

# Villa Vacation

## Travel Guide

### Travelling To & From

Airport Procedures - Be sure to check in for your flights about 12-24 hours prior to travel through the online app or website.

Arrival Procedures - At customs, your passport will be verified, and you'll be asked about your reason for travel - for vacation and leisure, of course!

### Getting Around

Transfers - Your transfer company take you from the airport to your villa, locate your driver who most likely has your name on a sign near the designated pick-up area at the airport. Staff will await you at the villa. Other transfers can be arranged through the villa conceirge.

Rental Cars - A rental car can be arranged by the villa staff. For most destinations, during the time of your rental agreement, you'll obtain an international driving permit that licenses you to drive in that area.

Walking Around - Around your villa, you may find shops, restaurants, entertainment, and more. Make sure to pack reasonable footwear and sandals for walks along the beach.

### Currency

Cash - The Eastern Caribbean Dollar is used in the Islands. It's a great idea to exchange cash at your bank for a small fee prior to your trip, rather than at the airport or in destination for a much larger exchange fee.

Credit - Call your card company and banks before you travel to advise them of your travel dates and destinations. Some fees and restrictions may apply. Please note that sometimes you can use international ATMs for a fee.

Tipping - At villas, a 5-10% service fee may automatically be included. Many guests additionally tip 5-20% but this optional. Additionally, a 10-15% charge is included at restaurants, but feel free to tip more to thank for exceptional service.

### Technology

Internet - Some areas provide public Wi-Fi like in restaurants and hotels.

Device Protection - Keep electronics stored in a cool, dry space at all times.

### Services

Villa Staff - Requests can be made for things you need like groceries, hygiene items, linens, to arrange activities, or to arrange services. Some resorts offer online requests as well.

Housekeeping - Housekeeping will stop by daily according to the schedule just like a resort for trash, dishes, bedding, and more.

Private Chefs - The staff will provide possible menus. After you make your selection, the private chef will prepare your meal, and you will be invoiced typically by the meal.

Security - Your villa will be safe and secure. You can contact staff for emergencies.

### Healthy & Safety

Hydration - Keeping yourself hydrated is crucial. While you may not feel the effects of the heat right away, dehydration can quickly catch up to you while in the Caribbean.

Be smart in the sun - Here there's a potentially harsher sun, much comparable to a dessert terrain. Wear sunscreen and proper sun protection gear like hats and sunglasses.

Activities - You can soak up the relaxation as much as you want, or choose to enjoy an excursion booked with in-destination tour guides.

### Emergencies

Emergency Number - While most islands use 911 for their emergency number, the emergency number varies by island, so always check for certain prior to travel.

US Embassy - A great safety resource for the Caribbean is: <https://bb.usembassy.gov/u-s-citizen-services/>

Travel Protection - Should you need to file a travel protection claim, you will most likely be reimbursed on a credit card for approved claims. See travel protection policies for details.

Travel Staff - Should you need help with anything along your stay, contacting front desk services can be very helpful.