



APARTMENT DIRECTORY

IMPORTANT INFORMATION

WELCOME TO POINSETTIA VILLA **APARTMENTS**

It is a pleasure to have you stay with us! It is our sincere desire to make sure that your stay with us is a most pleasant one and that we meet your expectations. In order to achieve this, we would like to familiarize you with some aspects of our apartments and policies.

Due to the COVID -19 Pandemic many things have changed regarding meet and greet with the guest. Our office remains opened, however with new opening times and days. Its best to check our schedule on the office door . We ask that you write an e-mail to info@poinsettivillas.com or call +1758-4560469 to make an appointment should you need to address any issue dealing with your stay. Once you have settled in and relaxed a bit, you are more than welcome to take a stroll around the property to get the feel of the place. We will ensure that your visit, whether for business or pleasure, runs smoothly as possible.

St. Lucia is a beautiful island with lots to offer we would be more than happy to answer any of your questions by phone, mail or by appointment. You will find many signs around the property and in your Villa Apartment, which have been placed there for your health and safety. We ask you to adhere to all protocols. Please see our [COVID-19](#) Page on our website.

Your electronic Welcome letter will also have all the details you need.

Should you need a Taxi service, please let us know via e-mail and we can arrange or recommend the ones we work with.

If there is anything, we can do to make your stay with us more enjoyable, please do not hesitate to let us know.

Sincerely,

The Management and Staff.

Poinsettia Villa Apartments

Website:- <https://poinsettivillas.com/>

LOCATION AREA

We are located about 10 mins from Vigie Beach and across from the Island hopping Airport [George F Charles Airport](#) .

We are also 5 minutes from the [Point Seraphine Duty Free complex](#). There is a short cut route which is pointed out on our [digital map](#) .10 minutes from Castries the Capital and the Fish and Vendors markets and nearest [Massy supermarket](#) near the Waterfront and La Clery . The closest bank, is the Bank of St Lucia by the Water front and there are many others in the Capital. There are two Restaurants nearby Ganters Marina Bay the newly opened Valese, Sports Bar and Soup Kitchen and the Coal Pot Restaurant, one of Saint Lucia's acclaimed Restaurants . You will also find the [Mango Moon](#) next door, a Gym and fitness Centre .

About 15 mins from Poinsettia Villa Apartments is [Gablewoods Shopping Plaza](#) which has a supermarket- Post Office- Pharmacy/chemist , florist and Food Court .

VILLA APARTMENT INFORMATION

AIR CONDITIONING:

The use of the air – conditioners is included in your room rate if you are a Short-term rental. Long term rentals pay their electricity consumption. We still ask that you help us conserve energy by ensuring that all windows and doors are closed when the air-conditioner is in use. Please do not run the air-conditioner 24 hours a day and make sure it is turned off when you leave the Your Villa Apartment.

BEACH AND POOL TOWELS:

These are provided for you in your room and in the event that you lose or damage them you will be charged \$10 US a towel. Please do not remove the white towels that are provided for you to shower with.

CHECK OUT TIME: SHORT TERM RENTALS

Please note that check out time is 12 noon:

We kindly ask that you have your bags packed and out of the room by this time. Failure to do so may result in an extra charge of US\$50.00 plus 10 % VAT being added to your bill. If the Villa Apartment is required, management has the right to remove your personal belongings from the apartment so that it can be made ready for the next arrival.

Please settle any other bills that you have acquired other than paying for the length of your stay before 4 pm the day before your departure especially in the case of an early morning departure.

For those of you wanting to keep your apartment until 3.00 pm, there is a charge of US\$25.00 plus 10% VAT, However, this is subject to availability and you must be confirmed in advance.

CREDIT CARDS:

We accept VISA and MASTERCARD.

ELECTRIC POWER:

220 volts- 240 volts.

PRINTING/FAX SERVICES:

Guests can have documents printed and faxes sent by leaving them in the slot box at the office with a note, or sending us an email with instructions.

Printing is 0.70 cents per page black and white and for colour \$5.75 EC .

