

Welcome

Thank you for choosing to stay with us at Casa Bella – El Yunque Rainforest Mansion! It is our goal to make sure your stay is as perfect as it can be. We strive to exceed the standard when it comes to vacation rental properties and hope you have the stay of a lifetime. At any point in your stay, if something isn't quite right, please let us know immediately so we can make it right. If you haven't done so already, be sure leave a note in our guest book and don't forget to tag & follow us on social media (IG: @casabella_pr), we would love to see how you are enjoying your stay at Casa Bella!

Casa Bella was custom-built by its original owners to be the house of their dreams. Initially built as a very grand, elevated three-bedroom/two-bathroom home, it was designed with over-size windows and large front balcony to highlight the sweeping views of the coastline. The property also included a two-car garage and private two-bedroom guest house. At the time, the owner was an avid chicken farmer and once had hundreds of chickens on the property. His wife had a passion for gardening and cultivating local produce, as still can be observed from the myriad of avocado, banana, jobo, soursop, breadfruit, papaya, and coconut palm trees still growing throughout the property today. After being abandoned, Casa Bella sat vacant for years and began to need some substantial clean-up and renovations before it could be lived in once again. It took eleven months to transform Casa Bella into the vacation rental mansion that it is today.



Front entrance street view (2020)



Beginning of driveway (2020)



Rear corner by garage (2020)

Statistics

Power

40,000-Watt Standby Generator

Water

- (3) 600 Gallon Fresh Water Cisterns
- (2) 44-Gallon Fresh Water Pressure Tanks
- (2) 40-Gallon Electric Hot Water Heaters
- (2) 1-Horsepower Inline Jet Pumps

Appliances

- 27 ft³ Front Door Refrigerator with Bottom Freezer
- 21.9 ft³ Top Freezer Refrigerator (1st Floor Patio)
- 4.8 ft³ Freestanding Gas Range
- 1.7 ft³ Over the Range Microwave
- Front Control Dishwasher with Sanitize & Dry Boost
- 4.5 ft³ Top Load Washer with Deep Fill
- 7.2 Ft³ Gas Dryer with Wrinkle Care
- Pool Heater *Coming Soon!*

Technology

- Gigabit Internet Service with (4) WiFi Mesh Extenders
- (10) SONOS Property-Wide Sound System Speakers
- (6) 55" Smart TV's (Bedrooms), (2) 65" Smart TV's (Living/Dining), (1) 43" (Pool Suite) Smart TV

Propane

- (8) 100-Pound Propane Tanks (Stove, Guest Dryer, Staff Dryer, Pool Heater)
- (4) 20-Pound Propane Tanks (BBQ & Firepits)

Air Conditioning

- (4) 24,000 BTU Mini Splits (Living Room, Kitchen, Paso Suite, Staff-Only Basement)
- (4) 18,000 BTU Mini Splits (Pool Suite, Palm Suite, Viento Room, Sierra Suite)
- (2) 12,000 BTU Mini Splits (Vista Room, Jardin Suite)

Meet The Hosts



Jeff, Experience Director

Originally from Florida, Jeff has always had a love for the Caribbean and island life. As Experience Director, he is responsible for creating the ultimate guest experience.

He is creative and quite handy when it comes to home improvement. Jeff works remotely during business hours and is often away on business trips. In his free time, you can find him sailing or enjoying a nice beach.



Joe, Property Manager

Having lived in both Puerto Rico and the States, Joe is adept in both English and Spanish. As Property Manager, he is a central figure in managing operational logistics, guest satisfaction, and the strategic procurement of services and supplies. He enjoys cooking, nature, and wellness. In his free time, you can find him at the gym or crafting jewelry.

Meet the Kitties



Tina (left), **Gaby** (right)

There are two small cats that live in the host house and often wander about the property. In early 2023, they were both desperate and hungry stray sister kittens that came to Casa Bella looking for a home. They may be a bit curious or timid at first, but they are two of the sweetest cats you will ever meet.

Please be mindful when driving through the property and keep an eye out for them. If you have a pet of your own, please let the host know so we can keep all pets safe.

