



Rental Information Upon Your Arrival

FORMS FOR ENTRANCE INTO THE COUNTRY: *You will be required fill out forms during your inbound flight to give to the Customs Officer before exiting the airport.*

On the forms, please indicate that you are staying for “pleasure” and at a “private villa.” The address is: 448 Chalk Sound Drive. Please enter your own phone number.

DIRECTIONS: **Remember, driving is on the left!**

- *Take airport road to roundabout - “Welcome to Turks & Caicos Island.”*
- *Staying on your left, follow the roundabout more than half way around as if you are were taking a right.*
- *After exiting the roundabout, take a left on the first road past the roundabout.*
- *Go straight to the end of this road where you will see another roundabout.*
- *Staying on your left, turn right onto South Dock Road.*
- *Go straight on South Dock Road until see the Chalk Sound Police Station on your right.*
- *Turn right after the Chalk Sound Police Station onto Chalk Sound Road.*
- *Dream Big Villa is about a mile up the road on the left. We are marked by a tile sign that reads “448 Chalk Sound Drive.”*
- *If you pass Ocean Point Drive, you have gone too far!*

GATE CODE: *To enter the property, the gate code is *2020. The gate will close automatically. Upon arrival you will be given a gate remote control to place in your rental vehicle. This must be returned at checkout along with the house keys.*

LOCAL PHONE NUMBER: *The local home telephone number is (649) 946-5342. Please note that 649 is the local area code for all numbers on island.*

WIFI: *The WIFI name is DBV and the password is dreambig (all lower case). Please note that the island often has power surges or storms, which can cause the power and Internet to go down completely. These outages are usually resolved within a few hours. Dream Big Villa is also equipped with a back-up generator.*



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ESTATE MANAGER CONTACT INFORMATION: Please contact Mary Ringey directly with any and all questions regarding your stay: (917) 684-9180 or mary@lazerow.com.

FOOD: There are two major grocery stores on island: a large IGA on Leeward Highway and a small Gourmet IGA in the Grace Bay area (this one provides more prepared and organic options). For your arrival, we are happy to stock the house with your initial grocery list. Please see the attached grocery form. Please keep in mind that the island is very expensive (e.g. cheerios can be \$10) and the selection can vary. The total cost of the groceries/supplies will be taken out of your security deposit. All receipts will be kept.

ALCOHOL: Alcohol is sold in grocery stores and some convenience stores. If you would like to place a large order in advance, you may contact the Wine Cellar (<http://winecellar.tc>) at (649) 946-4536. They also deliver to the house for a nominal fee. **Note that alcohol is not available for purchase on Sundays. This is particularly important for Saturday arrivals.**

OTHER GUESTS: No other guests are allowed on property, at any time, except those who have signed and are specifically detailed in the Use and Occupancy Agreement.

WATER EQUIPMENT: All kayaks, paddle boards and other equipment are available for your use **at your own risk.**

TENNIS COURT & GYM: You have use of the tennis court, basketball hoop, game equipment and gym **at your own risk.** If you choose to play tennis at night, please be mindful that the tennis lights require significant energy.

SOCIAL MEDIA POSTS: Please feel free to post on social media using the following tags:

@dreambigvilla
#dreambigvilla

#dreambig
#DBV



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ON-SITE STAFF: *Arnold, our caretaker lives on property and will be happy to answer questions about the property. His main responsibilities include: pool and grounds maintenance, general upkeep, and he is the point person for any requests. The housekeeping staff will be on-site during each day you are on property between the hours of 9 am and 6 pm. They provide housekeeping services only, they are not available to do guest's personal laundry or to babysit.*

Additionally, various gardeners, pool technicians, etc. will be on property during your stay to maintain the house.

TIPS: *Tips are greatly appreciated for Arnold and the housekeeping staff. Please note that you do not need to provide tips to the gardeners, groundskeepers or any other service people.*

ISSUES: *If you notice any maintenance or other issues, please bring it to our attention right away. We will do our very best to correct the issue immediately. You may speak to Arnold directly or email mary@dreambigvilla.com.*

DEPARTURE: *To ensure that we are ready for our next guests in a timely manner, please plan to depart no later than 12:00 noon on your designated departure date.*