

**Transfers:**

+34 937 672 836 (Shuttle Service)

+34 977 353 206 (transfers)

**Excursions:**

+34 679 686 757

**EMERGENCY NUMBER FOR CUSTOMERS:**

+34 647 090 281

+34 669 810 543 (Assistance)

+34 937 672 836 (Transfers)

**MALAGA – COSTA DEL SOL**

**TELF:** +34952 05 73 17

For bookings, transfers and excursions please contact with:

**SERGIO BOCANEGRA – EXT. 1402**

**EMAIL**: [booking1.agp@ntincoming.com](mailto:booking1.agp@ntincoming.com)

(Individual Bookings)

[Booking3.agp@ntincoming.com](mailto:Booking3.agp@ntincoming.com)

(Groups)

[Transfers.agp@ntincoming.com](mailto:Transfers.agp@ntincoming.com)

[contracts.agp@ntincoming.com](mailto:contracts.agp@ntincoming.com)

(Contracting)

**OFFICE TIMETABLE:**

Monday to Friday: 09:00h - 18:30h

Saturday: 9:30h - 13:00h

**EMERGENCY NUMBER:**

+34 626 011 242

**ALMERÍA – COSTA DE ALMERIA, TROPICAL, CALIDA SUR**

**TELF:** +34 952 058 092

For bookings please contact with:

**NACHO MATEO- EXT. 1453**

**EMAIL**: [Booking.lei@ntincoming.com](mailto:Booking.lei@ntincoming.com)

(Individual Bookings & Groups)

[Transfers.lei@ntincoming.com](mailto:Transfers.lei@ntincoming.com)

(Transfers & Excursions)

[contracts.lei@ntincoming.com](mailto:contracts.lei@ntincoming.com)

(Contracting)

**OFFICE TIMETABLE:**

Monday to Friday: 09:00h - 13:30h and

14:30h - 20:00h

Friday: 09:00h – 14:15h and 16:00h – 20:00h

Saturday: 09:30h - 13:30h

**EMERGENCY NUMBER:**

+34 650 571 271

+34 628 429 929

**CANARY ISLANDS**

**TELF:** +34 922 73 67 23

For bookings please contact with:

**MENCY RODRIGUEZ - EXT. 1611**

For transfers please contact with:

**IRAIDA MARTIN - EXT. 1601**

**EMAIL**: [booking.can@ntincoming.com](mailto:booking.can@ntincoming.com)

[Transfers.can@ntincoming.com](mailto:Transfers.can@ntincoming.com)

[Excursions.can@ntincoming.com](mailto:Excursions.can@ntincoming.com)

[contracts.can@ntincoming.com](mailto:contracts.can@ntincoming.com)

[groups.can@ntincoming.com](mailto:groups.can@ntincoming.com)

**OFFICE TIMETABLE:**

Monday to Thursday: 09:00h - 18:30h

Friday: 09:00h - 14:15h

Saturday: 09:00h – 13:00h

**EMERGENCY NUMBER:**

**For bookings:** +34 680 158 651

**For Transfers:** + 34 680 159 444

**For Excursions:** + 34 680 159 290

**ANDORRA**

**TELF:** +376 805070

For bookings please contact with:

**HÉLÈNE MANZANERO**

For transfers please contact with:

**PERE DÍAZ**

**EMAIL**: [booking@niuviatges.com](mailto:booking@niuviatges.com)

(Individual bookings & Groups)

[excursions@niutviatges.com](mailto:excursions@niutviatges.com)

[admin@niuviatges.com](mailto:admin@niuviatges.com)

(Contracting)

**WINTER TIMETABLE**

Monday to Friday: 09:00h - 13:00h, and 15:00h - 20:00h

Saturday: 09:00h - 15:00h

**SUMMER TIMETABLE:**

Monday to Thursday: 09:00 - 13:30h, and 14.30 – 18.30h

Friday: 09.00 -14.15h

Saturday: Closed

**EMERGENCY NUMBER:**

+376 339770

**PORTUGAL**

**TELF:** +34 971 434 205

**EMAIL**: [booking.cities@w2m.travel](mailto:booking.cities@w2m.travel)

**OFFICE TIMETABLE:**

Monday to Thursday: 09:00h - 18:30h

Friday: 09:00h – 14:15h

Saturday: 9:30h - 13:00h

**EMERGENCY NUMBER:**

+34 661 679 620

**CITIES OFFICE**

**OFFICE TIMETABLE:**

Monday to Friday: 09:00h - 13:30h and 15:00h – 18:30h

Saturday: 10:00h – 13:30h

**INDIVIDUAL BOOKINGS**

**Cities in Spain & Portugal:**

**TELF:** +34 971 434 205

**Ext.** 1280, 1281, 1287

**EMAIL**: booking.cities@w2m.travel

**EMERGENCY NUMBER:**

+34 689 940 036

**Cities Worldwide:**

**TELF:**+34 971 434 205

**Ext.** 1248

**EMAIL**: hotels.api@w2m.travel

**EMERGENCY NUMBER:**

+34 661 679 620

**GROUPS BOOKINGS**

**In Spain & Portugal:**

**TELF:** +34 917 893 824

**EMAIL**:[Groups.cities@ntincoming.com](mailto:Groups.cities@ntincoming.com)

**EMERGENCY NUMBER:**

+34 638 060 438

**CLIENT PERFORMANCE DEPARTMENT**

**TELF:** +34 971 434 050

In reference to the XML Integration please contact: **LLUC PONS – EXT 1205.**

**EMAIL**: [lluc.pons@w2m.travel](mailto:lluc.pons@w2m.travel)

**EMERGENCY NUMBER:**

+34 676 058 756

**ACCOUNTING DEPARTMENT**

**PAYMENTS** **DEPARTMENT**

**TELF:** +34 971 434 050

In reference to payments, please contact to: **ISABEL HERBERG – EXT. 1123**

**EMAIL**: [payments@w2m.travel](mailto:payments@w2m.travel)

**CHIEF FINANCE OFFICER**

**TELF:** +34 971 434 050

In reference to finance matters, please

contact to: **JORDI MUSACH – EXT 1120**

**EMAIL**: [jordi.musach@w2m.travel](mailto:jordi.musach@w2m.travel)

**RECLAMATIONS**

Regarding a reclamation or complaints, please send us an email to [online@w2m.travel](mailto:online@w2m.travel) including the reference number and destination and detailing the situation.