



# WELCOME TO CASA TRES VIDAS

## ROOM AMENITIES

Each room includes robes, beach towels, soap, shampoo, lotion, hair dryers and safes for valuables. Ironing boards are located in most suites or are available upon request.

## POWER/ELECTRICITY

Currency is the same as the U.S. No adapter is needed for your devices and appliances to work in the rooms.

## STAFF

Houseman/Maid/Cook: Your Houseman, Maid and Cook are there to assist and help make your stay at Casa Tres Vidas an enjoyable experience. They will greet you upon arrival. The staff will purchase groceries and provide the receipts. Please reimburse them for the cost of food and beverage items. Breakfast is usually served between 9:00 am and 10:00 am. If dining at the villa, meal preparation begins around 5:00 pm and dinner is served between 6:00 pm and 7:30 pm. If you dine later and the staff stays late, please note buses do not run late in the evening. You will need to provide cab fare home for them. Your villa will be cleaned daily, and all linens and towels are provided. Sunday is the staff's day off.

## GRATUITIES/TIPPING

Although we recognize that tipping is at the sole discretion of the client, it is a nice way of saying "thanks" for the services rendered any place in the world. The suggested minimum tip per day, per villa is \$60 USD for up to 6 guests or \$10.00 per guest per day for parties over 6 guests. We recommend placing tips in the envelope at the end of your stay and giving the envelope to the Manager in the office, along with the keys, when you depart. The Manager will happily disperse the tips among the Houseman, Maid and Cook that serve you.

## CHECK-IN/CHECK-OUT

Check-in is at 2:00 pm. Check-out is at 11:00 am. We can hold your luggage in the office/lobby before or after check-in/check-out.

## PHONES/OFFICE

You may receive phone calls at Casa Tres Vidas. The number to dial from the U.S. is 011 52 322 221-5317. Dial 9 to call local numbers. The office is located on street level. To reach the office, dial 100 or 0 from the phone in your room. To call a Taxi, dial \*\*500.

## SAFE/KEYS

Each room has a safe. There should be a key in the lock; if not, please contact the manager. We suggest you store all valuables in the safe. Be careful not to lose the safe key as the replacement cost is \$50 USD. Upon arrival you will be given villa keys to include a room key, front entrance key, and keys to the beach and side gates. ***Please remember to leave your keys with the houseman upon check out/departure.***

## AIR CONDITIONING

The bedrooms at CTV have Air Conditioning "A/C". The control is based on Celsius and ranges from about 18 to 26. The staff is instructed to turn the A/C on prior to your arrival from May thru October and to have it set on 22 (about 72 Fahrenheit). They are also instructed to set the A/C at 22c / 72 if you are gone for the day. Please help us conserve energy by turning off the A/C if you are out for long periods of time.

## TOWELS & LINENS

During your stay sheets will be changed on the third day of your stay, or more often upon request. Just let the maid know. If you plan to re-use your towel, please hang it up. Towels placed on the floor will be exchanged with new ones. Together we can save millions of gallons of water from chlorine and detergents. Beach towels are provided in your room and will be exchanged daily for fresh towels. Lost, missing, or towels left at the beach will be billed \$25 USD per towel.

## JACUZZI

The pump must be running for the Jacuzzi to heat up (may take up to 3 hours to heat). Ask a staff member to show you how to turn it on and off. Please note that the gas to heat the Jacuzzi is very expensive in Mexico, so we ask that you turn the Jacuzzi off at night and only run the pump/heater when you plan to use the Jacuzzi. We have sun/solar blankets for some of the Jacuzzis. Please cover the Jacuzzi at night and when not in use to conserve energy.

## WI-FI

Wi-Fi is available. The network is "QMCCTV". The password is the phone number 322 221 5317.

## LAUNDRY

The in-house laundry is heavily used for hotel linens. If you require laundry, the staff will send it our daily for you. If in by 10:00 am you should receive it by noon the next day. A small fee will apply.

## WATER

Purified bottled water is provided in all kitchens and bathrooms. The ice is made with purified water and all foods are handled with special care. We suggest you only drink bottled water during your vacation.