



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.lascasitasvillage.com](http://www.lascasitasvillage.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  
Concierge Coordinator

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# 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		Flight #		Carrier		
Departure Date		Depart Time		Flight #		Carrier		
Private Charter Tail #		FBO				Arrival Time		
<b>Guests Staying in Villa</b>								
Name				Relationship		Age	Celebrating	
1.								
2.								
3.								
4.								
5.								
6.								
7.								
8.								
9.								
10.								
11.								
12.								
Are you a New Guest?		Y N	Previous Butler Name		Celebrating a Special Occasion?			
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)

\$68.00 per person round trip

\$48.00 per child round trip for children 16 years or younger

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

## Luxury Limousine (Enter code LL on Request Form)

\$250.00 + 15% Service Charge One way Airport Transfer (to or from the airport)

\$100.00 per hour (3 hour minimum) for private transfers

Capacity for six to eight people with luggage.

Limousines are available for exclusive excursions at \$100.00 per hour (3 hours minimum) / Capacity of six to eight people without luggage.

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

\$160.00 each way -Sedan transfer, capacity for three people with luggage.

\$220.00 each way- Van transfer, capacity for 4-5 people with luggage.

\$40.00 per person each way , vehicle with a capacity for more than six people with luggage.







Vans and Sedans are available for exclusive excursions at \$65.00 per hour (3 hours minimum)

**\*\* 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.							

## Driving Directions to Las Casitas Village from San Juan International Airport

-  As you exit the airport, take the second right and merge with Baldorioty de Castro Avenue (Expressway 26).
-  At the end of the Expressway, (after about 10-min. drive) stay on your left lane to merge with Road # 3 East.
-  Drive on Road # 3 for about 1 hour and turn left onto Road # 194 (you will see a Video Avenue store on the left side).
-  Turn left on third traffic light by the “Burger King” and “Church’s Fried Chicken” fast foods, onto El Conquistador Avenue.
-  After you pass one (1) traffic light (about 2-min. drive), notice the blue Dept. of Transportation hotel sign and immediately take a right on the intersection, continuing El Conquistador Avenue.
-  At the end of Conquistador Avenue, turn left and immediately on your right you will see the main entrance of the El Conquistador Resort & Las Casitas Village.

# Resort Map

As guests of Las Casitas Village you will have full access to the facilities at El Conquistador Resort. Please refer to this map for attractions and restaurants.



(Map)

# Restaurant Reservations Requests

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

Please visit our website: [www.lascasitasvillage.com](http://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:

Restaurant Name (Style)	Date	Name for Reservation	Time Requested	# Guests	Special Notes
<b>Othello</b> (Italian)					
<b>Stingray</b> (Seafood)					
<b>Blossom</b> (Japanese -limited seating)					
<b>Blossom</b> (Chinese)					
<b>Strip House</b> (Steak House)					

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 Reservations

	Date	Name	Time (Requested)	# of Players	Request Lessons (Y or N)
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.				



# Application for Babysitting Services Requests

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.		a.m. p.m.	a.m. p.m.	
2.		a.m. p.m.	a.m. p.m.	
3.		a.m. p.m.	a.m. p.m.	
4.		a.m. p.m.	a.m. p.m.	
5.		a.m. p.m.	a.m. p.m.	
6.		a.m. p.m.	a.m. p.m.	

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

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:

- **\$20.00** per hour for the first child, **\$4.00** per hour for each additional child.
- **If second child is from another room, then full rate will apply.**
- Rates are higher on holidays: Additional **\$10.00** per hour during Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve, New Years Day, Three Kings Day (Jan. 6<sup>th</sup>) 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 **\$60.00** penalty fee.

## Baby-sitting form must be signed to initiate arrangements:

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

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# Grocery Shopping List Requests

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

GUEST NAME	<input type="text"/>	ARRIVAL DATE	<input type="text"/>
DATE OF REQUEST	<input type="text"/>		

**PICK-UP/DELIVERY TIMES** Orders made prior to arrival will be placed in your Casita by **4:00pm**. New orders will be picked up each morning by **12:00pm**, and delivered after **4:00pm**. Specific Brands may not be available at the time of purchase. We will provide specific products or similar products to those requested unless otherwise notified. Prices are based on the actual charges of the supermarket, plus delivery charges. **PLEASE SEE CHART BELOW. PURCHASED ITEMS ARE NON-REFUNDABLE**

**DELIVERY CHARGES**

GROCERIES UP TO \$100 = \$25 Delivery  
 \$101 - \$199 = \$40 Delivery  
 \$200 - \$299 = \$55 Delivery  
 \$300 - \$399 = \$70 Delivery  
 \$400 - \$600 = \$85 Delivery

<u>DAIRY</u>	<u>QTY</u>
MILK	<input type="text"/>
LOW FAT	<input type="text"/>
SKIM	<input type="text"/>
HALF & HALF	<input type="text"/>
CREAM CHEESE	<input type="text"/>
AMERICAN	<input type="text"/>
SWISS	<input type="text"/>
COTTAGE CHEESE	<input type="text"/>
CHEDDAR (SPECIFY)	<input type="text"/>
MOZZARELLA	<input type="text"/>
YOGURT (SPECIFY)	<input type="text"/>
BUTTER	<input type="text"/>
EGGS	<input type="text"/>

