

## Frequently Asked Questions

CHRIS, our General Manager and the entire CASA GORDON TEAM welcome you to one of the greatest vacations of your life!

IS THERE AN AGREEMENT TO SIGN THAT EXPLAINS THE TERMS AND CONDITIONS OF THE VACATION RENTAL? Yes, a signature of the group leader is required on the legal agreement. There is no refund upon cancellation, so we highly recommend travelers insurance.

WHAT DOCUMENTS DO WE NEED TO TRAVEL? Proof of citizenship is required.

DO YOU HAVE HELPFUL INFORMATION BEFORE WE GO TO COZUMEL? Yes, we have useful information for all guests traveling to Cozumel and staying at CASA GORDON.

ARE WE MET AT THE AIRPORT ON ARRIVAL? We no longer greet guests at the airport, but we will provide needed information to arrive safely to Casa Gordon.

Unfortunately, due to the local taxi union's regulations, we are not allowed to transport our guests or their luggage.

HOW FAR IS CASA GORDON? Approximately one half hour's drive from town/airport, south of the island, 18.25 KM on Coastal Highway.

WHAT ABOUT TRANSPORTATION TO/FROM CASA GORDON? For your convenience, we highly recommend renting a vehicle. Taxis run all night from town to the house, but NOT from the villa to town. Manager will be happy to help make arrangements for after hours taxis from the Casa Gordon to town.

HOW CAN I RENT A VEHICLE? There are 2 car rental agencies at the airport: AVIS and EXECUTIVE. Others are not allowed inside the airport area.

GENERAL MANAGER CHRIS will be glad to help you with the reservations. It is always better to deal with car rentals locally, to avoid unpleasant surprises!

We DO NOT recommend renting scooters.

WHAT IS THE PHONE NUMBER OF THE HOUSE? From the USA: 011 52 987 872 9555, ext. 131 office

Call local: 872 9555, ext. 131 office

HOW SAFE IT IS TO STAY AT CASA GORDON? We have someone staying on the site 24 hours a day, and an electronic system at the main entrance gate will protect your privacy.

We are proud to say that CASA GORDON is a very safe place.

IS IT EASY TO MAKE INTERNATIONAL CALLS FROM CASA GORDON? Yes, each room has its own phone, you can call from room to room, make local and international calls, and receive messages.

Long distance calls are \$1.10 US per rounded minute.

IS THERE INTERNET SERVICE? Yes, there is WI-FI internet.

SHOULD I BRING BEACH TOWELS? No need, we have them at Casa Gordon for your use.

CAN I DO LAUNDRY AT CASA GORDON? No, but the staff will be happy to do small loads for \$5 US per load during non-peak hours.

DO YOU HAVE IRONS AND IRONING BOARDS? Yes, there are 2 irons and boards available at CASA GORDON.

DO YOU HAVE HAIR DRYERS? Yes, hair dryers are available in every room.

DO I NEED AN ELECTRICAL ADAPTER? No, we have 110 Volt power and plugs, same as the US.

WHAT IS INCLUDED WITH CHEF SERVICE? We include the shopping, groceries, cooking and clean up.

NOT INCLUDED are drinks, liquor, cook/wait staff tip and additional markup items such as guacamole, snacks and purchased requests.

CAN WE PURCHASE OUR OWN DRINKS AND SNACKS? Yes, the grocery store also sells beer/liquor. Drinks will be stored in refrigerators especially for the guests self-service, located in the kitchen.

CAN YOU PURCHASE OUR DRINKS AND SNACKS? Yes, upon request we will purchase drinks/snacks for the cost of receipts, plus a 20% service charge. Drink and snack menus are available.

CAN WE MAKE ARRANGEMENTS FOR BIRTHDAYS, ANNIVERSARIES, OR OTHER SPECIAL OCCASIONS? Sure, complete with cake party items, pinata, flowers or whatever you request (special rates apply).

**WILL GUESTS WITH SPECIAL DIETS BE CONSIDERED?** Guests with special dietary restrictions, special needs children, or vegetarian needs will be accommodated; please let us know so we can plan accordingly.

