



MANUAL & RULES

Visit our page

www.luxuryvillard.com



www.luxuryvillard.com
Calle Osa Mayor # 4 Puerto Plata

welcome

Dear Guest,

Thanks for choosing to stay at Luxury Villa. We are so glad you have decided to book with us and we want to make sure you have a 5-star stay.

We just wanted to welcome you to our home. We are very excited for you to stay at our Villa and hope that you enjoy your time in Puerto Plata. Please feel free to contact us by phone if you need anything or have any questions. Our cell phone number is US (929) 400-5437 Dom. Republic (849)456-5555. You can call or text us and we will as soon as possible.

We have provided basic amenities including fresh towels, bathroom supplies, bed sheets, pillows. Please treat our Villa the same respect as you would your own home, we've put a lot of effort into making this into a lovely space to be enjoyed by our guests.

Our community is very quiet and we have a close relationship with our neighbours. We ask that you respect our neighbour's privacy and monitor noise levels during the night-time. Our Villa is also a non-smoking environment. If you need to smoke, please smoke in the parking area and dispose of your cigarettes afterward. Please remember to lock the house door when you leave.

If you have, any questions do not hesitate to contact us, using below contact details. One of our staff members will respond to your queries as soon as possible.

CONTACT

Name: Eloy
Email: puertoplataluxuryvilla@gmail.com
Phone: (849)456-5555

enjoy your stay!



Check-in time: 3:00 PM
Please NO early Check-ins.
Luggage drop-off allowed

check

Please take a moment to check the house for cleanliness, appropriate amount of linens and anything that would your stay better.

If anything is not up to your standards, please report any dissatisfaction with one of the staff members within the first 12 hours to us. It would an honour for us to make your stay if not best, better. Here is the list of things you should before you enter house.

1. Check internet is working
2. Run the taps in bathroom and kitchen
3. Read and fully understand the house rules
4. Make sure you have enough amenities
5. Do not smoke inside house
6. Keep your pets away from sofas



Car Parking

Two private garage and a large driveway for 7 cars, please be conscientious and do not block access to other properties.



Keys & Locks

The key will be given to you at the time of check in. In case of emergency there is 1 extra key in one of the kitchen cabinets.

CHECKOUT

1. Check all items are intact & not broken
2. Check sofas for scratches
3. Check Air condition and TV
4. Arrange items according to the photos
5. Put all trash in the garbage can
6. Check the kitchen/living room
7. Report any damage to the staff

Before you leave, we need few things so that we can provide welcoming environment to our next guests. Please make sure all of these items are in place. In case of any severe damage to the property please inform one of our staff members or let us know by emailing us or calling us on the contact details provided on second page.

enjoy your stay!





www.luxuryvillard.com
Calle Osa Mayor # 4 Puerto Plata

what you'll

Amenities are on the house

Pool
Dining area for 8 people 1st & 2nd floor
Hot water
BBQ grill with utensils
Freezer
Sun loungers
Beach towels
Private pool 2nd floor
Patio or Balcony
Garden or Back yard
Iron

Cable-TV
Wi-Fi
Air conditioning
Gated Community
Breakfast bar
Refrigerator
Oven
Stove
Cooking Basics
Dishes and silverware
Microwave
Air conditioning

Towels, bed sheets,
Pillows, Shampoo, soap, toothpaste
Toilet Paper
Iron
Garage parking
Free Parking
Free cleaning Services
Fire extinguisher
Safe Box
First aid kit
Generator and inverter

ADDON SERVICES

Airport Transfer
Driver
Personal chef

Catamaran
Private Security

Massage
Fresh Groceries

*Chef prices vary
Starting from \$100 to \$175*

SLEEPING QUARTERS

Complete Villa: 12 Rooms, 2 Kings beds, 9 queen beds, 1 single bed

Level 1: 4 Rooms, 1 king bed, 3 queen beds.

Level 2: 4 Rooms, 1 king bed, 3 queen beds.

