

## Frequently Asked Questions

CHRIS, our General Manager and the entire CASA GORDON TEAM welcome you to one of the greatest vacations of your life!

### IS THERE AN AGREEMENT TO SIGN THAT EXPLAINS THE TERMS AND CONDITIONS OF THE VACATION RENTAL?

Yes, a signature of the group leader is required on the legal agreement. There is no refund upon cancellation, so we highly recommend travelers insurance.

### WHAT DOCUMENTS DO WE NEED TO TRAVEL?

Passport for proof of citizenship is required.

### DO YOU HAVE HELPFUL INFORMATION BEFORE WE GO TO COZUMEL?

Yes, we have useful information for all guests traveling to Cozumel and staying at CASA GORDON.

### ARE WE MET AT THE AIRPORT ON ARRIVAL?

We no longer greet guests at the airport, but we will provide needed information to arrive safely to Casa Gordon. Unfortunately, due to the local taxi union's regulations, we are not allowed to transport our guests or their luggage.

### HOW FAR IS CASA GORDON?

Approximately 30 minutes drive from town/airport, south of the island, 18.244 KM on the South Coastal Highway.

### WHAT ABOUT TRANSPORTATION TO/FROM CASA GORDON?

Manager will be happy to help make arrangements for private taxi from the Casa Gordon to town.

We have a private taxi company that takes care of Casa Gordon guests needs to/from villa, to/from marina, to/from activities and to/from dinner.

Arrival Airport Shuttle Service: Van shuttle service offered with certified airport taxi drivers. No advance reservations needed. After you leave customs, there is an office located in the airport to purchase tickets to Casa Gordon. CozuShuttle and Flex Shuttle are available in the airport terminal. Private shuttle vans can be rented with driver. There is no Uber on the island. We do have a preferred taxi driver with a 10 persons van that can provide transportation during your stay. For larger groups, additional taxi drivers can be arranged.

### **HOW CAN I RENT A VEHICLE?**

There are 2 car rental agencies at the airport: AVIS and HERTZ. Others are not allowed inside the airport area. Please check with your preferred car rental agency to see if they provide shuttle service to their car rental business. It is always better to deal with car rentals locally, to avoid unpleasant surprises! We recommend Sol y Mar Car Rentals located close to the airport. GENERAL MANAGER CHRIS will be glad to help you with the reservations.

We DO NOT recommend renting scooters.

### **WHAT IS THE PHONE NUMBER OF THE HOUSE?**

From the USA: 011 52 987 872 9559, ext. 131 office or dial 0  
Call local: 972-872 9559, ext. 131 office or dial 0

### **IS IT EASY TO MAKE CALLS FROM CASA GORDON?**

Yes, each room has its own phone, you can call from room to room and make local calls.

### **IS THERE INTERNET SERVICE?**

Yes, there is WI-FI internet.

### **SHOULD I BRING BEACH TOWELS?**

No need, we have them at Casa Gordon for your use.

### **CAN I DO LAUNDRY AT CASA GORDON?**

No, but the staff will be happy to do small loads for \$5 US per load during non-peak hours.

### **DO YOU PROVIDE SOAP AND SHAMPOO/CONDITIONER?**

We only provide hand and body soap.

### **DO YOU HAVE IRONS AND IRONING BOARDS?**

Yes, there are 2 irons and boards available at CASA GORDON.

### **DO YOU HAVE HAIR DRYERS?**

Yes, hair dryers are available in every room.

### **DO I NEED AN ELECTRICAL ADAPTER?**

No, we have 110 Volt power and plugs, same as the US.

### **WHAT IS INCLUDED WITH CHEF SERVICE?**

We include the shopping, groceries, cooking, service and clean up.  
NOT INCLUDED are bottled water, beverages, wine/liquor, designated bartender, cook/wait staff tip and additional markup items such as guacamole and snacks

### **CAN WE PURCHASE OUR OWN DRINKS AND SNACKS?**

Yes, the grocery store also sells beer/liquor. Drinks will be stored in refrigerators especially for the guest self-service, located in the kitchen.

