



## **Dear Guest,**

Welcome home and thank you for choosing to stay with us at Máre St. Clair Hotel part of the St. Clair Collection. We are honored that you have chosen to spend your valuable vacation time with us, we are looking forward to providing you with the highest standard of hospitality. As champions of happier and healthier living through the power of vacations, we strive to deliver a hassle-free vacation experience. We know that vacations are so much more than taking a vacation, it's a body and mind experience.

## **Below some helpful information to help you stay vacationed in the comfort of "your home away from home"**

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### **WiFi**

Wifi Network: St. Clair Collection Wifi

Select this option. Our broadband is open. No need to do any other step, simply enjoy your favorite device.

### **Guest Services**

The concierge can be reached at extension 83155 to assist you planning

Your vacation while you are staying at the resort. Please contact them for local attractions, dining, shopping and other activities.

### **Service and Amenities**

We are at your service. If you have any Housekeeping or Engineering request, please dial 0, our team members will be happy to assist you. We also have available sharps containers

And infant and baby necessities.

## Housekeeping

Guests staying with us more than Two weeks (14-nights) will receive a complimentary cleaning. A cleaning consists of fresh towels, bed linen, toiletry items, trash removal and vacuuming.

If you are staying with us Two weeks or less (14-nights) and would like a full clean, you can request a housekeeping service. Fees will apply.

During your stay you can order linen and towels or any other item utilizing the form located on top of the counter. Simply fill the form and mark the items needed, use the bag for the items to be replaced and leave the form out at the entrance door in order to receive your service. Make sure you leave the bag of used items inside the unit. Service will be from 8:30am-5:00pm.

Please do not place garbage outside of your unit at any time, we have trash chutes located near the elevators for your convenience.

Pool & beach towels are available daily at First Floor South wing near pool area and at the beach gate. A towel card will be issued upon check-in for your convenience.

## Check-Out

Check-out is at 11:00am. When you are ready to leave and need assistance with your belongings call operator dialing 0 and One of our bellmen will assist you. If you wish to stay longer, a charge of \$60.00 per hour will apply.

## Do's and Don'ts

So that everyone can enjoy a relaxing vacation we ask to respect the following:

- Lounge chairs and cabanas are available at pool area. They are on a first come, first served basis. Saving seats/cabanas with towels or personal items is not allowed.
- There's Lifeguards on duty at all time. Please follow all rules and regulations for your safety. coolers, food/beverage are not allowed at pool area unless are purchased at Cala Pool bar. Pool hours are 8:00am-9:00pm.
- Adults must accompany children 12-years old and younger around the resort/building and pool area.
- We have quiet hours starting at 10:00pm. Please refrain from excessive noise or loud music.

## Pet Policy

In order to maintain a quality experience for all our guests, pets are not allowed. Only service or emotional dogs with valid documentation will be accepted. A cleaning fee of \$150 will apply as well a \$250 deposit. If a pet is found in your room, you will be asked to relocate your pet to a local boarding facility and the appropriate charges will apply.

# Safety and Security Information

## Lost and Found

For items lost at Máre St. Clair Hotel property, dial extension 83148 for security or O for the operator. The following questions will be asked;

- Unit number and the area where the item was last seen
- Check-out date and the date the item was lost (if applicable)
- Description of the item
- Phone number and/or e-mail address

Your safety is very important to us, our security personnel will do everything possible to locate and found your lost items.

**\*\*\*\*\*ADDITIONAL SAFETY INFORMATION ABOUT THE RESORT\*\*\*\*\***

## Fire Safety

Check your unit for the nearest exits. Evacuation maps are located on each floor. When you hear an alarm “ACT”, do not investigate. Put these tips to work right away. Once you locate the nearest exit, make sure to exiting in a fast but calm manner.

### **FIRE IS IN YOUR UNIT:**

- Get out and closed the door
- When you are clear, report the fire by pulling the fire alarm, call operator dialing O or 911.

### **FIRE IS NOT IN YOUR UNIT:**

- If the fire is not in your unit, leave if you can.
- Take your key with you so that you can return to your room when the “all clear” is given by Resort Management or the fire department.
- Feel the door. If it’s cold open-it slowly and go out.
- If your door is hot, do not open-it. Your unit may be the safest place to be.
- Check for a secondary exit if available.

### **IF YOU CANNOT EVACUATE:**

- Seal all cracks with wet towel. Shut off all fans and air conditioners. Signal from your window and call operator dialing O or call 911.
- Stay close to the floor if smoke is in the air.
- Wait to be rescued

**Locate and use the stairs located near to your unit. Do not attempt to use the elevators.**

## **HURRICANE SAFETY/Tsunami WARNING/EARTHQUAKE/ANY OTHER EMERGENCY**

Your personal safety is the utmost importance to us.

The Resort Management Team is trained to react properly during emergencies. The resort will remain in contact with local authorities to advise guests of the actions needed to remain safe during an emergency.

If an emergency arises, we will advise you further. Please contact the Front Desk for any updates or questions by dialing the operator. If necessary, a noticed will be given to all guests and distributed prior the emergency (hurricane watch, tsunami, etc.) for your knowledge and what precautions and measures we are taking. Understand that climatic events are unpredictable and last-minute changes can occur without notice.

## **OBSERVE AND REPORT SAFETY**

Security personnel are available 24-hours, 7-days a week. We kindly ask if you happen to observe a safety concern, please let us know by dialing 0 immediately.

## **EMERGENCY NUMBERS**

Dial 0 Operator, 911

In the event of a fire, dial 0 operator or 911

Sincerely,

Delfin A. Rivera

Director of Operations-St. Clair Collection Hotels