



Milton Bight, Roatan
Bay Islands, Honduras

www.VistaVerdeRoatan.com

Guest Handbook

Introduction

Welcome to Casa Vista Verde!

We put together these helpful pointers to help make your stay as comfortable and pleasant as possible. If you have a questions or suggestions for improvement, we look forward to hearing from you!

Guest Basket

You'll find bug spray and suntan lotion in the guest basket. Roatan has a small insect called a sand fly that can be an annoyance certain times of the year. Most people build a tolerance over time to the bite, however it can be a bother to first time visitors. Luckily, sand flies (mostly found in low lying areas and by the water, although they can be carried everywhere by the breeze) really don't like bug spray. Usually one spray in the morning and again after swimming will keep you safe all day.

Shoes

In order to minimize sand and dirt entry, we ask that you please remove shoes when entering the main house. These can usually be left on the porches and patios without issue.

Fresh Water

Fresh drinking water is not readily available on the island. Casa Vista Verde utilizes both well and cistern-stored rainwater for fresh water. All indoor plumbing is fed through an 5-stage ozone and UV-based sterilization and filtration system. While we consider the water safe for consumption, we recognize that tastes may vary, so you will also find a water cooler with treated water in the kitchen. This uses regular filtered water bottles (5 gallons). The staff will replace the bottle for you when empty, and your invoice will be billed at cost (approx. \$5 as of July 2017). If you prefer to avoid this charge, please do not use the water cooler. Due to the lack of recycling facilities on the island and the problem of trash in the water, the use of single consumption water bottles is discouraged.

Security

In order to protect guests and property and aid law enforcement, security cameras are used to monitor the property perimeter and building approach paths. Video is not used inside any of the buildings or on any of the patios. Recordings are usually automatically recycled without review. If you happen to notice missing items or any damage during your stay and believe security system footage would be helpful, please notify management immediately.

Electric

Electricity on Roatan is very expensive; approximately four times more than the average US rate. Typical costs are roughly \$200-\$250 per week depending on the season, however this can vary greatly based on amenities used. To better prepare you for your stay, the following are what some items would use (roughly) for electricity if left running for 24 hours:

Garage Walk-in Refrigerator	\$180
Outdoor Spa tub (heater and pump running)	\$140

Central Air Conditioners (cooling mode)	\$60 (each)
Pool Overflow Feature	\$35
Standalone Icemaker	\$25
Room Air Conditioners (cooling mode)	\$20 (each)
Back Yard Spotlights	\$12

Please help us conserve electricity (and lower your cost of stay) by minimizing lights and A/C use, and turning things off when not in use.

Ventilation and Cooling

At Casa Vista Verde, we've found that following these guidelines will maximize guest comfort while minimizing wear and tear on the property:

When looking to cool the house, opening doors first will help capture natural cooling from the consistent east-west breeze. Since all the exterior doors are sheltered, this also minimizes water entry in the event of a shower.

Next, fans should be used to help spread the cool air around the house. Leaving bedroom doors open will improve this effect.

Third, windows may be used to improve cooling in specific bedrooms. Because the windows are not sheltered overhead, they will admit water in the event of rain. Please remember to use the window stays to prevent window damage from swinging against the house. (Usually an east-west breeze indicates fair weather. If you notice a wind shift to west-east, it may indicate rain and/or storms in the near future. If this occurs, please assist Casa Vista Verde staff in closing and securing all the windows in the villa. Doors may or may not be left open depending on weather severity.)

If the villa is still not cool enough for your comfort, please reverse the above steps and use the central or room air conditioners.

House Windows

The windows at Casa Vista Verde are on swing-type hinges, which may be unfamiliar to most US visitors. The wind on the island can be unpredictable, and the windows will be damaged if left to swing against the house. If any windows are opened, please screw the stays down tightly to prevent this.

Window damage from swinging against the house is not considered normal wear and tear, and repairs will be charged against your security deposit if it occurs during your stay. Proper window operation will be demonstrated during checkin. If you have any questions then, or would like additional demonstrations during your stay, please contact the Casa Vista Verde staff.

Appliances

Appliances follow US conventions and will be explained at checkin; if you have any problems or questions please ask the housekeeper or property manager. Please refrain from long microwave times (>30 secs) with the plates and bowls; experience has shown they will be damaged by such exposure. If you need to use the microwave for longer periods, please transfer food to the ceramic bowls and serving dishes.