Pool Area: 4 Rooms, 3 queen beds, 1 single bed

enjoy your stay!



Getting around

BY TAXI OR UBER

The best way to get around is by taxi, they're cheap, taxis are available throughout Puerto Plata and they can easily be found in the central plaza. It's a good idea to negotiate the fare before entering a cab, especially if accepting a ride from an unmarked taxi.

BY CAR

If you're taking a daytrip or traveling from one of the farther airports, rent a car. But for travelers who plan to stay in the city should avoid the unnecessary hassle.

MINIBUSES

Minibuses are another popular way to get around, minibuses operate routes between Puerto Plata's central plaza and Playa Dorada and some all the way to Sosua. We recommend negotiating the fare before catching a ride

MOTOCONCHOS

A ride to Playa Dorada is cheap if you take the popular motoconchos or taxi motorcycles, which are also found in the central plaza. But these drivers rarely provide helmets for passengers, so we recommend sticking to the taxi cabs

DO IT YOURSELF

GROCERIES

There're two supermarkets close to the villa.

1. Jumbo Supermarket: Av. Manolo Tavarez Justo
2. La Sirena supermarket: Ave. General Gregorio Luperon 14

PHARMACY'S

1. Farmacia Popular: Calle Beller # 27
Phone number: 1(809)586-1515
7:00 Am to 10:00 Pm
2. Farmacia Cristal: Av. Circunvalacion Sur
Phone number 1 (809)586-4646
7:00 Am to 11:00 Pm

BANKS/ATM MACHINES

You'll find ATMs in Playa Dorada just be aware that your withdrawal be in pesos also there is many ATMs at bank lobbies; outside bank branches, post offices and supermarkets; in pubs, restaurants and hotels; at petrol stations and in other less common locations.

Before using the ATMs here make sure you notify your bank of your travel plans.

In the event of any Wi-Fi or internet disruption, contact one of the staff members...

enjoy your stay!



food & drinks

RESTAURANTS

Manguito: Dominican Food

La Tarapa: Italian food

Doña Paula: Different cuts of meats

Ponderosa: Seafood

La Casita Azul: Dominican

DINING 4 LESS

Burger King

Pizza Hot

Big Lee's Beach Bar

Cabarete Coffee Co.

Gordito's Fresh Mex

PUBS & BARS

Maclao Rooftop Bar

Kviar

Miami Bar

Chalo Bar

Delve into the exciting Puerto Plata food scene as you let your stomach lead you to the best restaurants in the city. Get downright messy with street food at downtown markets or enjoy a creative cocktail at top bars in Playa Dorada. The city's also crammed full of pubs.

THINGS TO KNOW

TOP WATER ISN'T SAFE TO DRINK

We recommend stocking up on bottled mineral water from the local store.

FRIENDS AND VISITORS

As part of our rental agreement, we need the names of each member of your traveling party. In addition, respect the maximum visitors.

SECURITY

*Any time guest leaves the vacation rental, it is their responsibility to ensure all windows and doors are closed and locked to maintain security. We are not responsible for the loss of any personal belongings or valuables. In case you misplace something let us know so we can look out for the item during the changeover and vacation rental cleaning.

*Guest are always fully responsible for the safety and security of their children, don't leave them unsupervised.

enjoy your stay!



our house, our rules



WHERE TO PUT
TRASH/RECYCLING?

The trash will be picked up every two days or if you require it daily please let one of staff members know.



CAN I HOST PARTIES OR
ADDITIONAL GUESTS?

No parties or loud music is allowed after 10:00 pm. Guest listed at the time of check in will be allowed to enter the property. Please cooperate.



WHAT IF I DO NOT
CLEAN DISHES?

If you use any dishes during your stay, we would be grateful if you would clean them. This would be of great help. This is a must follow rule.



I WON'T TAKE OFF MY
SHOES OUTSIDE.