Faxes are charged per minute as follows Europe \$11.00/ USA and Canada \$8.00/ Caribbean \$5.00. These are in EC \$.

GUEST QUESTIONNAIRE:

Your feedback is important to us and we would greatly appreciate if you would take a few minutes of your time to complete [the guest questionnaire](#) prior to your departure and remember to review us on [Trip Advisor](#) on your return home . Many persons find this useful for choosing the right accommodations for their stays.

HOUSEKEEPING:

The Villa Apartments are cleaned prior to your arrival and after your departure however if you would like extra cleaning this would incur an extra cost. Please write us an e-mail to request this service. Extra towels and sheets are put into your apartments along with all the tools for cleaning. If you require extra towels please let us know via an email to the office and we will have them delivered to your door. info@poinsettivillas.com

WATER:

It is advised not to drink the water from the tap. You can either boil it and when it cools put into a container into the fridge or buy bottled water. We supply a complimentary bottle of water in the fridge on your arrival.

WIRELESS:

Wireless internet is available and inclusive in your nightly rate. Your WIFI code will be in your Villa on arrival.

GARBAGE

A large bin is located near to the gate for you to dispose of your rubbish when necessary. The pick-up days are Monday and Friday from 6:30 am . Please dispose of your rubbish the day before or at 6:30 am on Pick up days.

KEYS:

Please note that there is a charge of \$US 15.00 should you lose your room key and a charge of \$EC150 or \$US55.00 if you damage or lose the remote for the gate. On your departure, please leave keys and remote on your dining table.

GAS:

The stove is gas operated. Please take due care and attention when not in use and check to make sure that the gas knob is in the OFF position especially when you are leaving the apartment and going to bed.

NON-RESIDENT GUESTS-

Management requests that all non-resident visitors to the Apartments be entertained in the public areas only and adhere to all protocols set. Unregistered guests are not permitted in the Villa Apartments.

PARKING:

Free parking is provided. Poinsettia Villa apartments is not liable for protection, personal items, or safety of vehicles left in the car park.

POOL:

Swimming is at your own risk. Please use caution around the pool and adhere to all protocols. Please refrain from bringing any drinks and food in glass containers around the pool area. PLEASE NOTE THAT THERE IS NO LIFEGUARDS ON DUTY AT THE POOL. ALL CHILDREN UNDER 12 YEARS MUST BE SUPERVISED BY THEIR PARENT, GUARDIAN OR A RESPONSIBLE ADULT.

SAFE DEPOSIT:

We do not have in room safes in our Apartments. Guest are advised to use the alarm system and lock their doors on leaving their apartments. Poinsettia Villa Apartments is not liable for valuables left inside Villa Apartments.

SMOKING POLICY:

Smoking is not permitted in the Villa Apartments. We ask for your cooperation. We advise that a surcharge of \$US200.00 will be applied to your bill on check out, if it becomes apparent that during your occupancy, the Villa Apartment is left with the smell of cigarette smoke. This would require a deep clean to restore the Villa Apartment to a scent free condition

OUR COMMUNITY

SHORT CUT TO CASTRIES CAPITAL

We are fortunate to have a short cut on the left exit from our complex passing through the local fisheries complex

You can find it on our [digital Map](#).

BANKS

The nearest bank is the [Bank of St Lucia](#) at the waterfront on your way into Castries.

Banking hours:

Monday- Thursday 8.00 am – 2.00 p.m.

Friday 8.00 am - 5.00 p.m.

There are also other Banks in Castries Capital such as [First National Bank](#) and [First Caribbean International Bank \(CIBC\)](#)

BEACH:

Your nearest beach is Vigie Beach and within close proximity to the Apartment Villas. Walking to the beach could take up to 15 minutes and by car around 5 minutes depending on traffic. They now have a local canteen opened in a Chattel style house. You can also rent beach chairs and umbrellas

Most beaches in St Lucia are public so feel free to roam our beautiful beaches. Some hotels up north do not allow the public to use their beach chairs or come within a certain distance of their hotel however there are lots of other beaches that can be used without any restrictions. Please be careful not to eat any berries you find, unless you check that they can be eaten.

