



Welcome to Poinsettia Villa Apartments!

It's a pleasure having you stay with us .

We care about the experience of every single guest and have ensured that the national [Covid 19 protocols](#) are duly followed for the health and safety of our residents and for the well-being of our employees.

Cleanliness has always been a top priority for Poinsettia and is even more important now .Prior to your arrival, all our Villa Apartments have been thoroughly and rigorously cleaned, disinfected and sanitized to highest standards.This also includes the exterior of our premises , the pool area, sun loungers and all the seating and common areas .There are Sanitizer stations outside and inside of each Villa Apartment for your use.

Please be advised that housekeeping of your Villa Apartment would only be provided on request, and at an extra cost .The Villa is fully set up with all the cleaning tools necessary . Each Apartment is equipped with a washer / dryer and an extra change of linen . it's a way of making your stay as independent as possible.

On arrival your check in will be contactless. This means all required details from you would be used for finalizing your booking, at least a week prior to arrival . You will be able to enter the property with a given code and access your keys with remote to your Villa Apartment without the help or service of the reception/office personal. You would be given a number to ring; in case you encounter any difficulty. (In the unlikely event of lost or damage to the remote, a fee of \$150 EC or \$55 US will be charged to your card.

Should you prefer a meet and greet service, this would be provided only if you write to us in advance and request one. We can arrange a reputable Taxi service with an operational Tourism license. Your suitcases will be Sanitized before the journey and on arrival to the property by your Taxi Driver.

An adherence to the protocols and a liability waiver will have to be signed on checking into the property. You will find this document in your Villa Apartment . Please sign and return it , with any other documents necessary to the drop box provided outside our office and within 24 hours of check-in. These protocols have been put into place for your health and safety and for those of your fellow guest. Guests temperature will be checked using a no contact thermometer on the 2nd day of arrival and every 3 days thereafter. When leaving your Villa Apartment and property, please be reminded to adhere to all the protocols set by the Government of Saint Lucia. Wearing of face masks is mandatory .

Signage will be placed throughout the premises and inside your Villa Apartments reminding you to continuously take precautions to help prevent the spread of [Covid -19](#). Signage will include, wash and sanitize hands, maintain social distancing, wearing of face-masks and other signs and notices that you would need to adhere to for the safety of everyone around you.

By the pool, sun loungers and other seating areas will be spaced out to allow for proper social distancing of six feet apart in and out of the water. We urge you to bring your own Mask and disinfectant wipes. Please make sure that you do not share towels, sunscreen, toys or swimming gear. Please be advised that only residents of the property are allowed to use the pool. Only two to four persons will be allowed at a time inside the pool area and two at a time inside the pool. Making sure you shower before entering the pool without your masks and adhere to the protocols of social distancing of six feet apart. When out of the pool masks should be worn.

The office number is +1758-456-0469. We have a no enter policy to the office unless you have arranged a time and day to meet the office personal with any concerns you may have. They will be available on this phone number and on our What's app and Emergency contact number +1758-461-0020 . You can also write an e-mail at least 24 hours before :- info@poinsettivillas.com

We would like you to take note of the following

- Please remember to close the gate when you are leaving or returning to the property. Security is important to us and to you.
- To save energy we would appreciate, when leaving your Villa Apartment, that you take off the lights and air conditioning.
- Internet service is available in your Villa Apartment. and throughout the premises. Please look for Poinsettia on your WIFI connection. The code for the WIFI will be in your Villa on the dining table.

Via our [website](#) you will find our [Villa Directory](#) with useful information about the property, and our community hub . Poinsettias aim ,is to support our local community and we recommend several for your consideration. We remind you to browse our [COVID-19 page](#) where you can find updates of all the protocols and information and the nearest clinics to Poinsettia

Your feedback is important to us .A [suggestion sheet](#) is available on our [website](#) , we would love that you fill it in with your opinion of how we did and where we need to improve . You can either return it to us via email infor@poinsettivillas.com or leave it in the drop box outside the office . We would also appreciate you leave us a review on our [TripAdvisor page](#). Thank you . Many travelers are able to find their suited accommodation this way .

On your departure day, please leave the Villa key and remote on the dining table and clip the door from the inside.

If there is anything else you need to know, call or write to us and we will be happy to assist. Any problems that may arise, please report to the office, so that we can rectify them as soon as possible. This can be done via e-mail, what's app or our [message](#) page on line.

Have a wonderful time in Saint Lucia, and thank you for choosing Poinsettia Villa Apartments!

Management and staff of Poinsettia Villa Apartments .St. Lucia