Power Failures

Like on many islands, power failures on Roatan happen sporadically. Casa Vista Verde is equipped with an 80kW diesel genset which automatically starts upon utility power failure. There is an approximate 60-90 second gap between main failure and generator startup, and an approximate 15-30 second gap when re-transferring to utility power. Should you experience a gap longer than these, please contact the property manager. Fuel for 48 hours of running time is kept on site; in the unlikely event of a longer outage fuel delivery may be required during your stay. If so, you will be contacted by the property manager beforehand so this can be arranged with minimum disruption and inconvenience.

Bedrooms and high traffic areas are equipped with rechargeable flashlights. Feel free to use these on the property during your stay, however, for the convenience of our future guests please return them to their original locations.

Smoking

For the comfort of all our guests, Casa Vista Verde is a nonsmoking house inside. Please confine smoking to the exterior.

Keys

At check-in, you'll receive keys for the main entry door, bedroom locks, and bedroom safes. The main key works in the front door (knob and deadbolt), back french doors, kitchen entry door, and cabana entry door. The basement storage area, generator door and understairs storage closet use a separate key which is not on the guest keychain. If you experience any problems from these areas, please contact the manager.

Bedroom Safes

The bedroom safes are set up to operate on keys only (front keypads are disabled). You will find a key for each room safe on the bedroom keychain. To operate, insert the key and turn it to the right, then turn the dial to the right to open, or to the left to lock, then remove the key. If you experience any problems with safe operation, please contact management for assistance.

Air Conditioners

Individual air conditioners are located in each bedroom, over the basement bar, and in the cabana. Remotes for the units in bedrooms 1-4 are located in the nightstands (The master bedroom unit does not use a remote). The remote for the bar unit is located in the top left drawer of the bar. The remote for the cabana is located in the top drawer to the right of the sink. In addition, there are larger area unit controls located in the kitchen (serving the east side of the house), and upstairs in the hall (serving the west side living areas). Electricity on Roatan is approximately four times more expensive than the average US rate; please help us conserve electricity by turning off A/C units when leaving an area and keeping windows and doors closed while units are in operation.

Pets

For the comfort of all our guests, pets are not permitted in the living areas of Casa Vista Verde. Pets may be permitted in the garage and outside areas of the property only with agreement of the property manager in advance of your stay.

Baby Equipment

Casa Vista Verde has a crib and high chair available for guest use. Please notify the property manager in advance if you wish to use these items.

Garage Doors

There are blue buttons located inside the garage by each door which operate the openers.

Cooking

Guests are of course free to use all kitchen facilities to prepare their own meals. Our housekeeping staff, which includes breakfast preparation, is scheduled for 5 ½ days per week, from 8:00AM to 4:30PM with an hour off for lunch, with Saturday afternoons, holidays, and all day Sunday off. On the days staff is scheduled, breakfast may be prepared at no additional cost (beyond the cost of groceries) for up to ten people if so desired by the guests. Cooking services are available up to seven days per week, including lunch/dinners and holidays, however additional charges will apply. When possible, schedules may be rearranged to better suit guest requirements, please consult the manager. More information is available upon request.

Electronics Instructions

Computer

The guest PC is located upstairs in the study area. This PC is typically left on all the time, and it is equipped with a battery backup for power disruptions. For security and privacy, it is set up to handle incoming and outgoing email through web browser only – outlook express and other mail programs are not enabled.

The PC has a guest account which will be opened by default. The attached HP printer can also serve as a scanner. If you have any questions on operation of the PC or require additional supplies such as paper or printer cartridges, please contact the property manager.

Wireless

Wireless access is available throughout the main house, on the patios, and in the cabana. The SSIDs all start with “VV” (example: VVMain). Please contact the property manager for the current passphrase.

Main Room Stereo/TV

Intro

The main family room entertainment system consists of a Samsung SmartTV, Kenwood stereo receiver, Bose speakers, and cable TV. There are 3 remotes, for the receiver, TV, and speakers. The

receiver also drives the outside patio speakers (both upper and lower). The Bose speakers play sound inside; the “A” speaker button on the receiver remote plays the patio downstairs speakers, and the “B” button plays to the patio upstairs speakers. The receiver is not designed to drive both upstairs and lower speakers at the same time, so if playing outside speakers on one level, please turn the other level “off”.

