



LAS CASITAS VILLAGE

A WALDORF ASTORIA RESORT

Dear Guest:

We are delighted you have selected Las Casitas Village for your vacation. We anxiously await the opportunity to serve you and look forward to exceeding all your expectations and creating wonderful, lasting memories!

In preparation for your visit, we are sending you a pre-arrival package that includes information about the resort as well as request forms for special moments during your stay.

Please allow us to make your stay as pleasant and relaxing as possible by taking a few moments to review the enclosed information and send in your special requests.

You may also find more information about our restaurants, Golden Door spa, and other activities at www.lascasitavillage.com.

We are honored to have you as our guest. Have a safe journey and please call upon us to assist you in anyway!

Sincerely,

Ana Colon
V.I.P. Experience Coordinator
AColon@LuxuryResorts.com



Guest Pre-Arrival Information

Please fill in and fax back to Las Casitas Village 787-863-6758

Reservation Name					Today's Date			
Address					City, St, Zip			
Company Name					Company Web Site			
Phone #s Home, Work Cell					Email Address			
Travel Agent or Assistant Name					Phone Email			
Arrival Date		Arrival Time		Carrier		Airport Transport to Resort		
Departure Date		Depart Time		Carrier		Resort Transport to Airport		
Private Charter Tail #		FBO				Arrival Time		
Guests Staying in Villa								
Name (of Adults)				Relationship			Celebrating	
1.								
2.								
3.								
4.								
5.								
6.								
Name (of Children)				Relationship		Age	Celebrating	
1.								
2.								
3.								
4.								
Are you a New Guest?	Y N	Previous Butler Name						
Celebrating a Special Occasion: Birthday ___/___/___, Anniversary ___/___/___, Other ___/___/___								
Any special requests?								
Accompanying other guests? (provide first and last name)								

Airport Transportation Services

It is approximately 55 miles between the San Juan International Airport and the resort. The best way to get from the airport to Las Casitas Village is through our resort's transportation. We can assist with all needs and make recommendations on the best vehicle type for you.

Deluxe Motor Coach (Enter code MC on Request Form)

\$74 per person round trip

\$54 per child round trip for children 12 years or younger

Motor coaches are available for private charters (Prices may vary depending on charter)

Luxury Limousine (Enter code LL on Request Form)

\$293.50 + 15% Service Charge One way Airport Transfer (to or from the airport)

Capacity for six people with luggage

Limousines are available for exclusive excursions at \$100 per hour (3 hours minimum) / Capacity of people without luggage.

Note: There is an additional \$37(one way) charge for each additional person over six passengers. Private vehicle rates do not include driver gratuity.

Luxury Van or Sedan Car (Enter code LV on Request Form)

\$215 each way -Sedan transfer, capacity for three people with luggage

\$234 each way- Van/suburban transfer, capacity for up to 6 people with luggage

Vans and Sedans are available for exclusive excursions at \$65 per hour (3 hours minimum).

Note: There is an additional \$37(one way) charge for each additional person over six passengers. Private vehicle rates do not include driver gratuity.

**** Our Transportation specialist will determine vehicle type by number of passengers**

TRANSPORTATION REQUEST FORM

	Last Name, First Name	Date A = Arrival D = Depart	Time	Airline	Flight #	Transport Code	Notes
1.							
2.							
3.							
4.							
5.							
6.							

Restaurant Reservations Requests

Please fill in and fax back to Las Casitas Village 787-863-6758

Please visit our website: www.lascasitasvillage.com for a complete listing of Restaurants, Bars & Lounges. Reservations for our Fine Dining Restaurants listed below are highly recommended. Please provide us with your dining preferences and we will assist with your reservations:

Name for Reservation: _____

Date	# Guests	Time Requested				
		Strip House (Steak House)	Piccola Fontana (Italian)	Blossom (Japanese)	Blossom (Chinese)	Stingray (Seafood)
___/___/___						
___/___/___						
___/___/___						
___/___/___						
___/___/___						
___/___/___						
___/___/___						
___/___/___						
___/___/___						

Requests are subject to seasonal changes, occupancy and availability. We will make every effort to accommodate your preferences and will make a reservation within one hour of your requested time.

Large parties of 7 or more guests may be seated at two or more tables; some restaurants cannot accommodate large groups.

Cancellations must be placed 24 hours in advance to avoid a \$25 per person no show or cancellation fee. This policy is strictly enforced.

Activity Reservations Requests

Please fill in and fax back to Las Casitas Village 787-863-6758

Golf Reservations

	Date	Name	Time (Requested)	# of Players	Request Lessons (Y or N)
1.					
2.					
3.					
4.					
5.					
6.					