<u>FRUITS*</u>	<u>QTY</u>
BANANAS	<input type="text"/>
APPLES	<input type="text"/>
ORANGES	<input type="text"/>
GRAPEFRUIT	<input type="text"/>
GRAPES	<input type="text"/>
STRAWBERRIES	<input type="text"/>
PAPAYA	<input type="text"/>
PINEAPPLE	<input type="text"/>
KIWI	<input type="text"/>
LIMES	<input type="text"/>
LEMONS	<input type="text"/>
CANTALOUPE	<input type="text"/>
HONEY DEW	<input type="text"/>

<u>MEATS</u>	<u>QTY</u>
BACON	<input type="text"/>
SAUSAGE	<input type="text"/>

<u>CEREALS</u>	<u>QTY</u>
OATMEAL (SPECIFY)	<input type="text"/>
FARINA (SPECIFY)	<input type="text"/>
PANCAKE MIX	<input type="text"/>

<u>JUICE</u>	<u>QTY</u>
ORANGE	<input type="text"/>
APPLE	<input type="text"/>
CRANBERRY	<input type="text"/>
GRAPE	<input type="text"/>

\* Some are seasonal

<u>LUNCH ITEMS</u>	<u>QTY</u>
BEEF HAMBURGERS	<input type="text"/>
VEGGIE BURGERS	<input type="text"/>
BEEF HOT DOGS	<input type="text"/>
FROZEN PIZZA: CHEESE	<input type="text"/>
FROZ. PIZZA: PEPPERONI	<input type="text"/>
FROZ. PIZZA: SAUSAGE	<input type="text"/>
FROZ. PIZZA: COMBO	<input type="text"/>
SLICED LUNCHMEATS	<input type="text"/>
HAM (SPECIFY)	<input type="text"/>
TURKEY (SPECIFY)	<input type="text"/>
BOLOGNA	<input type="text"/>
SALAMI	<input type="text"/>
PASTRAMI	<input type="text"/>
ROAST BEEF	<input type="text"/>

<u>GOODIES</u>	<u>QTY</u>
POTATO CHIPS	<input type="text"/>
BAR-B-QUE	<input type="text"/>
SOUR CREAM & ONION	<input type="text"/>
ORIGINAL	<input type="text"/>
DORITOS	<input type="text"/>
CORN CHIPS	<input type="text"/>
TOSTITOS	<input type="text"/>
PRETZELS	<input type="text"/>
POPCORN BUTTER	<input type="text"/>
POPCORN REGULAR	<input type="text"/>
COOKIES (SPECIFY)	<input type="text"/>
PEANUT BUTTER	<input type="text"/>
CRUNCH	<input type="text"/>
CREAMY	<input type="text"/>
JELLY (SPECIFY)	<input type="text"/>

<u>VEGETABLES</u>	<u>QTY</u>
ICEBERG LETTUCE	<input type="text"/>
TOMATOES	<input type="text"/>
CUCUMBERS	<input type="text"/>
GREEN PEPPERS	<input type="text"/>
ONIONS	<input type="text"/>
GARLIC	<input type="text"/>
BROCOLLI (FRESH)	<input type="text"/>
BROCOLLI (FROZEN)	<input type="text"/>
CARROTS	<input type="text"/>
BABY CARROTS	<input type="text"/>
PEAS (FROZEN)	<input type="text"/>
CORN (FROZEN)	<input type="text"/>
MIXED VEG. (FROZEN)	<input type="text"/>
SPINACH (FRESH)	<input type="text"/>
SPINACH (FROZEN)	<input type="text"/>

<u>BREAD</u>	<u>QTY</u>
WHITE	<input type="text"/>
WHOLE WHEAT (Specify)	<input type="text"/>
ENGLISH MUFFIN	<input type="text"/>
BAGELS	<input type="text"/>
HAMBURGER BUNS	<input type="text"/>
HOT DOG BUNS	<input type="text"/>
CRACKERS (SPECIFY)	<input type="text"/>

<u>CONDIMENTS</u>	<u>QTY</u>
SALT	<input type="text"/>
PEPPER	<input type="text"/>
SUGAR	<input type="text"/>
SYRUP (SPECIFY)	<input type="text"/>
HONEY	<input type="text"/>
KETCHUP	<input type="text"/>
YELLOW MUSTARD	<input type="text"/>
DIJON MUSTARD	<input type="text"/>

<u>CONDIMENTS</u>	<u>QTY</u>
MAYONNAISE	<input type="text"/>
MIRACLE WHIP	<input type="text"/>
SOUR CREAM	<input type="text"/>
GREEN OLIVES	<input type="text"/>
SWEET PICKLES	<input type="text"/>
RADISH SWEET	<input type="text"/>
RADISH DILL	<input type="text"/>
BLACK OLIVES	<input type="text"/>
DILL PICKLES	<input type="text"/>



# Guest Pre-Arrival Fax Notice

To: Ana Colon From: **Arriving Guest: (Your Name Here)**

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Fax: 787-863-6758 Pages:

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Phone: 787-863-6502 Date:

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Re: Pre Arrival Package Info. CC:

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Urgent       For Review       Please Comment       Please Reply       Please Recycle

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**Ana Colon**  
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