



Welcome to Sunset Point Oceanfront Villa!

We hope you enjoy your stay in Turks and Caicos and want to do everything possible to make your trip to the islands a pleasurable one!

The enclosed information about the house and island in general will be helpful to you and your group. Please read this now, and when you finish, put it with your tickets and passport so you can **take it with you** for future reference. You may also want to make copies of this Welcome Packet to give to others in your group.

Please make certain everyone in your party has valid passports. A reservation for a car rental is also highly recommended.

A villa representative will be meeting you shortly after you arrive, either at the airport or at the car rental agency... you'll be notified which location a few days before you leave on your trip. They will lead you to the villa, however they will not be able to drive you to the villa or take any of your luggage in their vehicle. Rental cars and taxis are available for this purpose. If your group arrives at different times, our manager can meet only the first party in your group.

Once at the house, our representative will give you a full orientation to the villa, help you with arranging activities like diving or day excursions, and answer any questions you may have.



DIRECTIONS TO OCEAN POINT

1. When you leave the airport - **remember to drive on the left** - follow the paved road (only one road leads out) until you come to a roundabout (less than a mile).
2. Get on the roundabout and get off at the second left. After less than ½ mile, you'll come to another roundabout. Again, take the second left. You're now on South Dock Rd. You'll be on it for about 3.5 miles.
3. After coming up and over a small hill, you'll notice a Caicos Oil gas station on your left. Shortly after you pass it, you'll see a paved road on your right. This is Chalk Sound Dr. **Turn right** on this road and go approximately a mile and you will see on your left Ocean Point Drive (marked by a stone entrance with a sign that says "Ocean Point"). **Turn left** on Ocean Point Drive and proceed to the end where at the cul-de-sac you'll see the sign for Sunset Point Villa slightly to your left at the head of the driveway.
4. Sunset Point Villa has a gated entry. Punch the entry code 4-8-5-1 into the keypad, and wait for the gate to open fully. Slowly go down the driveway and into the carport.

NOTE: Sunset Point stays booked most of the time, so chances are someone will be leaving on the day you arrive. We remind you check-in time is 3:00 PM. If you arrive early, you may want to get a bite to eat or do a bit of grocery shopping while the villa is being prepared for you.

Sunset Point

OCEANFRONT • VILLA





MANAGEMENT – Our property management company is Island Escapes, Ltd. If you need to contact someone in management during your stay, please call:

DINESH RAMPERSAUD

Office: 941-4006

Cell: 331-7792

Email: dinesh@islandescapestci.com

PASSPORTS, ETC. – U.S. citizens are required to have a valid passport to enter Turks & Caicos. Non U.S. citizens should check to see if a visa is also needed. For more info, please go to http://travel.state.gov/passport/passport_1738.html

ARRIVING – Right after you clear Immigration, walk to your left and pick up free copies of several visitor guides, including *Where When How* and *Discover*. Our villa rep will meet you either at the airport or rental car agency, depending on which car rental company you've chosen. (You'll receive more info on this a few days before your trip).

CHECK-IN / CHECK-OUT – Check-in time is 3:00 PM; check-out time is 11:AM. There is a chance the maids may still be in the house when you arrive; if so, please bear with them while they make everything perfect for you. Sunset Point typically stays booked with same-day change-over so please adhere to the check-out times. If property is not vacated by 11AM on departure day you will be subject to a \$100/hr charge.

There are times an early check-in and/or a delayed check-out can be offered, but this must be arranged in writing beforehand with the owner. If you are departing on a later flight, we recommend you check-in with the airlines early, have a leisurely lunch, and return to the airport later avoiding the possible long lines at check-in and security.

TELEPHONE – Local calls at the villa are free, however toll free numbers are not free from the Island. If you're making an international call, dial 1-800 CALL USA, for credit card authorization (Visa, MasterCard, American Express, or Discover). For AT&T dial 01-800-872-2881 –**The telephone number at the villa is (649) 946-4851.**

Because there is free WiFi at the villa, you may want to consider bringing your laptop computer and making long distance calls through an internet telephony service like Skype. We use it for all our long distance calls when we're at the villa. It's much cheaper than credit card calls.

MAIDS – Maid service is provided before, after, and a light mid-week clean during your stay of a week or more. If you want additional maid service, this can usually be arranged by contacting us before your trip or contacting our property manager after you've arrived.



FOOD & LIQUOR – Upon your arrival there will likely be a few food staples (and perhaps liquor) in the cabinets and fridge. Please help yourself to anything you wish, and upon your departure leave what you wish. There is a convenience store located inside Caicos Gas Station on South Dock Rd about a mile away from the villa (you passed it when driving to Sunset Point Villa shortly before turning onto Chalk Sound Rd. At night, you'll see the blue neon). It's clean and typically well stocked.

