

Bienvenido a Casa La Reina

Welcome to Casa La Reina. We hope that the time you spend here is both enjoyable and relaxing as we genuinely try to make this one of the best vacation experiences you have had in Costa Rica.

Our property manager concierges Melissa & Jimmy will do everything they can to help you have not only a relaxing vacation here in Costa Rica but one to remember bringing you back again and again.

Some details about the villa:

Address: Black Stallion Eco Park
Casa La Reina

Jimmy Aleman: +506 7206 8998

Melissa Barrantes: +506 8880 7723

Transportation from Property: Please call the concierges to arrange

Guest Services

Casa La Reina's concierges are Melissa & Jimmy. Their English is excellent, and they are available for any assistance you may need, such as:

- Translations with staff
- Meal planning with staff
- Information about the property
- Information and activities in the Tamarindo area.
- Assistance with checking in / out
- ANY Casa La Reina maintenance issues.

To contact Jimmy, call: +506 7206 8998

To contact Melissa, call: +506 8880 7723

Regular hours are 9 AM to 6 PM Monday - Friday
Saturdays 9 AM - 2 PM

EMERGENCIAS after hours, religious and national holidays, call the numbers above. Typically, the concierges will inform you if they will not be reachable for some reason and will provide you with a backup person and telephone number.

USD or CRC

US Dollars (USD) are widely accepted in Tamarindo, so there is no real need for Colones (CRC). Drivers will take either USD or CRC but don't expect drivers to have more than change for USD 20. Generally, almost all restaurants accept Visa & MasterCard credit cards. The higher-priced restaurants and activities may take American Express.

Be aware of the USD/CRC exchange rate, as all businesses, restaurants, and transportation may use their exchange rate. You should download one of the many FREE currency conversion applications available on your smartphone. Transportation typically charges by the zone they are driving in or to, so it is a flat rate for anywhere in a given area... again, the best policy is to ask before getting into the vehicle or being seated.

GENERAL INFORMATION

Upon your arrival, the staff will provide you with a tour of the villa, which will include orientation to the geography of the estate, how to operate the television, general direction to the remote controls, how to access the wireless internet, where specific amenities are located such as the hair dryer, beach towels, iron, and board, etc.

KEYS: One set of keys will be provided for each bedroom and the main house's front door code. Please, you are responsible for returning these at the end of your stay. There is a USD 100 charge for each set of keys lost to cover the expense of rekeying the locks of Casa La Reina.

FRONT GATE: (to be installed in January 2023 and will update as installation occurs).

SAFE: A programmable safe is in the bedroom closet for convenience. Instructions as to how to operate are in the safe. Please remember your code to the safe. The concierges can open the safe, but there is a charge of USD 50 if he is not on the property when the safe is needed.

WATER AND ELECTRIC: Filtered, purified tap water is provided at Casa La Reina. All Electric is 120v, as you may be familiar with in the United States. No adapter is required for electrical outlets.

INTERNET AND TELEPHONE: Casa La Reina has wireless 100MB download/ 100MB upload fiber optic internet. The broadcast name is ARAYA BUSH MESH. Select this when searching for wireless internet service in the villa. The password is 18SouthWest. We have made a great effort to ensure adequate internet service is accessible throughout the home.

POOL: The pool is for your pleasure and enjoyment. Please follow those traditional policies of no running on the deck, no glass containers in the pool area (plastic cups are available in the kitchen), and no diving or jumping into the pool. 2 beach towels are provided in your closet; please do not use the bath towels in the pool area. If you take the pool towels to the beach, please remember to bring them back.

TELEVISION: Video on the television is provided over the internet. This service includes access to many internet-based applications allowing you to view the latest movies, TV shows, News, and documentaries. Please use your account if you purchase

movies or extra-cost services. If you have any questions, please get in touch with the concierges to answer your questions.

AIR CONDITIONERS: Air-conditioners are in the bedrooms of Casa La Reina. All rooms have ceiling fans. Please make sure the doors and windows are closed when the air conditioners are operational, and when you leave for an extended time, please turn the air conditioning, fans, and lights off and enjoy the great valley breezes.

LAUNDRY SERVICE: If you would like laundry services, the staff can do this for you, as access to the laundry is for staff only. There is no charge for this service, but please consider this extra service in your tip.

STAFF: Jimmy & Melissa oversee housekeeping for Casa La Reina. If you requested Casa La Reina be stocked before our arrival, they would have the receipts for all purchased items. Please reimburse her upon your arrival. Jimmy & Melissa will do all the grocery shopping during the week and provide you with detailed receipts for reimbursement. Your visit includes up to 2 meals per day to be prepared by the team, should you desire them. The food and beverage cost is not included and is an extra charge. Please arrange with Jimmy & Melissa a minimum of 24 hours in advance to provide adequate time to purchase the freshest ingredients.