It is not necessary to take your shoes off to entering the property, but make sure to keep down while sitting on sofa. Keep everything clean



I HAVE PETS, CAN I
BRING THEM ON TOUR?

Pets are allowed in the rental or any of the on-site facilities, please let us know prior to your visit.



WHAT ARE THE
NEIGHBOURS QUIET HOURS?

Please respect our neighbours quiet hours starting from 10:00 PM till 07:00 AM. During these hours reduce noise and music volume. In case of any dispute or neighbour complaint, it's your duty to notify us as soon as reasonably practicable.



SPEAKER AND BOOM BOX?

No outside SPEAKERS or BOOM BOX allowed at the villa

enjoy your stay!



Carefully: Read the rules before you break them!



CAN I SMOKE OR USE
DRUGS IN HOUSE?

Both smoking and drugs are strictly prohibited inside the property. Smoking and drugs injurious to your health and others around you. Guest can only smoke outdoors in the designated areas.



CAN WE ARRANGE
VIDEO/PHOTOSHOOTS?

Feel free to take photos and videos, also to post them on social media.



HOW TO CHANGE
TOWELS AND LINENS?

Please be respectful of towels and bedsheets. Call us if you need to change any of these.



WHAT IF KEEP THE
LIGHTS ON 24/7?

We would really appreciate if you could turn off all lights when you leave the house each day, and on check out.



HOW CAN I PAY THE
DAMAGE DONE BY US?

Any damage made to property or furnishings, which exceeds the deposit amount, will be billed to the guest and will be reported to the online marketplace.



CAN I BRING AN
OUTSIDE CHEF?

Outside chefs not allowed at the villa for safety and insurance purposes.



LAST AND MOST
IMPORTANT RULE

*Have fun and enjoy your stay!
Feel free to ask anything else.*

enjoy your stay!



Housekeeping

HOUSEKEEPING

If you want daily cleaning services, please let us know at time of check in. we want to maintain a good level of cleanliness throughout your stay, this will make it much easier when check out comes!

LINEN CHANGEOVER

All our linen used in our properties are hotel grade and freshly laundered upon your arrival. However, if you want your linen to be replaced during your stay, we offer a linen change per room anytime.

BASKETBALL COURT & POOL TABEL

Feel free to use our pool table and basketball court

!!!!it's for everyone's entertainment!!!!

HAVE FUN!

This is your vacation time and we hope you make the most of our Villa, its amenities and your opportunity to relax and visit the surrounding area.

safety first

SAFETY INSTRUCTIONS

IN THE EVENT OF AN EMERGENCY DIAL

911

1.Fire extinguisher is located in the kitchen.

2.Find First Aid Kit inside the kitchen cabinet under the kitchen hob.

3.Do not reveal name of your property or address to strangers.

4.Safeguard your key to the property. If you lose your key or it is stolen, report this immediately.

enjoy your stay!



HOUSEKEEPING

No doubt one of the biggest advantages of staying in our vacation rental is our fully furnished kitchen, it's perfect for rusting up tasty breakfast, leisurely lunches and delicious dinners for all the family to enjoy.

We have basic cooking utensils and equipment that you are free to use, but we would greatly appreciate if you could clean up prior to check- out.

To simplify the inventory process, please return any kitchen items back to where you originally found them,

BARBECUE & GARDEN

Is there anything better than tucking into barbecue on a sunny afternoon?

We don't think so! We provide all the necessary equipment to cook, please use the designated barbecue utensils. Enjoy cooking and eating outside whenever you can.

LAUNDRY

We don't have laundry facilities inside the Villa

Entertainment

CABLE/TV IN ALL ROOMS

OUTDOOR SPEAKER FOR BACKYARD

enjoy your stay!



have a
great stay

Thank you so much for choosing to stay at our Villa while in Puerto Plata. We hope you will have a great time here and enjoy your stay. If there is anything you need, or anyway we can make your stay more comfortable, please let us know.

Thanks

Luxury villa