Meet the Concierge



Sergio, Fix a Trip Puerto Rico

We've partnered with an excellent concierge service <https://fixatrippr.com> for our guests that will help you arrange any extra services, events, transportation, excursions, chefs, catering, or special requests that you may have during your stay.

Our consultant's name is Sergio, you may contact him directly at **[787] 630-3684** to discuss your needs. Let him know you are staying at Casa Bella; he is quite familiar with the property and will be sure to get you the best rates available.

Check In Information

Location

Address: Carr. 966 (State Road 966), Km 2.2

Rio Grande, PR 00745

GPS Coordinates: [18.355732, -65.786451]

Google Maps: Search for "Casa Bella – El Yunque Rainforest Mansion"

Check-In Time:

4:00PM

Check-Out Time:

10:00AM

Gate Access

From Outside: Enter code on the white number pad to the left side of the gate, then push [enter]. You can find this 4-digit code in the check-in instructions you will receive via your booking platform messages inbox prior to your arrival.

From Inside: Locate grey box mounted on column on half wall between the houses. Push **ONCE** firmly and **HOLD** until the gate opens.

Important: Use the far (south) side of the entrance ramp when passing through the gate, it is less steep. Many cars may not be able to climb the steep side and may bottom out. Please **do not block or stand in the gate's path**. Moving gate can cause serious injury or death. Always wait for the gate to come to a full stop before proceeding. The gate does not close automatically, please use the opposite method above to close the gate behind you.

Door Codes

Upstairs: 6246 ["Main" on a touch-tone keypad]

Pool Suite: 7665 ["Pool" on a touch-tone keypad]

Paso Suite: 7276 ["Paso" on a touch-tone keypad]

Palm Suite: 7256 ["Palm" on a touch-tone keypad]

Jardin Suite: 5273 ["Jard" on a touch-tone keypad]

Technology

Wifi: Casa Bella

Password: vacationdreams

Property-Wide Audio System: With the Android tablet (kept in the living room) use the Sonos app to control speaker zones & levels and Spotify app to select music.

Water System

The entire property is on a pressurized tank water system (fresh water stored in tanks) with septic tanks (sewage deposited into tank underground). The water is potable, but we recommend bottled water for drinking. It is safe to use for cooking and personal hygiene. Please **do not throw trash of any kind into the toilets** and only flush limited amounts of toilet paper. The septic system cannot process anything besides human waste. Please use the provided bathroom trash bins. Any costs associated with improper use of the septic system will be charged to the guests.

Trash

Please gather all the trash & leftovers, bag it neatly inside the provided trash bags, and take all trash out to the trash barrels located outside of the front gate (along the street). There are rolling trashcans near the back of the house, in front of the storage garages to assist. The trash is picked up from the street early on Friday mornings. Recycling is not available.

Contact Host

Jeff: (954) 591-1984. In case of emergency: **Dial 9-1-1**, then alert host.

House Rules

- Do not use the house linens or towels for cleaning. Please use the cleaning cloths in the laundry.
- **Do not dispose of any kind of trash in the toilets** and only flush limited amounts of toilet paper. Please use the trash bins provided. Any costs associated with improper use of the septic system will be charged to the guests.
- **Do not smoke inside.** Smoking is prohibited in any area that is under A/C. **Do not smoke within close proximity to any propane tanks.** There are tanks located under the rooftop stairs, in the staff-only basement area, in the pool deck firepits, in the barbeque grill, and in the firepit on the roof.
- Be respectful of the neighbors and **do not make excessive amounts of noise late at night.** Quiet time is between 11pm-6am. Please Do NOT play music outdoors during this time and please keep all outside noise to a minimum.
- Please use our linens responsibly. **Hang used towels to dry** instead of leaving them on the floor. Linens left sitting in water can be damaged. **For makeup removal needs, only use the gray towels provided. Do not bleach house linens.** Linen misuse can incur additional fees.
- **Keep all air conditioning units above 69°F.** Lower temperatures may cause the unit to freeze, stop working and drip water into your bedroom. This can result in water damage to furniture and your belongings. **Keep the units on** at all times, even when you depart.
- **Do not swing, stand, play on or exceed weight capacities of hanging chairs/hammocks,** these are only intended for sitting with a limited amount of motion. Weight capacities for the hanging chairs are 200 pounds each and rooftop hammocks are 300 pounds each.
- Glassware stored in the 2nd floor kitchen cabinets is intended for use only on the 2nd floor in the kitchen and dining area. Please **do not bring glass onto the pool deck,** instead use the provided plasticware stored in the 1st floor wet bar cabinets.
- **Do not attempt to start the firepits on your own.** Please ask host for assistance prior to attempting to use them. We offer one courtesy usage per stay, after which we charge a tank refill fee.
- **Do not grill under the covered patio** or move the grill from its current position, open flame must be kept away from the large propane tanks that feed the house.
- **Rinse all sand off before entering the pool and showers** by using the hose stations located outside by the grill or back entrance parking area.
- Do not run. **Floors can be slippery when wet.** Please use caution when walking on tile floors and use handrails when ascending/descending stairs.
- Always **use caution on the pool deck.** Do not leave children unattended at any time. Swim at your own risk, there is no lifeguard on duty.
- Do not lean, sit, stand, walk, or climb on eastern perimeter wall of pool **there is a risk of falling** which may cause serious injury or death.
- **Do not jump on the beds,** they will break.