Operation

To watch TV

Turn on the TV, press the “Source” button, and select TV. Turn on the receiver, select “Aux” for the receiver input. Using the Bose remote, turn the speakers on (LED changes from red to green). Control the sound volume using the Bose remote.

To play Movies

Turn on the TV, press the “Source” button, and select “USB”. Select “Videos”, then select the “Movies” folder. Select the folder for the movie you would like to watch, then select the movie file. Turn on the receiver, select “Aux” for the receiver input. Control the sound volume using the Bose remote.

To play Music

Turn on the TV, press the “Source” button, and select “USB”. Select “Music”, then select the “Music” folder. Select the folder for the artist, then the album. Select the first song file, and the rest will play automatically. Control the sound as above.

To control sound on outside patios

On stereo receiver, press “A” speaker button for lower patio, “B” button for upper patio. Adjust volume using receiver volume control knob.

To control sound inside

On stereo receiver, turn on Bose speakers (LED on changes from red to green). Adjust volume using Bose remote.

To play from a BlueTooth device

Turn on the audio receiver. Press the BlueTooth button on the receiver remote. The receiver display will indicate BlueTooth Pairing mode. On your device, connect to “RX-4508”. If asked for a PIN, use “0000”. Control the stereo volume with the Bose remote or your device.

To play from an mp3 or video device

Connect your device to the mp3 cable jack on the right side of the receiver. Select “CD” as the receiver input. Play music on device; control output and (patios or inside) and volume as described above.

IF YOU EXPERIENCE ANY PROBLEMS please contact the property manager.

Media Room Stereo/TV

Intro

The media room entertainment system consists of a Samsung television with cable TV and Sony receiver/home theatre speaker system.

Operation

To play Media Library content

Turn on the receiver using the Sony remote. Press the TV/Cable button.

Turn on TV using Samsung remote. Using the “source” button in the top right, select “USB”. Pick Photos, Videos, or Music as you prefer. Select the “Movies” or “Music” folders according to your prior selection. Select the folder you would like to play, select the first file, and press enter.

To control sound

Use volume buttons on the Sony remote to adjust receiver and surround sound volume. For surround sound, use the “surround” button to select “multi” on the receiver screen. Use volume buttons on Samsung remote to adjust TV speaker volume.

To watch TV

Turn on the receiver using the Sony remote. Press the TV/Cable button.

Turn on TV using Samsung remote. Using the “source” button in the top right, select “TV”. Using the Samsung remote, choose the channel you’d like to watch.

To watch a DVD

Turn on the receiver using the Sony remote. Press the DVD/CD button.

Turn on TV using Samsung remote. Using the “source” button in the top right, select “HDMI1”. Use the Sony remote to control DVD functions.

To play from a BlueTooth device

Turn on the receiver using the Sony remote. Press TV/Cable button.

There is small BlueTooth receiver on the right side of the TV. Connect to “RT-B6”. Control the stereo volume with the Sony remote. (TV sound through the receiver is disabled when playing an external device). If you have trouble connecting, press the center button on the BlueTooth receiver to wake it up – you should see a flashing blue light. The 3.5mm plug from the TV should be in the “receive” (black) jack on the BlueTooth receiver.

To play from an mp3 device

Turn on the receiver using the Sony remote. Press TV/Cable button.

Remove the 3.5mm jack from the BlueTooth receiver, and plug in your mp3 device. Control the stereo volume with the Sony remote. (TV sound through the receiver is disabled when playing an external device).

For manual settings on the media room system,

Cable TV is connected to "TV" source on the TV

Receiver/DVD player is connected to "HDMI1" source on TV.

Sound from the TV connects to the "TV/Cable" source on the receiver.

Beach Cabana

Intro

The beach cabana has an outdoor rated Bluetooth speaker. This speaker is splash resistant but NOT waterproof. Please do not allow it to be immersed in the water. If used in sandy areas, please make sure the back cover is closed tight.

To pair your device, press the Bluetooth button on the speaker, turn on Bluetooth on your device, and activate the search/scan function. "ECO..." should be the first option.

If a device is connected to the mp3 cable, this will take priority, and Bluetooth connection will be inactive while connected.

Pool

The Casa Vista Verde pool is an infinity-edge design with separate pump for the overflow. The red switch for the overflow feature is located on the exterior wall over the outdoor spa. In the interest of conserving energy and water, please turn off the overflow pump when not in use. If you experience any difficulty with the overflow feature, please contact the property manager.