**HOW AND WHEN DO WE MAKE ARRANGEMENTS FOR CHEF SERVICE?** Arrangements for chef service must be made 15 days before departure. There are worksheets for your convenience in making your menu selections.

**HOW AND WHEN DO WE PAY FOR FOOD?** Once chef services are decided, TFA will collect a food deposit prior to your departure.

**WHEN DO WE PAY FOR REQUESTED DRINKS/SNACKS?** On your departure day, you are required to pay in cash the amount due for the drinks/snacks requested during your stay. Sorry, no checks or credit cards.

**HOW AND WHEN DO WE PAY FOR LONG DISTANCE CALLS?** Any extra services provided such as long distance calls are taken from the Security deposit. Long distance calls are recorded room by room, and will be submitted with the final check out invoice. House manager will have your receipts at the time of your departure.

**HOW DO WE TIP THE STAFF?** Tips are appreciated for good service, (families are leaving an average of 7% to 10% of the rental price depending on the extent of service and size of group). If any, please leave the tips in cash with GENERAL MANAGER ONLY, so that tips are divided fairly among all staff.

**DO WE HAVE TO DO A ROOM LIST BEFORE ARRIVAL?** Yes, due to bedding options and house rules, the group leader must complete a master room list, complete with names and age divisions.

**DO YOU HAVE A FLOOR PLAN SO WE CAN DECIDE ROOM LIST?** Yes, we have floor plans for CASA GORDON.

**DO YOU HAVE EXTRA BEDDING FOR SMALL CHILDREN?** Yes, we have four small cots designed for young children. Only one cot will fit in each courtyard bedroom.

## IS THERE ENTERTAINMENT AT CASA GORDON?

Plasma TV with satellite TV

WI-FI internet

Blu-Ray DVD/CD player in media room

Blu-Ray DVD players in all bedrooms

DVD movie library

Bose portable speaker system

Pool table

Outdoor ping pong table

Chess table

Backgammon set

Board games

Book library

Card table and cards

Xbox 360 – please bring games

Play Station 2 – please bring games

Volleyball net

Hammocks

3 Kayaks

4 Stand up paddles

Binoculars

Exercise room - 2 Bikes, Precor, and Universal Weight Station

HOW ABOUT OTHER ACTIVITIES? GENERAL MANAGER, CHRIS, will be happy to help you in planning other activities:

Scuba diving

Snorkeling

Sailing

Parasailing

Sport fishing

Horseback riding

Golfing

Swimming with dolphins

Submarine trip

Jeep tours

Tours to the Mayan ruins on the mainland

Dinner recommendations and reservations

Hair braiding at the house upon request

Spa services (massage etc.) at the house upon request.

Weather permitting the scuba/snorkel/parasail boats will pick up right in front of the villa!

ANY INFORMATION TO GIVE TO ALL GUESTS? Yes, we have a "WELCOME TO CASA GORDON, COZUMEL" information package.

Included is "what happens when you arrive at the airport", "how and when check-in/check-out reminders work", "directions to CASA GORDON", "phone number and emergency numbers", "what to pack", "do's and don'ts at CASA GORDON", and "travel documents reminders".

ARE THERE RULES FOR OUR GUESTS OR FAMILIES? ONLY registered guests are allowed on property, additional guest gatherings such as weddings and special occasions require permission for ingress at CASA GORDON. Guests must adhere to maximum guest rules.

PLEASE do not offer alcohol drinks to the staff, neither during nor after working hours.

PLEASE do not smoke in the house. Do not dispose butts in sand or gardens. Ask for ashtrays if you want to smoke outside.

For your safety, PLEASE use only our plastic glasses outdoors.

Guest use of the stove and outside grill is prohibited. SORRY, it's the chef's kitchen!

Room keys have to be returned directly to MANAGER before departure or they will be considered lost.

PLEASE don't take or lose our beach towels.

PLEASE do not leave trash on our beach or in our jungle.

THANKS for your consideration for all house rules.