



## ARRIVAL INFORMATION

To help us be prepared for your arrival and make your visit a more pleasurable experience, please forward the following information.

### ARRIVAL:

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ AIRLINE/FLT#: \_\_\_\_\_

### DEPARTURE:

DATE: \_\_\_\_\_ TIME: \_\_\_\_\_ AIRLINE/FLT#: \_\_\_\_\_

Multiple arrival flights please include information separately  
Check in: 3:00 p.m. Check out: 11:00 a.m.

### WELCOME SNACK:

For your arrival, the staff will serve a welcome snack & drinks, guacamole, salsa & chips and a round of margaritas. If you want additional beverages or more Margaritas or beers & soft drinks, please add to your request.

**ARRIVAL DINNER:** Choose 1 of the 2 below menu options below. Dinner served on or before 7 p.m. Later meal service available for an extra fee.

#### MENU OPTION #1

Seasonal Fresh Green Salad  
Cream of Pumpkin Soup (shrimp broth)  
Fresh Fish Filet with tropical Salsa  
Mexican Kahlúa Flan

#### MENU OPTION #2

Tortilla Soup  
Spinach Salad with Fresh Panela Cheese  
Beef & Shrimp Fajitas  
Tres Leches Cornbread

**3 DAYS ADVANCE MENU PLANS:** include first 3 days menus plus general stocking of beverages & snacks. Menus attached.

**SHOPPING FEE 10%** - There is a service charge equal to 10% of the total cost of food and beverages purchased. Receipts will be presented.

**MEAL SERVICE DOES NOT INCLUDE THE COST OF FOOD & BEVERAGES:** A prepaid food & beverages deposit is required to avoid the need to carry cash. Service for 3 Meals/day & Snacks & Beverages purchased. An approx budget is \$30 to \$35 USD per adult per day (tree meals plus snacks and water, not alcoholic beverages as consumption varies). If not prepaid prior to arrival, the cost of Food & Beverages **MUST BE PAID** upon arrival. Receipts will be presented.

Credit Card payments subject to a 3.2% fee.



# ARRIVAL INFORMATION

**STAFF & SERVICE:**

Villa Staff include an English speaking Manager/Concierge, Chef, Sous Chef, Bartender, Waiter, 2-3 housekeepers & Night watchman.

**STAFF SCHEDULE:**

Breakfast is served on or after 9 a.m.  
Lunch around 1 p.m.  
Dinner is served by 7 p.m. Later dinner service is available for additional fee to cover staff transportation.

**GRATUITIES/TIPPING:** We are often asked for guidelines of customary gratuities. Tipping is a personal choice & depends on the level of service. The suggested gratuity is based on the total cost of the rental payment and divided through the entire staff.

**LAUNDRY:** The staff can do personal laundry for an extra fee of \$5.00 USD per washer load.

**WATER:** The water at the villa is filtered; we recommend you drink the bottle water provided.

Your arrival at the Villa, the Manager & staff will meet you, assist with luggage and give you a tour of the property. If your reservation is for less than the full 11 bedrooms, the ones not reserved will be locked.

**NOTE: If you want additional bedrooms after you arrive, this can be done as soon as payment is processed.**

GUEST (Please include names of all guests & approximate ages of children):

1. _____	2. _____
3. _____	4. _____
5. _____	6. _____
7. _____	8. _____
9. _____	10. _____
11. _____	12. _____
13. _____	14. _____
15. _____	16. _____
17. _____	18. _____
19. _____	20. _____
21. _____	22. _____

**BEDS:** The villa has 2 bedrooms with the option to be one of the other of the below, please advise prior to arrival.

Sand bedroom: Two Singles \_\_\_\_\_ One King size \_\_\_\_\_  
Yoga bedroom: Four Singles \_\_\_\_\_ One King & Two Singles \_\_\_\_\_ or Two King size \_\_\_\_\_

Baby Items:  
PackNplay \_\_\_\_\_ High chair \_\_\_\_\_

Thank you, enjoy your stay.

Contact info: 322 2281199, 3221375799, 3221077475