RESTURANTS NEAR TO POINSETTIA

- **THE COAL POT – 452-5566**
- **VAELSE – Sports bar and soup kitchen – 457-14-18 / 489-25-33**
- **PINK PAPAYA - 453-6862**
- **SEAVIEW RESTURANT - 452- 5347**
- **AUBERGE RESTAURANT - 456-3000 /02**
- **PINK PLANTATION – 452-5422**
- **DOMINOS PIZZA - 458-0044 (DELIVERIES TO THE VILLAS)**
- **RITUALS COFEE HOUSE - 450-8592 -VIGIE AIRPORT AND CHOC BAY**
- **FRIENDS CAFÉ - 458-1335**

CAR RENTAL:

We can arrange this for you so let us know prior to arrival if you would like us to do so . Send us an [email](#) or [message](#).

CHURCHES:

We have a lots of different denominations in St Lucia -The Catholic Church, The Anglican Church. Seven Day Adventist Church- The Methodist Church and the Lutheran Church. Also a few others like the World Wide Church of God. Please write us an email if you would like to find out more information about the times and hours of the various masses held by these churches and the days they are held. If we have not mentioned any that you are affiliated with we would be happy to make inquiries to find out if they exist in St Lucia.

DOCTOR /MEDICAL ASSISTANCE:

If you are in need of medical assistance or a Doctor call out, kindly call our office during office hours +1758 -456-0469 or our after hour number +1758-461-0020 and we can arrange a call out with our recommended Doctor, Dr. John Mondesir MD . His call out fee is \$150.00 US . however should he have to make special arrangements for you, there may be an extra cost .

We have Three Hospitals in Saint Lucia

- **[Tapion Hospital](#)** – Private – 459-2000
- **Victoria Hospital** – 452-2421 -Public and now functioning as the Respiratory Hospital for COVID- 19 – Please see [Dashboard](#) for contact numbers
- **Okeu Hospital** – 458-6500
- **Ambulance service** – Please call 911

We also recommend the [Rodney Bay Medical Centre](#) which is a Private clinic in the heart of Rodney Bay. They can assist you with whatever medical need you may have.

SUPERMARKETS

The two major supermarket chains are [Massy](#) and [Glace](#).

Supermarkets open most days until 7 pm .

The nearest one is in Castries, by the Waterfront Conway building. There is also one in the La Clery area by the first roundabout and another at the Gablewoods Mall in Choc Please see the location [Map](#) on the website.

LOCAL MARKET

The Local Market in Castries with its stalls laden with fresh fruit, vegetables and spices can be an experience you would not want to miss out on.

Across from the market is the local crafts market , where you can also get souvenirs to bring back home with you.

FISHERIES AND MARKET

The Fish Market is very near through the short cut, here, you can get fresh fish at the crack of dawn when the fishermen return on their boats to sell their catch of the day to the public . You can also have a choice of going into the Fish shop where you will find frozen fish and seafood. There are also local chattlehouses stalls that sell drinks.

GYM

The gym is located about 10 mins within walking distance from the Villa Apartments.

Mango Moon Total Fitness-

Mondays- Thursdays – 5.30 am – 9.00 pm

Fridays- 5.30 am- 8.00 pm

Saturdays 9.00 am- 4.00 pm

Tel # 453-1934

NEWSPAPERS

You can find most international Newspapers at the George F Charles Vigie Airport and some are sold at the gas Stations or in Castries Town Centre.

SHOPPING:

[Point Seraphine duty free complex](#) which is 5 mins walk from the Villa Apartments and that is open Mondays to Fridays from 9 am -4 pm and on Saturdays from 9 am until 2 pm. Only open on Sundays if a cruise ship is in.

[JQ Mall](#) and [Baywalk Mall](#) which is up north and around 20 mins if not a lot of traffic from the apartments are open Monday to Fridays from 9 am until 8 pm and on Saturdays from 9 am to 7 pm and on Sundays from 9 am to 2 pm .