We have a safety cover available for the pool. If the pool would be a danger to you or any of the other guests, please contact the property manager, who will arrange to have the pool covered and uncovered at your convenience.

Spa

The controls for the outdoor spa will be explained at check-in. Water in the spa is replaced before each new guest check-in. If you experience any problems with the spa or water quality, please contact the property manager. The spa has an automatic filter timer that will cause the pump to operate twice a day. Please do not randomly press the panel buttons, doing so may trigger programming mode, which will require turning the spa off at the circuit breaker to reset. The control panel will be damaged if submerged under water. The correct water level with no occupants is one inch above the lower tile line. Please do not add water above this level, or allow the spa to be over-occupied so the water level rises to the control - water in the control will cause it to short, and replacement will require a 2 day service call.

This spa has a diverter valve (photo below). This shifts the water flow, and has a 180 degree operation span. When turned all the way to one side, one group of jets is activated and the other turned off. When in the middle, both groups of jets are activated. When turned all the way to the other side, the first group of jets is deactivated, and only the second is activated.

This control can only be adjusted when the jets are turned off – otherwise, water pressure prevents rotation. If you would like to change the setting, please make sure all jets are turned off first. If you have any trouble rotating this control, please STOP! and ask for assistance. Forcing the knob past its limits may break the valve inside, requiring a service call.



Finally, winds on Roatan can be unpredictable – when not in use, please use the spa strap lockdowns with the spa cover to minimize damage.

Grill

The patio grill has a propane tank provided, there will also be a full spare propane tank in the garage. If the tank empties, please contact the property manager, who will exchange and refill the tank for you. Lighting and operating instructions will be provided at check-in.

Communications

At check-in, you'll receive two cell phones for use on the island. These are a pre-pay type phone; there will be at least 200 Lempiras credit (roughly \$10.00) on the phones when you receive them. The cell phone numbers are +(504) 9833 4659 and +(504) 9932 1579. Additional Claro cards can be purchased at many outlets around the island.

Important numbers for the Claro cell are:

*199 Police

*100 to recharge with a new card

*55 to check your balance

*80 for voice mail. Inside voice mail, press 1 to listen to a message, 2 to repeat it, or 3 to delete it.

Phone numbers preloaded on the phone include:

Ana– Manager – 9566 1201

Anette- Guest Services Manager- 8866 7805

Cristobal -Caretaker – 8898 0923

Juan – Caretaker – 9835 8331

Edeliz – Housekeeper – 3353 0431

Kayaks, Tube, Beach Chairs, and other equipment

These items are typically kept locked in or near the cabana or garage for security reasons. Please don't leave gear on the beach or dock to avoid charges for lost equipment.

The kayak hulls are plastic. They are designed to withstand water pressure, but they are not designed to resist scraping over hard coral and rocks. To avoid puncturing the kayaks, necessitating a long swim home or boat rescue, **please do not drag them on the beach**. They can be transported properly by two people using the handles at each end on the kayaks (making sure they are drained first), or carried overhead by one person using the handles (again, making sure they are drained first), then placed in the water. Damage to the kayaks caused by dragging is not considered normal wear and tear, and will be charged against the security deposit.

Fishing Gear

Fishing poles and tackle are kept locked in the garage for security reasons. If you would like to use these items, please contact the property manager.

Boat and PWC

These items require separate agreements handled on site – if you are interested in using these, please contact the property manager.

Staff

Ana Loa and Anette Hernandez

Managers for Casa Vista Verde. They are responsible for overall management and guest satisfaction. Cell phones are Ana: +504 9566 1201 Anette: +504 8866 7805. They are fluent in English and Spanish. Ana is a certified Scuba Instructor, as well as the rest of our staff she holds CPR and Emergency First Response certifications.

Edeliz Maickel

Edeliz is Casa Vista Verde's housekeeper. She is normally scheduled to work 5 ½ days per week, from 8:00AM to 4:30PM with an hour off for lunch, with Saturday afternoon, Sunday, and holidays off. She is available for additional housekeeping upon your request for an additional charge. Edeliz speaks Spanish fluently, and she's eagerly working on her English.

Cristobal Carrasco and Juan Perez

Juan and Cristobal are in charge of all the greens in the property. Juan is the property caretaker. He lives in the caretaker residence with his wife Fanny at the property entrance. Cristobal handles guest driving. Juan and Cristobal speaks Spanish only, and pretend they don't understand English at all (although you'll often see them smile when they hear a joke in English).