Check Out Instructions

- Check-out time is 10:00AM. Most days, we have another group checking in at 4pm (later the same day). Our cleaning crew must begin cleaning no later than 10:30 AM.
- Please wash any dirty dishes or utensils and leave them in the drying rack or the dishwasher. Do not overload the dishwasher, or it will not clean the dishes properly.
- There is no need to wash any used towels or linens prior to your departure. For sanitation reasons, we always wash all towels & linens between uses.
- Please gather all the trash & leftovers, bag it neatly inside the provided trash bags, and take all trash out to the barrels located outside of the front gate (along the street). There are rolling trashcans near the back of the house, in front of the storage garages to assist. If you need more trash bags, please just ask.
- Leave all air conditioning units running (and set to 75° preferably), please do not turn them off.
- Hang any damp towels & linens in the bathroom so they can dry out. Please don't leave them bundled up damp, sitting in water, or the shower floor.

Thank you in advance for your assistance, these measures greatly help us maintain quality of service for all guests. We sincerely hope you enjoyed your time at Casa Bella and we very much hope to see you back again. If you haven't already, be sure leave a note in our guest book and don't forget to tag & follow us on social media (IG: @casabella_pr).

Arrival Information

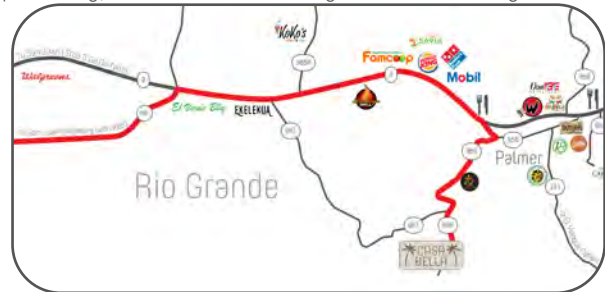
Address: Carr. 966 (State Road 966), Km 2.2, Rio Grande, PR 00745

GPS Coordinates: [18.355732, -65.786451]

Google Maps: Search for "Casa Bella – El Yunque Rainforest Mansion"

Driving Directions

We recommend getting a toll pass so you can use the PR-66 expressway, this is the fastest way [25 minutes] to get from San Juan to Rio Grande (where Casa Bella is located). The expressway will turn into PR-3 and from there are two routes to get to Casa Bella. Most GPS routes will direct you to take PR-967 up the hill (the most direct route), but PR-967 is a longer back-country mountain road [4.4km] with many, curves, hills, and potholes. If you remain on PR-3 until you get to the closer to the town of Palmer, you can briefly take PR-955 to PR-966 (less adventurous route), this keeps you on the main road longer and shortens the time spent on winding roads [2.2km]. Here is a map with the preferred route marked in red.

