



## **Welcome to Casa Gordon,**

we will have a tropical drink, our compliments, ready for you. You will be given two keys. One will open your room and the other will open all common door areas such as the entrance doors, dining room doors, family room doors, patio doors etc.

Remember that check in time is 3:00 p.m., and we cannot guarantee your rooms will be ready until then. If there are no guests at the house, you may arrange in advance to arrive at an earlier time than 3:00 p.m. Please be advised that there is no breakfast or lunch on arrival day. However, it can be requested for an additional charge, if we can accommodate your group. Arrival snacks are available from our Chef Service Menu.

We provide daily maid service with clean towels everyday and sheets are changed once during your stay. In the event, you need sheets changed on an extra day, please notify the general manager.

You will be provided with beach towels during your stay and ask that you do not take them off property. Hanging towels to dry in the sun during the day is suggested. Courtyard bedroom terraces have racks for hanging bathing suits and beach towels after use.

If you use the telephone for long distance calls, please be aware that the charge is \$1.10 per one rounded minute. The computer will log exactly what room number, length of time and number dialed. This log will determine the charges to be collected from the security deposit.



## **Departure Day**

Please have your luggage in front of your door 30 minutes before departure time. This way we will assist you with your luggage to vehicles for airport departure.

Airport is about 30 minutes from house. Most airlines gates are open 2 hours before departure time. Due to extra security measures, we recommend being at airport at least 2 hours before departure.

Please be ready to check out of your room by giving your room keys directly to the house manager by 12:00 PM. Keys not returned directly to house manager before departure will be reported as lost. Please be sure you have left your towels and beach towels in your room.

### **Staff and Tipping**

CASA GORDON TEAM - COZUMEL

Chris – general manager

Luis – chef

Martin – chef helper/general maintenance

Veronica – maid service

Tony – gardener/pool maintenance

Thomas – repair maintenance

Sammy – meal service/general maintenance

Fidelito – general maintenance

For good service, gratuities are appreciated and should be given directly to the general manager to distribute amongst the entire staff. Casa Gordon team recognizes a pooling system of tipping and wish to express their appreciations for your considerations towards excellent service rendered during your vacation.



## **Casa Gordon**

18.25 Km Carretera Costera Sur (Coastal Highway South)

Cozumel, Quintana Roo, Mexico

House phone number –

From the US

011 52 987-872-9555

011 52 987-872-9559 Office

011 52 987-872-9558 Fax

011 52 987-872-9557 Staff

Local call

987-872-9555

987-872-9559 Office

987-872-9558 Fax

987-872-9557 Staff

Operator

During business hours, you can dial “131”, it will ring Office Manager.

If office manager is available, she can transfer call as requested by caller.

Telephone Extensions

Office	131
Game Room	133
Living Room	134
Kitchen	135
Staff Apt.	136
Fish Room	111
Frog Room	113
Turtle Room	121
Shell Room	122
Iguanas Room	123
Jaguar Room	124
Master	125
Private Owner	126

When dialing from Casa Gordon you must dial a “9” for an outside line, the “0” for local or US calling:

FOR US – dial “001” for international operator than area code + phone

FOR COZUMEL LOCAL – complete number listed

FOR COZUMEL CELL – you must dial 044, then area code + phone number



## **Directions to Casa Gordon from Airport:**

### **Find us on Google Maps**

When exiting airport, there will be a roundabout, go right (south) at first street and head towards the Ocean.

When you reach the ocean, turn left and head south on the Waterfront (Rafael Melgar). This street will turn into the Coastal Highway.

Go south on Coastal Highway for about 18 KM. You will pass El Cedral, Iberostar and then Punta Francesa Resort.

The gate to Casa Gordon is on your right. It is an iron green gate with a sun and moon and a white wall. The Casa Gordon logo of a jaguar is located on the left side of the wall.

Turn right into entrance and follow the road until you reach the villa. At the Y, the left takes you to the front of house and the right takes you to the garage.



### **Do's and Don'ts**

1. Do check with your local travel agent for complete documents needed for travel. Don't forget that children traveling without parent/parents must have notarized statements from parent/parents not traveling with them for permission to travel.
2. Do have a good time in the sun. Don't forget to drink plenty of water and use sunblock.
3. Do plan to swim in the ocean in front of house. Don't forget swim shoes because of limestone rocks upon beach entry.
4. Do smoke outside if you wish. Don't smoke anywhere inside the house or your rooms.
5. Do plan to use the formal dining room with maximum seating of 14 people. Don't ask staff to move table or add another table in dining room for additional seating.
6. Do plan to have parties and lots of fun. Don't use drugs of any kind in the house.
7. Do ask the staff for something you might need. Don't ask them to do things outside their job capacities like chauffer or bartend.
8. Do swim in the pool, play volleyball, cards, or board games. Don't ask to use the four-wheeler for your recreation.
9. Do realize that we are aware that things may be broken or damaged by accident. Don't forget to report these accidents to house manager.
10. Do use our beach towels, CDs, DVDs, Karaoke music and satellite card. Don't take them home with you.
11. Do relax in the sun on the beach in front of house. Don't leave valuables unattended at any time.
12. Do plan on coming back to Casa Gordon. Don't forget us.



## Packing Suggestions

Besides packing the obvious things needed for travel, here are a few suggested items to pack:

CDs, DVD movies (region 1), some CD's and movies available

Xbox 360, Playstation2, Blu-Ray DVD players, please bring your own media. Thanks.

Items worth purchasing before traveling:

- sunblock,
- sunglasses,
- bathing suits,
- insect repellent,
- camera & film,
- batteries for camera,
- disposable underwater cameras,
- snorkel/dive equipment,  
(however, this equipment is available for rent on the island),
- beach shoes,  
(Beach shoes are recommended for beach entry at Casa Gordon due to limestone rocks. Shortly after entry it is a sandy bottom.)
- books & magazines.  
(limited amount of stores carry English language reading material)
- imodium D or pepto bismol (just in case of upset stomach or turista)

The above items are available on the island, but can be rather expensive.

If you bring babies: sometimes these things are not available:

- your preferred formula,
- liner bags for bottles,
- water wings,
- children's tylenol,
- beach toys,
- baby sun hat,
- favorite American snacks or cookies

Most important remember to have all your travel documents and passport!