



### **What airports are close to Casa de Campo?**

The closest airport is the La Romano Airport (LRM), which is a 10-minute taxi ride to the Villa. The one-way charge is about \$20.00 for up to 5 passengers. The next choice is the Santo Domingo airport (SDQ), which is 1 1/2 hours away. The one-way charge is about \$85.00 for up to 5 passengers. It is advisable to rent a car or van and make the easy ride to the resort. Rates vary depending on the provider. Most major car rental agencies are available and easily accessed via internet. All taxi drivers are part of a tariff system that has fixed rates and all accept U.S. Dollars.

### **What paperwork is necessary to enter Dominican Republic?**

A Valid Passport is now required.

Tickets and Documents for return or onward travel.

No Visa is required for stay up to three months.

Vaccinations – None required.

### **Can I bring food into Dominican Republic?**

The grocery store stocks almost everything you will need. However, some visitors bring in their own meats which must be in the original sealed package and stamped “USDA.”

### **Does the Villa pay for transportation to and from the airport?**

The Villa Manager will arrange to have an English-speaking taxi driver meet you at the airport and take you on the return trip, but you will pay the driver what amounts to really just a good tip.

### **What are the check-in and check-out dates?**

Check-in is 3pm and checkout is noon. However, if the Villa is not going to be occupied on either day, the Villa Manager may arrange for you to check-in or out whenever it is convenient for you. .

### **Will someone meet us at the Villa?**

The Villa Manager will greet you upon your arrival and be available to help you with the Villa operations and make any reservations, etc., to make your trip enjoyable.

### **Can I make arrangements for food, wine, restaurant reservations before we arrive?**

Yes. You can email the Villa Manager who will arrange for reservations for the show (Kandela at Altos de Chavon), restaurants, shooting range, baby sitter, butler, driver, masseuse, etc., in advance of your trip. In addition he/she will purchase and deliver provisions for the Villa selected by you, (i.e. breakfast food, wine, snacks, etc.) These items are not included in your rental agreement and you will have to pay the Villa Manager at the time invoices are presented. There is no charge for the Villa Manager services however tipping is strongly suggested.

### **How is the Villa staffed?**

The Villa Manager will greet you and introduce you to the staff. One Housekeeper and one Gardner will work everyday while you are there if the group is 6 or less. For more than 6 guests, there will be two Housekeepers that work from about 8 am to 5 pm depending on the workload required. If you need a cook for dinner, butler, driver, masseuse, babysitter etc., the Villa Manager will arrange it and charge you for the exact expense of the services. You may also request that the Housekeepers work earlier (if you have earlier tee times) or later (to serve drinks, etc.). Past an 8-hour day, they will need to be tipped or the Villa Manager will collect an extra amount for the overtime hours. (The housekeeper's will be most appreciative of any tip at the end of the trip. (Normally around \$100 for the head maid and less for her helper, but the tip is entirely up to you.)



**Do we need to rent a car?**

You do not need a car for transportation within the resort. Taxi's are available for travel to La Romana, Santo Domingo, the casino, etc. If you do decide to rent a car, there is a car rental company near the lobby of the hotel. Most people travel by touring carts (golf cart with seating for four) that are available through the resort. The Villa may have 1 touring cart that can be rented by arrangement in advance with the Villa Manager. The cost from the Villa will be the same as the resort and varies slightly by season, but averages around \$40.00 per day, per cart. The carts will be your responsibility so you will accept responsibility for any damage, and release the Villa from any liability in case of injury. The Villa Manager will invoice for the carts and you will pay the Villa Manager prior to your departure.

**What currency should I use?**

The Dominican Peso is the official currency of the Dominican Republic. The exchange rate fluctuates, but is generally pegged to the U.S. dollar. Dollars are easily and gratefully accepted almost everywhere in Casa de Campo, as are traveler's checks. There is a bank in the hotel that will exchange dollars for pesos. Most often, the rate is best there! Credit Cards are widely accepted, including the grocery stores. Before you leave for your trip, your credit card company can tell you the rate of exchange and you can compare it to using dollars or traveler's checks. An ATM machine that will accept most Credit Cards is located in the hotel lobby.