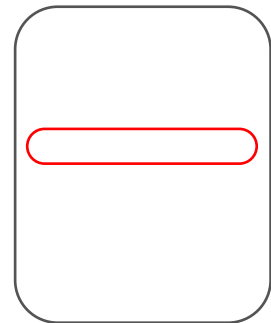


Rental Cars

Most name-brand car rental companies are located "in-airport" at the Rental Car Center (in the parking garage) directly across from the terminals of the San Juan Airport. There are also plenty more local/economy rental car facilities "off-airport" that you will need to take a shuttle to. Renting a large passenger van is also possible through companies like <https://www.targetrentacar.com>.

Ride Share

Uber is the only ride share platform in Puerto Rico, Lyft is not available. For the most part, you will not have any trouble getting an Uber to take you to or from Casa Bella, although wait times may be a bit longer (due to driver proximity) getting picked up at Casa Bella. To request a ride, you will search for "Casa Bella – El Yunque Rainforest Mansion." If an exact match does not appear as shown in the screenshot (right), you may have to choose the option to "Get more results for..." or "Search for..." until an exact match is listed.



Taxis

Taxis are readily available from the airport; tell the driver you are going to "Bo. Zarzal" near the town of Palmer near the El Yunque Rainforest in Rio Grande. You can provide the driver with the GPS coordinates for exact location.

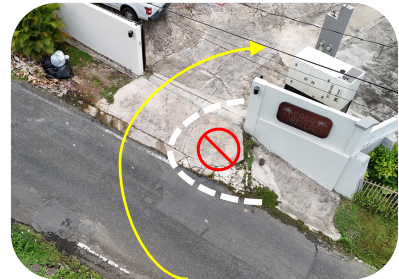
Transport

Pre-arranged private transportation for any number of passengers is readily available. Contact our concierge, Sergio at (787) 630-3684 to arrange in prior to your arrival.

User Manual

Gated Entry

Arriving to Casa Bella, you will be able to easily identify the property by the grey/beige wall with a brown back lit Casa Bella logo. There is a wood slatted gate beside it that you will need to open (and close) to gain entry to the property. On your approach, hug the left side of the street and use the left side of the entrance ramp when passing through the gate, it is less steep. Many cars may not be able to climb the steeper right side and may bottom out. Please **do not block or stand in the gate's path**. Moving gate can cause serious injury or death. Always wait for the gate to come to a full stop before proceeding. The gate does not close automatically, please use the opposite method above to close the gate behind you.



From Outside: There is a numerical keypad mounted on the column to the left side of the entry gate. Enter the 4-digit code, then push [enter]. You will be provided this code with the check-in instructions sent to you in your message inbox on the booking platform prior to your arrival.



From Inside: There is a clicker inside of a small grey metal box that is mounted on a column of the half wall between the large house and the small house. There is a sign with a large red arrow visible when heading down the driveway pointing to its location. Push **ONCE** firmly and **HOLD** until the gate opens.



Lighting

Many of the exterior lights at Casa Bella turn on automatically after dark for safety reasons, but there are some that must be controlled manually. The lights on all gazebos, the front 2nd floor balcony columns, palm tree art pieces on the 1st floor covered patio, rooftop lounge stairs are all plugged into outlets that will turn on automatically after dark. There is a switch in the living room besides the balcony door that will override the balcony column lights and prevent them from turning on. The switch is marked "Keep On" and should remain on at all times. There are some lights under and over the rear 2nd floor balcony that provide good light in the rear parking area, these are controlled by a switch on the second floor at the end of the hallway near the rear balcony door.

Internet & WiFi

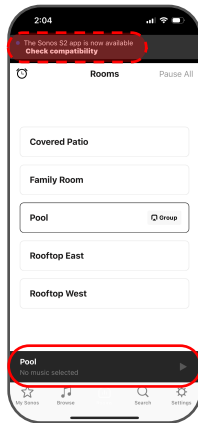
The gigabit internet service is distributed throughout the house through a series of Google Nest WiFi extenders/mesh access points. These devices look like small white disks that are plugged into power with a white cable. They are scattered throughout the home and must remain plugged in in order for the WiFi coverage to work. If you are experiencing poor connection during your stay, please make sure these devices are all plugged in and illuminated with a white glow emitting from the middle ring. If any device is not glowing white, please contact host. Occasionally when the city power goes out, sometimes the internet service does too. If the house is being powered by generator (you will hear it running near the gated entry) you may experience connectivity issues as well.