In Castries there is the [Blue Coral Mall](#) and other shops are opened Mondays to Fridays from 8 am to 4 pm and on Saturdays from 8 am to 1 pm. Closed on Sundays. There is also another duty free complex called [La Place Carenage](#) which is in Castries by the Ports where the cruise ships come in.

TRANSPORATION:

There are [local buses](#) from Castries that can take you to your destinations or If you require a taxi please let us know and we can arrange this for you

GENERAL SAFETY PRECAUTIONS:

VALUABLES:

Please take the same precautions as you would at home. Do not leave cameras, jewellery and other valuables on the beach when swimming or going for a walk. Poinsettia Villa Apartments would not be responsible or liable for any missing items from your Villa Apartment.

SMOKING POLICY:

Management requests that you **DO NOT SMOKE IN THE VILLA APARTMENT**. If you do smoke, we kindly ask that you do so on the Roof top terrace or around the pool area only. Please be advised, a fee will be deducted from your deposit or card if the Villa Apartment smells of smoke on your departure .

FIRE SAFETY

In the event of a fire please call 911 or hour after hour number (+1758-461-0020) if the office is closed. A **FIRE EXTINGUISHER** is available in your apartment so **please note where it is located when you arrive and enter your apartment.**

CRIME:

Whilst St Lucia does not have a high crime rate, we urge you not to be careless. Take these precautions:

- Do not flash large amounts of cash, wear excessive jewelry, leave valuables, cameras etc. unattended to in your vehicle or on the beach.
- Do not leave your door unlocked at night or leave valuables, clothing or towels or shoes in the patios, pool area or terrace.
- Do not invite strangers to your apartment.
- Do not walk in quiet or secluded areas late at night. Please do not take the short cut to Castries during the night or to the marina below.
- Be wary of people wanting you to pick them up on the road, even if they say they can give you directions to where you want to go .

MOSQUITOS

We try to be very careful in keeping the mosquitos away and we seldom have problems with mosquitos. However, we are in the Caribbean and they are to be expected in some seasons more than others. Therefore, it is advisable to have a good repellent handy and take precautions especially if you are susceptible to being bitten. Try and wear long sleeve shirts and long trousers. If you need a net please come into the office and we can provide you with one. Using the fan and air condition helps. A net cannot be provided for Villa Apartment # 7 as the fan is right above the bed, however this keeps them away as they do not like the breeze.

ACTIVITIES AND TOURS

CARNIVAL SALINING

ECO DIVE ST LUCIA CHARTERS

GROS PITON NATURE TRAIL

JAG/INC ISLAND ADVENTURE

MARIA ISLANDS NATURE RESERVE.

RAINFOREST SKY RIDES/ADVENTURES LTD (ZIPLINING)

SAINT LUCIA HELICOPTERS LTD

SEA SPRAY CRUISES

SPENCER ISLAND TOURS Inc

HACKSHAW'S BOAT CHARTERS/ DOLFINS

DAY TRIPS TO THE GRENADINES.

MAMIKU GARDENS

HORSEBACK RIDING

GOLFING

WATERSPORTS

DEEP SEA FISHING

JET SKIS

KAYAK

KITESURFING

SCUBA DIVING

SNORKLING

If you need information on any of these tours. Please message us and we would be delighted to assist

TAXI TO THE AIRPORT.

Please pre-book your taxi to the airport via the office or send us a message especially if you are travelling on an early morning flight. [Message](#) or call us and we will be happy arrange this service for you.

DUTY FREE SHOPS:

[Point Seraphine](#) duty free is very close to Poinsettia and has a wide variety of shops for all your needs.

Duty Free shops are also available at the [International Hewanorra Airport](#) .

Thank you for choosing Poinsettia Villa Apartments. We wish you a relaxing and lovely stay in Saint Lucia.

On your departure, if you have not already done so, we would appreciate if you would complete the [questionnaire](#) and return it to us via [e-mail](#) .We wish you a safe flight home and look forward to your return in the very near future

Best Wishes

The Management and Staff

Poinsettia Villa Apartments