



Dear Guest:

We are delighted you have selected Las Casitas Resort 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.

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
AColon@LuxuryResorts.com

Carmen Rios
Concierge Coordinator
CRios@LuxuryResorts.com

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Guest Pre-Arrival Information

Please fill in and fax back to Las Casitas Resort 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) | | | | | | | |

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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 Resort 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)

\$74.00 per person round trip

\$54.00 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)

\$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 Resort 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 and Las Casitas Resort.

Restaurant Reservations Requests

Please fill in and fax back to Las Casitas Resort 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:

| Restaurant Name (Style) | Date | Name for Reservation | Time Requested | # Guests | Special Notes |
|---|------|-------------------------|-------------------|----------|---------------|
| Strip House (Steak House) | | | | | |
| La Piccola Fontana (Italian) | | | | | |
| Blossom (Japanese -limited seating) | | | | | |
| 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 Resort 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. | | | | |

Application for Babysitting Services Requests

Please fill in and fax back to Las Casitas Resort 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. | a.m. | |
| 2. | | a.m. | a.m. | |
| 3. | | a.m. | a.m. | |
| 4. | | a.m. | a.m. | |
| 5. | | a.m. | a.m. | |
| 6. | | a.m. | a.m. | |

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

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. 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 **\$60.00** penalty fee.

Baby-sitting form must be signed to initiate arrangements:

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

Signature: _____

Grocery Shopping List Requests

Please fill in and fax back to Las Casitas Resort 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 **11:00am**, and delivered before **4:00pm**. We will provide specific products or similar products to those requested unless otherwise notified. Prices are based on the actual charges of the market, plus delivery charges.

PLEASE SEE CHART BELOW. PURCHASED ITEMS ARE NON-REFUNDABLE

DELIVERY CHARGES

There will be a **\$25** service charge for the first order and a **\$5** service charge for any additional order.

| <u>DAIRY</u> | <u>QTY</u> |
|---|----------------------|
| MILK (ONE QUART) REGULAR/LOW FAT | <input type="text"/> |
| MILK (HALF GALLON) SKIM/LOWFAT/REGULAR | <input type="text"/> |
| HALF AND HALF | <input type="text"/> |
| CREAM CHEESE BAR (PHILADELPHIA) | <input type="text"/> |
| AMERICAN CHEESE | <input type="text"/> |
| SWISS CHEESE | <input type="text"/> |
| CHEDDAR CHEESE | <input type="text"/> |
| PARMESAN CHEESE | <input type="text"/> |
| BUTTER | <input type="text"/> |
| EGGS (DOZEN) | <input type="text"/> |
| YOGURT | <input type="text"/> |

| <u>CONDIMENTS</u> | <u>QTY</u> |
|-------------------|----------------------|
| SALT | <input type="text"/> |
| PEPPER | <input type="text"/> |
| PANCAKE SYRUP | <input type="text"/> |
| HONEY | <input type="text"/> |
| KETCHUP | <input type="text"/> |
| YELLOW MUSTARD | <input type="text"/> |
| DIJON MUSTARD | <input type="text"/> |
| MAYONNAISE | <input type="text"/> |
| MIRACLE WHIP | <input type="text"/> |

| | |
|-------------------------|----------------------|
| SOUR CREAM | <input type="text"/> |
| GREEN OLIVES | <input type="text"/> |
| BLACK OLIVES | <input type="text"/> |
| PICKLES (DILL OR SWEET) | <input type="text"/> |
| RADISH (DILL OR SWEET) | <input type="text"/> |

| <u>CEREALS</u> | <u>QTY</u> |
|-----------------------|----------------------|
| FROSTED FLAKES | <input type="text"/> |
| SPECIAL K | <input type="text"/> |
| CORN POPS | <input type="text"/> |
| FRUIT LOOPS | <input type="text"/> |
| RICE KRISPIES | <input type="text"/> |
| RAISIN BRAN | <input type="text"/> |
| PANCAKE MIX | <input type="text"/> |
| CREAMY WHEAT (FARINA) | <input type="text"/> |
| GRANOLA BAR | <input type="text"/> |
| GRAMOLA BITES | <input type="text"/> |

| <u>GOODIES</u> | <u>QTY</u> |
|---|----------------------|
| POTATO CHIPS (BBQ, SOUR CREAM & ONION, LIGHT SALTED, ONION, HONEY MUSTARD) | <input type="text"/> |
| DORITOS | <input type="text"/> |
| TOSTITOS | <input type="text"/> |
| CORN CHIPS | <input type="text"/> |
| PRETZELS | <input type="text"/> |
| POP CORN (BUTTER OR REGULAR) | <input type="text"/> |
| PEANUT BUTTER (SKIPPY) | <input type="text"/> |
| JELLY (SMUCKERS) - STRAWBERRY, ORANGE, GRAPE, MIXED FRUIT) | <input type="text"/> |

| <u>JUICES</u> | <u>QTY</u> |
|---|----------------------|
| VERYFINE 10OZ. (ORANGE, APPLE, CRANBERRY, GRAPE, GRAPEFRUIT, GRAPEFRUIT RUBY REDY, FRUIT PUNCH) | <input type="text"/> |
| V-8 | <input type="text"/> |
| SNAPPLE | <input type="text"/> |
| GATORADE | <input type="text"/> |
| JUICES 64OZ. (WHITE GRAPE, APPLE, CRANBERRY, ORANGE) | <input type="text"/> |

| <u>BREAD</u> | <u>QTY</u> |
|----------------|----------------------|
| WHITE | <input type="text"/> |
| WHOLE WHEAT | <input type="text"/> |
| ENGLISH MUFFIN | <input type="text"/> |
| BAGEL | <input type="text"/> |
| HOT DOG BUN | <input type="text"/> |
| HAMBURGER BUN | <input type="text"/> |

| <u>MEATS</u> | <u>QTY</u> |
|--------------|----------------------|
| HAM | <input type="text"/> |
| TURKEY | <input type="text"/> |
| BACON | <input type="text"/> |
| SAUSAGE | <input type="text"/> |

| | |
|------------|----------------------|
| SALAMI | <input type="text"/> |
| PASTRAMI | <input type="text"/> |
| ROAST BEEF | <input type="text"/> |

| <u>VEGETABLES</u> | <u>QTY</u> |
|---------------------------------|----------------------|
| LETTUCE (ICEBERG OR ROMAINE) | <input type="text"/> |
| TOMATOES | <input type="text"/> |
| GREEN PEPERS | <input type="text"/> |
| CUCUMBERS | <input type="text"/> |
| ONIONS | <input type="text"/> |
| BROCCOLI (FRESH OR FROZEN) | <input type="text"/> |
| CARROTS | <input type="text"/> |
| BABY CARROTS | <input type="text"/> |
| SPINACH | <input type="text"/> |
| CORN | <input type="text"/> |
| PEAS | <input type="text"/> |

Guest Pre-Arrival Fax Notice

To: **Ana Colon/Carmen Rios** From: **Arriving Guest:**
Fax: 787-863-6758 Pages:
Phone: 787-863-6502 Date:
Re: Pre Arrival Package Info. CC:

Urgent For Review Please Comment Please Reply Please Recycle

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