

Cleopatra Villas

Telephone: 715-2680

Check-in procedure and useful information

1. If you are making your own taxi arrangements, then go to 6 below.
2. If you've made taxi arrangements with us, our driver, Tony, will collect you at the airport and take you directly to your villa or apartment. Unless paid in advance payment for the taxi needs to be made in cash (US\$80 or EC\$213.60) directly to the driver.
3. Tony will be holding up a white "Cleopatra Villas" signboard (like a table-tennis bat).
4. Taxi fares for airport transfer are published on the taxi page of our website.
5. On taking you to the villa Tony will hand you the keys to the front door after the presented copy of your booking form has been signed. The **booking form must be signed** and verified against your passport before keys are handed over.
6. Should anything go wrong with the transfer or you encounter any delays contact ROBERT JOSPEH on 715-2680.
7. If you are making your own way the keys to your villa will be left in an envelope at the reception desk of BAY GARDENS INN. Directions or instructions on getting to your villa will be in the key envelope.
8. The supermarket closes at 6pm on a Sunday and at 11pm on Mon –Sat.
9. Most apartments have a large safety deposit box. There is no charge for the use of the safety deposit box.
10. Laundry facilities are self service at all our villa except Villa Cleopatra where laundry is done by the housekeeping staff, at EC\$30 per wash-load, as a laundrette service.
11. Towels are provided, for use in the villas and apartments only. Beach towels are not provided, therefore please bring your own.
12. We have high speed Internet service at all our villas. Should a key be necessary for Wi-Fi access it will be written in your welcome letter in your key envelope.
13. All items broken will be charged for.
14. TELEPHONE – There is a Digicel pay-as-you-go desktop mobile telephone in your unit. Outgoing calls to all the listed numbers are free (office, staff and all our villas). For making outgoing calls to non-listed numbers you will need to top-up the phone in order to make out going calls. Top-up cards can be purchased from the local shops and supermarkets. The number at the villa can be used to receive incoming calls from any part of the world.
15. We supply the first roll of toilet paper. Guests have to purchase any additional rolls required.

Check-out procedure and useful information

1. If you have made arrangements for our driver Tony to take you to the airport, then he will collect you 4 hours before your departure time, if flying from Hewanorra

- Airport and 2 hours before, if flying from Vigie Airport. Please confirm arrangements with the housekeeper.
2. The housekeeper will inventory check the apartment or villa and collect your keys on your day of departure.
 3. You will need to settle all miscellaneous bills with a member of staff before leaving, e.g. broken items, laundry, cooking etc.
 4. You will need to reserve EC\$68 per person for airport departure tax.
 5. Kindly complete our feedback form, left for your attention in the apartment.

Directions for Key Collection – If Making Your Own Transfer

Most side roads in St Lucia do not have names and most houses do not have numbers. Below is an accurate description on how to get to Bay Gardens Inn. If in doubt or if you get lost stop and ask for assistance.

1. From Hewanorra airport, take the East-Coast road to head north, which will take you through Micoud and Denery. After Denery the East-Coast road will cross the island and join the West-Coast road. On the approach to the West-Coast road you will come to a T-junction with a bus-stop on the left. Turn left and then take the first right. You will now be on the Millennium Highway, which leads to Castries.
2. At the 2nd roundabout (has a Virgin Atlantic sign in the middle), turn right into Castries. Follow the Ring Road clockwise, around the harbour. You will go past the fire station and 50 yards further arrive at a traffic light junction at the corner of the market. Filter left, following the coast-line and go straight ahead. You are now on the John Compton Highway.
3. The Highway will bend right at Vigie Airport, follow the road (along the airport runway) and at the roundabout go straight ahead (2nd exit). You are now on the Gros Islet Highway. Follow the highway, due north, for approximately 7 miles.
4. You will go past Rodney Bay shopping mall on the left hand side, when you enter Rodney Bay.
5. Take the next left turn and Bay Gardens Inn will be the first building on the left hand side.

If you get lost you can ask a local person for directions or call Robert Joseph on 715-2680.