



## CARASUCHI VILLA GARDENS COVID-19 ENHANCED PROCEDURES

Welcome to the award-winning Carasuchi Villa Gardens. We have ensured that your stay with us is both safe and healthy. Put any concerns you may have to rest; relax and enjoy your stay.

1. **Laundry & Valet Services.** Your bed linens, towels, if provided by us are freshly laundered in antibacterial detergents, using warm water.
2. **Room Service.** For our Extended-Stay Guests, you may enjoy fresh linens upon request, or every 3-days.
3. **Kitchenettes.** The kitchen facilities, utensils, and equipment have been washed, cleaned, and sanitized. In addition, we have provided sanitizer liquid for your use.
4. **Fresh Water.** Carasuchi Villa Gardens, water is safe to drink, cook with, and use from the tap as we have our own deep-well. In addition, our water is tested on a regular basis.
5. **Sanitized Entries.** For your added hygiene and safety; at each entrance to the accommodation, we have provided a sanitized door mat. Please step on the mat provided, before entering the accommodation. However, we would recommend that you remove your shoes outside before entering.
6. **Grounds Maintenance.** Additionally, the entire outside, the grounds, gardens, as well as, the pool areas are cleaned daily.
7. **Guest Are Welcome.** We are a family-friendly get-a-way destination, therefore, we welcome additional visitors and guests. However, for your safety, and the safety of the community, please sensibly limit the number, and ensure that you 'safe distance' yourselves. And, if you think necessary, wear face masks.
8. **Dining & Catering.** When food is provided, or catered by Carasuchi Villa Gardens, we will deliver the items directly to your residence, poolside, at gazebos, or wherever you may request. All preparation is conducted with hygiene-focused staff, American-standard procedures, and delivery.
9. **Award-Winning Service.** We pride ourselves on cleanliness and wonderful service. Please, do not hesitate to inform us, when you have finished meals, drinks, etc., and, we will collect your dirty dishes, waste and trash immediately to avoid lingering.
10. **Waste Removal Service.** For your safety and convenience, we provide clean, sanitized waste bins throughout your residence. Please dispose of your waste, in a timely manner, into the waste bins provided (such as, food, plastic waste, and trash). These waste bins, will be emptied by our staff, and sanitized every morning -or upon your request.
11. **24-Hour Service.** Your concierge, host, and/or butler are available 24-hours a day. Should you have any questions or concerns, please contact us immediately, using the number provided upon your arrival.

Thank you and enjoy your stay with us.

**Colin & Emi Richards**