What to Bring/What to Leave

Bring –

Water Shoes

We recommend water shoes when on the beach or in the shallow water – the coral and shells can be sharp.

Clothing

Casual is the accepted style on the island.

Currency

US Dollars and Honduran Lempiras are readily accepted in almost all businesses. Other currencies aren't, and most banks won't exchange other currencies unless you have an account. Major credit cards are usually accepted at larger establishments, however many outside service providers and smaller vendors do not. Guests who prefer to pay these by credit card may have them added to their Casa Vista Verde invoice and Casa Vista Verde will settle the supplier charge in cash, however a fee of 6.4% will be added to the outside services amounts to cover credit card processing (3.8%) and currency conversion (2.6%).

Dive Certification Cards

Passports

Current Honduras travel regulations require an expiration date at least four months in advance of entry, and some US airlines have denied boarding to travelers with passports expiring in less than six months. Please renew your passport early if you expect this to be an issue.

Driver's license

Required for car/scooter rentals on the island.

Books, DVDs, and music

Casa Vista Verde has an extensive selection for your entertainment. If you have any particular interests, please let us know and we can tell you what's available in advance of your arrival. Feel free to use these during your stay, however for the enjoyment of our future guests we ask that you please leave them at the house when you depart.

Medications

Prescription medications and even many over-the-counter remedies are not readily available on the island. Casa Vista Verde stocks first aid kits on the property, however if there are any medications you expect to use or need during your stay, we recommend bringing them from home.

Cameras and Film

Our property manager has a digital camera with underwater housing available. If there are particular events or settings you would like photographed or recorded, please let us know and we will be happy to provide you with a photo CD when you depart. For times when the property manager is not present, we recommend keeping a camera handy with lots of memory and/or film, to better capture the beauty of the island.

Snorkeling and Dive Gear

Casa Vista Verde has a limited selection of snorkels, masks, and fins intended for casual use on the property shore. For scuba equipment or more intensive snorkeling off the reef, we recommend bringing your own equipment; alternatively, Subway Watersports at Turquoise Bay also rents equipment.

Leave -

Towels

Beach and bath towels are provided

Travelers Checks

Not readily accepted by island businesses and banks

Medical

Tropical Illnesses

Malaria is rare on the island, but it has been known to occur. The US CDC classifies the malaria risk in Honduras (including Roatan) as “moderate”, with 5 cases reported in a typical year. Please consult your medical care provider in advance of your trip if you plan to take precautionary treatments; they are only available by prescription. Safe practices while on the island include the regular use of mosquito repellents with DEET, particularly if you’ll be spending time in more populated areas of the island. Typical symptoms of malaria include fever, chills, sweats, headaches, nausea or vomiting, and body aches. These symptoms can occur immediately or as many as ninety days after infection. If you notice these symptoms, even after returning home, please see a medical care provider— the only accurate way to diagnose is by using a blood test. Particularly in northern climates where malaria is rare, it may be misdiagnosed in returning travelers.

First Aid

First Aid kits are located in the kitchen pantry and cabana. Spare first aid kits and additional supplies are available through the property manager.

Pharmacies

The closest pharmacies are located in French Harbor and on the main road on the way to Coxen Hole. These are not US-style pharmacies; selections tend to be limited.

Medical Care

The closest clinics which can handle emergency care are located on the main road to Oak Harbor (heading east from Casa Vista Verde) and at the Clinica Medicentro in the MegaPlaza center, on the main road towards French Harbor (Phone #9496-1928). A decompression chamber is available at Anthony's Key for diving emergencies. In the event of an emergency, please contact the property manager, who should be able to advise an appropriate course of action.

Groceries

The closest market is Eldon's, located on the main road at the French Harbor turnoff. Usual hours are 7am-7pm Mon-Sat, Sun 9am-12pm (subject to variation). Before your stay begins, we are happy to provision the house (based on product availability).

Transport

The property manager can also help you arrange car rental, boat rental, or taxi transport, prior to or during your visit.

Gratuities

Gratuities are not required or expected, but are greatly appreciated by the staff. If you feel they are appropriate, they may be handled directly with staff members, or through the property manager as you prefer. In the absence of specific instructions, group gratuities are divided evenly among the staff who worked during your stay.