Tennis Lesson Reservations

	Date	Name	Time (Requested)	# of Players
1.				
2.				
3.				
4.				
5.				

Please specify (circle one): hard court or clay court

Edouard de Paris Salon

	H = Hair Style P = Pedicure M = Manicure	Date	Name	Time (Requested)
1.				
2.				
3.				
4.				
5.				

Most Popular Tours & Excursions - Reservations Request

Please fill in and fax back to Las Casitas Village 787-863-6758

For more information on tours and excursions please visit our website at www.LasCasitasVillage.com

Upon arrival guests must visit the El Conquistador Lobby Tour Desk to sign off on all contracted tours and excursions vouchers to finalize confirmation. Note that some tours are also contingent on minimum group sizes being met.

El Yunque Rain Forest Walking Tour *

El Yunque is the only rainforest in the US National Forest System. Discover its natural wonders as you hike along the many trails, take a dip in one of the waterfall pools, and enjoy the beautiful surroundings. Departs from the El Conquistador main lobby.

Schedule: 9am-1pm

Adult: \$52.65 **Child:** \$46.92 (7% tax included)

**(Departs daily with a minimum of 6 persons)*

Date	# Guests	Reservation Name	Time
___/___/___			9am-1pm

El Yunque Rain Forest Hiking Tour *

El Yunque also features an extensive network of hiking trails, picnic facilities. Departs from the El Conquistador main lobby.

Schedule: 9am-2pm

Adult: \$64.35 **Child:** \$57.92 (7% tax included)

**(Departs daily with a minimum of 6 persons)*

Date	# Guests	Reservation Name	Time
___/___/___			9am-2pm

Old San Juan Tour Shopping Tour *

Lose yourself in the timeless charm of the old city of San Juan, stroll down the cobbled streets, past lovely colonial buildings with colored facades and enjoy some 'retail therapy' in the irresistible designer shops on Fortaleza Street and Plaza de Armas. Departs from the El Conquistador main lobby.

Schedule: 9am-4:30pm

Adult: \$56.65 **Child:** \$47.92 (7% tax included)

**(Departs daily with a minimum of 6 persons)*

Date	# Guests	Reservation Name	Time
___/___/___			9am-4:30pm

Old City Historical Walking Tour *

Lose yourself in the timeless charm of the old city of San Juan, stroll down the cobbled streets, past lovely colonial buildings with colored facades, view the mighty twin fortresses of Fuerte San Cristobal and Castillo de San Felipe del Morro and much more. Departs from the El Conquistador main lobby.

Schedule: 9am-4:30pm

Adult: \$64.35 **Child:** \$57.92 (7% tax included)

**(Departs daily with a minimum of 6 persons)*

Date	# Guests	Reservation Name	Time
___/___/___			9am-4:30pm

Application for Babysitting Services Request

Please fill in and fax back to Las Casitas Village 787-863-6758

Guest Name		Today's Date:	
Requested Sitter Name		Room # (for office use)	

	Date Needed	From Time	To Time	Baby Sitter Confirmed (office use)
1.				
2.				
3.				
4.				
5.				
6.				

	Name of Child	Age	Gender	Comments
1.				
2.				
3.				
4.				
5.				
6.				

Las Casitas Village assumes no responsibilities, but will assist in locating baby-sitters for guest as a service only. 48 hour advance notice required.

Baby-sitting Fee:

- **\$20** per hour for the first child, **\$4** per hour for each additional child.
- **If second child is from another room, then full rate will apply.**
- Rates are higher on holidays: Additional **\$10** per hour during Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve, New Years Day, Three Kings Day (Jan. 6th) and Easter.
- **ALL BABYSITTING SERVICES WILL BE CHARGED TO THE ROOM.**
- Three hours minimum for baby-sitting.

Cancellation Policy

- 4 hours advance notice required to avoid **\$60** penalty fee.

Baby-sitting form must be signed to initiate arrangements:

I have read the above and agree to abide by the policies outlined.

Signature: _____

Guest Pre-Arrival Fax Notice

To: **Ana Colon** From: **Arriving Guest:**
Fax: 787-863-6758 Pages:
Phone: 787-863-6502 Date:
Re: Pre Arrival Information CC:

Urgent For Review Please Comment Please Reply Please Recycle

Ana Colon
V.I.P. Experience Coordinator
AColon@LuxuryResorts.com
Tel: (787) 863-6502
Fax: (787) 863-6758
www.lascasitasvillage.com