You'll want to stock up at the large IGA Supermarket Graceway, about 15 minutes away on Leeward Highway. It's open 7:00 AM to 10:00 PM weekdays and Saturdays, and until 9:00 PM on Sundays (www.gracewayiga.com). There is a closer market, Quality Supermarket, less than 10 minutes away just beyond the roundabout on South Dock Road. It's about half the size of the IGA, so there's not nearly as much selection, but is more convenient if you're looking for a few items.

There are a number of places to buy liquor on the island. On the way to the villa from the airport the most convenient, Carib Liquors, is located at the end of Airport Road, just before the first roundabout. They have hard liquor, beer, and a limited selection of wine. But for the best selection, you can buy all your liquor at the IGA supermarket when you do your grocery shopping. (recommended!). There's also Discount Liquors and Wine Cellar on Leeward Highway, or Wine & Spirits Liquor Store in The Saltmills on Grace Bay Road. There are no liquor sales on Sundays.

You'll find that beer is very expensive on the island. If you like the local Turks Head brew, we recommend buying it at the brewery itself (about \$33/case) on Universal Rent-All Rd, which is just off of South Dock Rd. Cash only.

WATER – Water is precious on the island, please help us conserve whenever possible! Tap water at this house is a combination of rainwater and desalinated water. For drinking, bottled water is recommended and available at most every grocery store.

POWER - Power rates are very high. Please don't leave lights and fans on unnecessarily. And please turn off AC's when not in the room. Electricity in Turks & Caicos follows the U.S. standard of 120/240 volts.

WASHER/DRYER – This villa has a washer and dryer, which you are welcome to use.

DRIVING – Remember that in Turks and Caicos, driving is on the **LEFT** side of the road. Although many improvements have been made, a very few roads are still bumpy. There are no stop lights on the island, however you will encounter some traffic circles, or 'round-about' that are not always easy to figure out who has the right-of-way. Best bet is to yield the right-away to those who have it (those already in the circle) and also to those who might think they have it.



CAR RENTALS – A rental car is highly recommended during your trip to take advantage of Provo's many excellent restaurants and to explore the island. Please make sure you get a confirmation number when you reserve your car. Approximately one week before your arrival we also recommend that you re-confirm with the car rental company. You should let them know the flight you are arriving on and ascertain that they will be open and/or have a representative at the airport meeting you. If you haven't done so already, please email us your car rental company, confirmation number, and name the car is booked under so we can pass this on to our villa reps to make sure all is in order for your arrival.

Our preferences based on renting cars on Provo are, in this order:

1. Grace Bay Car Rentals <http://www.gracebaycarrentals.com>
2. Avis <http://www.avis.tc/>
3. Hertz <http://www.hertztc.com/>

We find that Grace Bay Car Rentals is generally about 15 – 20% cheaper than Avis or Hertz. They're also more convenient... you can pick your car up right at the airport and drop it off there as well. Also, unlike Avis and Hertz, third party liability insurance (ALI, not LDW) is included with your rental. (Please make sure to confirm this as car rental policies do change). The only downside, if there is one, is that as of this writing all their cars have steering wheels on the right hand side. This was very easy to get used to while driving, however if you're a North American driver, you'll probably find yourself going to get into the passenger side a few times during your trip.

Avis is also a good alternate choice. Their office is closer to the airport and a bit more professional and better service than Hertz. Go to this link to see all the car rental agencies available: <http://tcimall.tc/autos/>

It's always a little confusing what insurance coverage to get when renting cars, especially in another country. Many times travelers assume they'll be covered by their existing auto insurance policy and decline insurance offered by the rental agencies. Although this is often true domestically, it's usually not the case once out of the country. Some credit cards have automatic protection if you pay for the rental with the card, but again, this often doesn't apply to international rentals. Because accepting the daily insurance coverage car rental agencies offer isn't cheap, one alternative we found was through a special program with our credit card company. For about \$20 per rental (not per day!) we get the same protection as the rental car agency's \$21 per day LDW (Loss damage waiver) insurance. We do accept the ALI (Additional Liability Insurance) from the car rental agency at \$4/day (sometimes it's already included in the rental, be sure and ask!).



SECURITY – Providenciales enjoys a low crime rate, but that doesn't mean that crime doesn't occur, so use preventative precautions. Do not leave valuables and wallets lying around in plain sight or easily accessible. We recommend not even bringing expensive jewelry or watches. There is a safe located in the master bedroom closet for your convenience. Lock all doors at night. Lock all car doors while driving.

The villa is also equipped with panic alarm buttons in all the bedrooms, the game room, in the living room, and one mobile device. Pressing the button sets off an audible and visible alarm (on the roof) and also alerts our security service. Your villa rep will explain the system to you upon your arrival and answer any questions you may have.

DON'T BE ALARMED – Service personnel will come by to check on the landscaping, and prune various plants and flowers. The maid will come once during your visit, usually mid-week for a light clean-up, and the pool is serviced at least once a week.

THE FRIDGE – Please do not overload. If you pack the fridge with a fresh load of groceries and drinks, it may take a long time to cool your goods as much as you would like. And each time you open the door, you lose most of the cold air it has built up. We recommend putting a couple of bags of ice into the large cooler for beer, soft drinks, wine, etc.