**How can I arrange tee times?**

Tee times are one of the few activities that the Villa Manager cannot arrange. It is best if you communicate with the tee time coordinator directly so you can get a written confirmation of the tee times and change them if you are not satisfied with the proposed schedule. Tee times should be reserved as far in advance as possible of your trip. Fax your tee time's request to 809-523-8800 or e-mail to [t.times@ccampo.com.do](mailto:t.times@ccampo.com.do)

**What are the rates to play golf?**

These rates change by season and often there is a package available, therefore, it is best to contact the tee time coordinator and ask or call the pro shop at 809-523-3187. You may be classified as a "golfer in a private Villa" and pay a flat rate per round including golf cart. There is also a twilight rate available after 2:30 pm. They will schedule you to rotate the three courses, but you can see the starter within 24 hours of playing and he will usually switch courses for you if there are open times. There are A, B and C caddies that are available at reasonable rates (about \$25 per round) to forecaddie, read greens, or drive the cart if you prefer to walk.

**Can I use a hotel charge card while at the Villa?**

Yes. In fact, it is a requirement that you go to the Villa Owners' Club to obtain a resort card upon your arrival. You will pay \$25.00 per day for a resort charge card that will entitle you to use all of the facilities and charge any services such as golf, shooting range, horseback riding, food at the beach, etc. They will give you multiple cards for no extra cost so each person in the Villa can charge. You can also arrange to have sub cards under the master card so that the expenses are broken down by person. Before you leave, you must go to the Villa Owners' Club and pay the bill. You may use a credit card if you desire.

**How do I make telephone calls?**

There is a phone in every bedroom, living room and kitchen. You can call out by dialing 921 and your number either locally or internationally. You will be billed for the calls when you check out of the Villa Owners' Club. The villa phone # is (809) 523-2487. The Villa also has Vonage telephone service which is a free call to the United States, Canada and some country's in Europe ONLY. No local calls are to me made from this telephone because it is essentially a Boston, MA exchange. The number is (781) 968-5766. Guests are welcome to use this service for free. It is only on the telephone at the desk in the living room. All other telephones are for making local calls.

Several mobile phones work in the Dominican Republic. The phone company is Codetel, which is owned by Verizon. Check before you leave the states and your phone company can arrange to have the phone activated for use overseas.

**How do I dress for dinner?**

The attire is generally casual, however, most men wear long pants at night, which is required at some restaurants. In the winter months the temperature at night may be 70F or below. When riding in the carts to and from dinner, it may be a good idea to bring a sweater.

**What do I do if I am sick?**

Casa de Campo has a nurse on staff full time and a doctor on call. Call the front desk X3333 and they will get you in touch with the medical staff.

**Is it ok to drink the water?**

Even though Casa de Campo has its own water supply, don't drink the water. The Villa has bottled water in the kitchen and the maids will use the bottled water for ice. The ice you get from grocery store and the hotel is made with purified water.

**Besides cleaning, what else is included on the maids' duties?**

The maids will also make breakfast, do personal laundry, and serve coffee and drinks. Beyond that, you will have to contact the Villa Manager for extra services.

**Are there any restrictions?**

The Villa is a no smoking facility, except outside in the pool area. This is very important for future guests and the Villa Manager and maids will enforce this rule. We ask that you respect our neighbors in terms of noise and language.

**Can I bring children?**

Yes, children are welcome, but it is critical to be very cautious around the swimming pool. The interior marble floors are VERY slippery on wet feet. The pool does not have a separate childproof fence, therefore, it is a hazard and you must observe the utmost control over the children at all times. It is also critical to watch them on the stairs to the second floor where there is no railing, on all outside balconies, and the balcony overlooking the living room. These are dangerous areas and an adult must supervise the children at all times.