



Hopkins Windsong Beach Villa

House Manual

Lot 38, Phase 4

Sittee Point Estates, Hopkins Belize

Contact

Local Property Manager:

Luxe Property Management

+501-611-5893

info@luxevacationrentalsbelize.com

Welcome!

Welcome to your Belizean retreat! To make your stay smooth and pleasant, we've put together this guide with tips about our home and your visit. We're passionate about Belize, especially Hopkins and its surroundings, and we're confident you'll enjoy it as much as we do.

Arriving

Check-in time is 4:00 PM. Prior to arrival, please coordinate with our property manager and communicate how and when you will be getting in.

Departure

Check out time is 10:00 am. Before departure, please take care of a few simple tasks:

- No need to strip the beds; just leave them un-made.
- Return beach games, kayak paddles, life jackets, etc. to the deck or to the laundry room shelf. Let us know if anything is broken or missing.
- Leave any leftover groceries you don't want in the refrigerator. The cleaning crew will take them.
- Turn off AC, lock the doors.

How To...

...Access WiFi

Wifi: **windsong2**

PW: **Palmtree21**

...Use the air conditioners

The air conditioners are individually operated by remotes located near each unit. They are good units that cool the rooms very quickly. PLEASE TURN OFF THE ACs WHEN NOT USING A ROOM. Feel free to open the windows and sliding doors to catch the sea breeze, but be sure to close and latch them before leaving the house.

...Start the Dishwasher

1. Load dishes and add detergent
2. WITH THE DOOR STILL OPEN, press POWER WASH cycle button
3. Press START button (hold 'til it says CLOSE DOOR)
4. Close door

If it doesn't start, open the door and hold the CANCEL button, then repeat the steps above.

...Use the bikes, kayaks, and other amenities

Bikes. The combination is on the info sheet upon entry. Please use the locks if you venture into the village.

Kayaks. Our kayaks require two adults to move them. **Please don't drag the kayaks on the beach or across the road.**

...Watch TV

Our smart TV is in Guest Mode, so feel free to log in to any streaming accounts you have. You will be logged out upon departure.

Important Notes

Please...

Based on previous issues, a couple things we need to mention...

- Please apply spray sunscreen and insect repellants OUTSIDE.
- Please don't use kitchen knives to open coconuts.
- Don't use any glass bottles etc. outside by the pool and decks.

Cleaning, Landscaping, and Pool

You will find the house clean on arrival but please let us know if you are not satisfied with anything. For stays of less than two weeks there is no cleaning service during your stay unless requested. If you are here for two weeks there will be one cleaning. They have a key and will access the house at some point during the day. If you need a cleaning service more often, please let us know and we will arrange this. An extra fee will apply.

The beach is regularly raked and landscaping is tended to by our caretakers. We clean and check the pool often as well. Sargassum is a brown seaweed that occasionally blows in overnight. It is very common in all the Caribbean, and while it can be annoying, it is harmless. Our groundskeeper will rake smaller patches, and the larger matts will get washed back out to sea when the wind changes.

You may see our friendly staff from time to time tending to things during the day. Rarely we may need to enter the property during the day for maintenance. We'll try to let you know ahead of time so there will be no inconvenience.

The lot across the road belongs to us as well, and you're welcome to walk over and check out the dock.

Drinking Water

We are connected to water from the Sittee River Water Board, which is a different source than Hopkins Village. Our water is cleaned and treated at the source, tastes good, and

perfectly safe to drink right from the tap. We also have a reverse osmosis drinking water filter in the kitchen. It provides excellent drinking water that's better than bottled! Bring your favorite water bottle and avoid the plastic waste.

Water Use

Being on the beach means the water table is very high. We ask that you use water judiciously to avoid issues with the septic system. **Do not flush anything but toilet paper (no wipes, facial tissues, sanitary items, etc.)**

Insects

When you're in the tropics, there will be bugs! Sand fleas (aka no-see-ums), mosquitos, and Doctor Flies (horse fly) are annoying, but can be avoided.

- Use an insect repellent with DEET, picaridin, or eucalyptus/lemongrass. Apply to your ankles, legs, and arms first thing in the morning and throughout the day. Insect repellents are available at the grocery stores in the village. There are also locally made repellents available in some stores, and the Garamaya gift shop.
- Sand fleas are most active at dawn and an hour or two before sundown, so be vigilant at those times. They are tiny pests that look like a pepper flake if you can see them. In some people they cause a rash on your legs that will go away in a few days. DEET and picaridin are effective in preventing bites. Some people use baby oil on their ankles to prevent them from biting.
- Keep the screens closed!
- Use mosquito coils on the terraces (outside only please.) They repel a lot of insects.
- Doctor flies are a small yellowish fly with a bite that causes swelling in some people. If bitten, use cortisone ointment for relief as soon as possible after the bite.
- You might see a small lizard (gecko) inside on the walls or ceiling. These little guys are helping us by eating the pests that get in. They are harmless and will not crawl on you or your things, so please leave them to their task!

Swimming Pool

- **There is no lifeguard on duty at any time for the pool or the beach. Swim at your own risk. Never leave children unattended. The pool is 5 feet deep max, so NO DIVING! The decks can be slippery so do not run on them.**
- **Don't use any glass, bottles, or breakable items around the pool and deck.**
- **Please use the outdoor shower to rinse off prior to using the pool.**
- Please don't drag deck furniture around the terraces. Have two adults move them.

General Safety

Belize is a very safe country for tourists, but common sense and awareness go a long way for avoiding trouble.

- Avoid driving on the highways at night. The roads are very dark and cyclists and pedestrians are hard to see.
- Don't invite strangers home with you.
- Don't leave anything of value outside at night.
- Move kayaks, paddles, games, etc up to the house at night.
- Lock the bikes.
- Don't leave anything of value visible in your car, and always lock the doors.
- Lock the house doors at night and anytime you are not there.
- Close the curtains at night and when you leave the house.

Breakages

Should dishes, household items, furniture, or beach toys break, no problem, but please let us know immediately so we can replace or repair it. If you discover something broken or in need of attention, let us know and we'll take care of it right away.

If the power goes out

Short power outages are not uncommon in Belize. They usually only last minutes up to a few hours. The house is equipped with several flashlights in the event of no lights. Brown-outs can happen too, where the lights will dim. If this happens please immediately turn off air conditioners and appliances to avoid damage. Please note, when the power is out there will be very little water pressure.

In the event of hurricanes or serious tropical weather, our property manager will contact you with information.

Using your phone in Belize

When calling a Belizean number from a US or Canadian phone, first dial 011, then the number including the +501 country code. Make sure to check with your provider before you leave to ensure your phone plan allows international calling and data.

TIP: Most businesses use WhatsApp for free wifi calling. It works great and is free!

Where to Go

Groceries and merchandise

There are three grocery stores as you drive south from the Village center: Happy Market, Dong Lee's, and FeWi. **FeWi has a good selection of food, alcohol, and personal items.** The other stores are similar, but may have a slightly different selection.

There are a couple of fresh **produce shops** on the south side of the village as well. Hours vary, but they are open most days.

The Hopkins Pharmacy is located on the south side of the village across from FeWi market.

ATM

There is an ATM on the northwest corner of the main intersection as you enter the village (across from the 'Welcome' mural.) The next closest ATM is in Dangriga.

Contacts

Property Manager:

Luxe Property Management

+501-611-5893

info@luxevacationrentalsbelize.com

EMS - Southern Emergency Services Belize

+501-614-4357 (HELP) or 666-2232

Hopkins Police

+501-502-3365

Home Owner:

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