### **CAN YOU PURCHASE OUR DRINKS AND SNACKS?**

Yes, upon request we will purchase drinks/snacks for the cost of receipts, plus a 20% service charge. Beverage and snack menus are available.

### **CAN WE MAKE ARRANGEMENTS FOR BIRTHDAYS, ANNIVERSARIES, OR OTHER SPECIAL OCCASIONS?**

Yes, we can provide cake, party items, piñata, flowers or Mariachi band or whatever you request (special rates apply).

### **WILL GUESTS WITH SPECIAL DIETS BE CONSIDERED?**

Guests with special dietary restrictions like allergies, kids or vegetarian needs will be accommodated; please let us know so we can plan accordingly.

### **HOW AND WHEN DO WE MAKE ARRANGEMENTS FOR CHEF SERVICE?**

Arrangements for chef service must be made two weeks before departure. There are worksheets for your convenience in making your menu selections.

### **HOW AND WHEN DO WE PAY FOR FOOD?**

Once chef services are decided, TFA will collect the chef package invoice two weeks prior to your arrival. Payment by check/wire accepted. 3.5% processing fee for credit card payment.

### **WHEN DO WE PAY FOR REQUESTED BEVERAGES/SNACKS?**

On your departure day, you are required to pay in cash the amount due for the drinks/snacks requested during your stay. Sorry, no checks or credit cards.

### **HOW DO WE TIP THE STAFF?**

Tips are appreciated for good service. Families/groups are leaving an average of 6% to 10% of the rental price depending on the extent of service and size of group. If any, please leave the tips in cash with GENERAL MANAGER ONLY, so that tips are divided fairly among all staff.

### DO WE HAVE TO DO A ROOM LIST BEFORE ARRIVAL?

Yes, due to bedding options and house rules, the group leader must complete a master room list, complete with names and age divisions.

### DO YOU HAVE A FLOOR PLAN SO WE CAN DECIDE ROOM LIST?

Yes, we have floor plans for CASA GORDON. See GUESTS on [www.casagordon.net](http://www.casagordon.net)

### DO YOU HAVE EXTRA BEDDING FOR SMALL CHILDREN?

Yes, we have various blow ups designed for young children. Only one will fit in each courtyard bedroom. We also have 2 pack n plays.

### IS THERE ENTERTAINMENT AT CASA GORDON?

Plasma TV with Roku TV  
WI-FI internet  
Blu-Ray DVD/CD player in media room  
Blu-Ray DVD players in all bedrooms  
DVD movie library  
Bose portable speaker system  
Pool table  
Outdoor ping pong table  
Chess table  
Backgammon set  
Board games  
Book library  
Volleyball and net  
Hammocks  
3 Kayaks  
2 Stand up paddles  
Binoculars  
Exercise room – 2 bikes, Precor and Universal Weight Station

### HOW ABOUT OTHER ADVENTURES?

Scuba diving  
Snorkeling  
Sailing  
Parasailing  
Sunset sail  
Sport fishing  
Swimming with dolphins  
Submarine trip  
ATV with cenote  
Swim with the stingrays

## ARE MASSAGES AVAILABLE?

Spa services (massage etc.) at the house on the north terrace upon request. 2 massage tables on the north terrace can be provided for 1/2 hour \$35 and hour \$70 per person.

## ARE THERE RULES FOR OUR GUESTS OR FAMILIES?

ONLY registered guests are allowed on property, additional guest gatherings such as weddings and special occasions require permission for ingress at CASA GORDON. Guests must adhere to maximum guest rules.

PLEASE do not offer alcohol drinks to the staff, neither during nor after working hours.

PLEASE do not smoke in the house. Do not dispose butts in sand or gardens. Ask for ashtrays if you want to smoke outside.

For your safety, PLEASE use only our plastic glasses outdoors.

Guest use of the stove and outside grill is prohibited. SORRY, it's the chef's kitchen!

Room keys have to be returned directly to MANAGER before departure or they will be considered lost.

PLEASE don't take or lose our beach towels.

PLEASE do not leave trash on our beach or in our jungle.

THANKS for your consideration for all house rules.

**Casa Gordon Team**