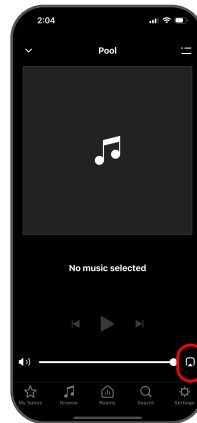
Sonos/Spotify Audio System

The house is equipped with a Sonos/Spotify-based audio system with speakers located in the living room, kitchen, 1st floor covered patio, and pool deck. The whole system is controlled through a WiFi-based tablet. The exterior speakers will shut off at 11pm daily in observance of the nightly quiet time, please keep noise levels to a minimum after this time. To begin using the system, find the tablet, usually located on top of the end table in the living room plugged into the lamp with its USB charging cable.

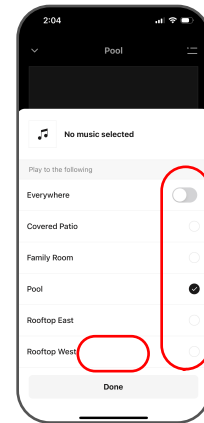
Push the right-side lock button to wake the screen, followed by the • button at the bottom of the screen to reveal the home screen. The tablet will automatically connect to WiFi when it is in range, make sure the tablet has good Wifi connection by checking that the  icon in the upper right corner of the screen is showing full bars.



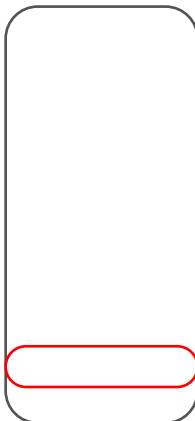
Open the Sonos S1 app, ignore all messages about upgrading to Sonos S2 app, this will crash the system. Select the grey "Now Playing" bar at the bottom of the app.



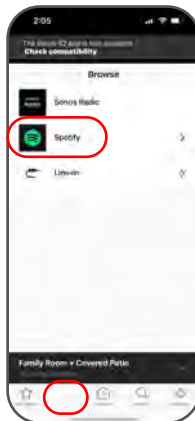
Select the  button to the right of the volume slider.



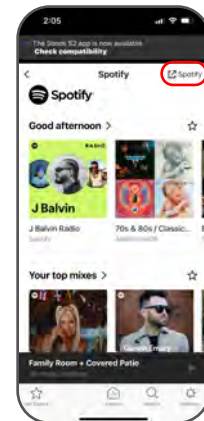
Enable the zones you wish to play music in by tapping them (a  will appear beside selected zones) or select the "Everywhere" toggle at the top of the menu to enable all zones. Select the done button once the desired zones are enabled.



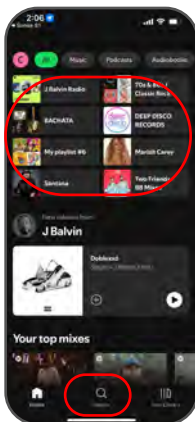
Touch the volume slider to reveal the multi-zone volume control menu and adjust individual zone volumes as desired. A zone slider may appear greyed out with a small x beside the button if it is muted. Simply touch the button until it changes to and the slider appears white.



Select "Browse" from the bottom toolbar and select Spotify from the menu above.



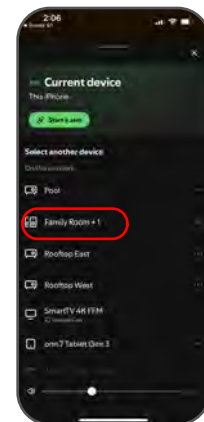
Tap the button in the upper right corner of the app to link the Sonos S1 app with the Spotify app. The Spotify app is signed into a paid Casa Bella house account, please do not sign out of the house account or sign into any other accounts, it will crash the system.



In the Spotify app, browse and select the song or playlist you would like to listen to and select play.



If the music does not start to play through the system, check that the button is green. If not, select the button.



From the list that appears, choose the zone combination that matches the zones you enabled in Sonos S1 app to force-link the apps. It will usually have a +1, +2, +3, or +4 in the name. The button should now be green.

You may now use the Spotify app like normal and return to the Sonos S1 app to enable/disable zones and adjust zone volumes