TIPPING OF STAFF (PROPINA): When you receive good service, tip the staff at the end of your stay. This can be done in many ways, but in Costa Rica, it is typically USD 12-15 a day per guest staying at Casa La Reina. Please give the tip to the concierges, who will distribute it to the balance of the staff.

PLEASE BE CONSIDERATE OF BOTH WATER AND ELECTRICITY

Costa Rica has electricity and water shortages, so it is essential to conserve these resources as you do in your own home. We want you to feel comfortable here, but please be responsible.... If you are running the air-conditioning, please close the doors to the bedroom and make sure the windows are closed...no sense in air-conditioning the great outdoors. If you leave for the day, please check to turn off the air conditioners and fans. Based on the location of Casa La Reina, we enjoy a tremendous refreshing breeze throughout the home year-round.

Shower a reasonable length of time...be considerate of others in the home, and conserve hot water... you wouldn't want to take a cold shower, would you?

Towels are changed daily if needed. All towels left on the floor are replaced with fresh linens, so if your towel is not dirty, consider hanging it up to dry, and you can use it again and conserve our natural resources.

Drinking water from the faucet is excellent at Casa La Reina, better than most tap water in the United States, as I have installed a 3-step filtration system in the home. However, the water in Costa Rica is already purified.

Nearby Stores and Beaches

Restaurants: Most areas for dining are casual in Tamarindo. No matter the restaurant rating or the price of the food.

Most restaurants do take reservations, and many are on the Open Table App, here are some suggestions, should you want some

L' Estanco El Jardin Escondido \$\$-\$\$\$ <http://bit.ly/3tZLGft>

- Costa Rican, Mediterranean, Fusion, Healthy Cuisine
- Great restaurant with that particular person (one of our favorites)
- Offers both inside and outside dining with low lighting and lush landscaping
- 5.0 TripAdvisor rating

Patagonia Argentinian Grill & Restaurant \$\$-\$\$\$ <http://bit.ly/3GTAo3V>

- Steakhouse, Latin, Healthy
- One of our other favorites with unique cocktails and great Argentinian beef
- 4.5 TripAdvisor rating

The Red Door \$\$-\$\$\$ <http://bit.ly/3EE4rKc>

- Steakhouse, Latin, Seafood
- Open-air dining (under the roof, don't worry about rain)
- Romantic (if out on the terrace or ocean side)
- Red Snapper is to die for
- 5.0 TripAdvisor rating
- Note that the menus are only in English only

Agua Salada \$\$-\$\$\$ <http://bit.ly/3XyRc6c>

- Seafood, South and Central American cuisine
- A great fish menu in Tamarindo
- A newer restaurant in the area as you enter town
- Drinks are unique as they have a great mixologist
- 4.5 TripAdvisor rating

Longboard BBQ \$\$-\$\$ <http://bit.ly/3igXqaN>

- American, Bar, Barbecue, and Costa Rican cuisine
- Very casual, clean place, like your local bar/ restaurant
- Centrally located in Tamarindo towards the west end of town
- 4.5 TripAdvisor rating

Pico Bistro \$\$-\$\$\$ <http://bit.ly/3EEO28h>

- Cafe, Seafood, Fusion
- Located on Tamarindo Beach
- Good food and quick service while enjoying the beachfront
- 4.5 TripAdvisor rating

Breakfast Grinds \$ <http://bit.ly/3XAlpAC>

- American, Cafe, Central American cuisine
- Open from 6a-2p daily (note the early closing)
- Great breakfast menu and lunch, super burgers
- 4.5 TripAdvisor rating

Closest food and liquor shopping option: Super Compro Villa Real is a large convenience store. They carry a limited selection of food, liquors, personal hygiene, pain reliever items, etc., much the same as any convenience store. The market is approximately a 6-minute drive from the villa. The store is available on Google Maps.

A pharmacy, Pharmacia Ambar, is located about 2 miles from the house in the same shopping center where Gollo (appliance store) is located. They have a large array of over-the-counter drugs. The policy towards prescription drugs in Costa Rica is very similar to the United States. If a prescription is required in the US, it will also be needed in Costa Rica.

Tamarindo Beach is the closest beach to the villa and is approximately a 15-minute drive. Parking in the area can be plentiful during the slow season, but if the high season, it would either arrange for transportation or leave and park early. Tamarindo has a unique parking situation where individuals, typically in a reflective vest, will help direct you to park and help you leave the parking spot. This is not only on the beach but in the downtown area. There is no cost to the parking, but typically a tip of USD 1-2 is requested.