QUIET PLEASE! Ocean Point is a residential community where people come to escape from the noise and activity found on other parts of the island. We ask you to please be considerate of your neighbors and not play the stereo too loud. If someone is playing music too loud, you may notify management.

SCUBA DIVERS – Caution! Do not put your security deposit at risk by putting diving tanks or equipment in the swimming pool as this can easily chip the thin surface coating of the pool. To repair this is quite costly since the pool must be drained and re-filled. Additionally, do not rinse diving gear in the pool as this will throw off the delicate chlorine-making system.

WARNING – *Tile and wood around the pool deck and ocean dock can be slippery when wet*, likewise for the tile inside and outside the house. Be careful and walk slowly if you are walking around with wet feet. Also, the last four steps or so of the dock ladder (the rungs actually in the ocean) can get slippery. Step down (and up) very slowly!

CAUTION – THE POOL AND OCEAN ARE NOT DEEP ENOUGH FOR DIVING. PLEASE, NO DIVING INTO THE SWIMMING POOL OR THE OCEAN!



INTERNET – Free WiFi is available should you desire to bring a notebook computer. There is no computer at the villa.

TENNIS ANYONE? – Tennis membership is included with your villa rental, and there is no charge to play. The courts are located by the entrance to Ocean Point, which is also the nearest access to the beach. The beach or the tennis courts are about a four-minute walk from the villa. The code to enter the courts is C1239.

PRE-ARRIVAL GROCERIES – If you wish to have a few groceries at the villa when you arrive, our villa rep can pick them up for you for the cost of the groceries plus 20%.

CELL PHONES - Here's a good article that discusses if your existing cell phone will work in Turks & Caicos: <http://www.tripadvisor.com/Travel-g147395-s605/Turks-And-Caicos:Caribbean:Telephones.html>

MORE INFO – If you're looking for more information about the island, an excellent website to check out is www.tcimall.com. Every business on the island is featured there, so if you need to find out about excursions, boat rentals, shopping, car rentals, catering companies, restaurants, or just about anything else related to Turks & Caicos, this is the place to go.

THE ISLAND – Although Providenciales has many modern conveniences, problems do sometimes occur. The power may go off for a short time, or internet service may be interrupted. This is all part of island life – along with the friendliness and natural beauty of the island. We ask that you accept and enjoy the island for what it is and be patient (and/or phone management) if a glitch occurs.

MOSQUITOES AND INSECTS – The ocean breezes help to keep mosquitoes away, however, on warm and windless nights, especially after a period of rain, mosquitoes and no-see-ums can be a nuisance. Their feeding time is mostly sunrise and just after sunset. Bringing insect repellent with DEET is recommended.

An exterminating service comes by once a month or more and sprays inside and outside the house. This will account for any dead bugs you might see.

Please be sure to zip-lock or seal food items inside the house, as sugar ants are attracted to open containers. You may see a small lizard or gecko outside. Don't worry, they are harmless, cute, and they keep down the mosquito population.



RESTAURANTS – Dining out is one of our favorite pastimes on the island, so please make sure you experience some of the excellent restaurants on Provo. Listed below are some of our favorites. We highly recommend those marked with a “***” !

ANACAONA – Located at the Grace Bay Club. The food varies here and it is very pricey, but the beachfront location and tropical surroundings are elegant and worth a visit. Definitely have a cocktail by the beach at sunset while lounging on one of their comfy couches! Open for lunch and dinner – expensive at dinner, more reasonable at lunch.
Website: <http://www.gracebayclub.com/dining/index.html>

BAY BISTRO – At the Sibonne hotel. One of the best moderately priced restaurants on the island. The setting’s not as impressive as some of the other restaurants, still it’s right on the water and we’ve enjoyed several great meals there.
Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/bay-bistro/>

*****BELLA LUNA** – You might not expect to find excellent Italian cooking on a tropical island, but the dishes the chef at Bella Luna prepares would be rated highly in any city. All dishes we’ve sampled are very good. BACI’S is another Italian restaurant worth checking out, and it’s located right on the water in Turtle Bay marina.
Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/baci-ristorante/>

BUGALOO’S – Like Da Conch Shack, this is the kind of beach bar/restaurant located right on the sand that really makes you feel like you’re on vacation. If you have time, hit Bugaloo’s one day for lunch and Da Conch Shack another day as I suspect the menus are going to be very similar. Located off the beaten path in Five Cays, away from any other restaurants or shopping, but only about a 15 minute drive from the villa.
Website: http://www.tripadvisor.com/Restaurant_Review-g147399-d3644620-Reviews-Bugaloo_s-Providenciales_Turks_and_Caicos.html

CAICOS CAFÉ - Located near Ports of Call. The staff has always been friendly, the drinks inventive, and the food wonderful (although some find it a bit pricey for the smallish portions). The seafood stew (not always on the menu, but ask for it) is the best we’ve ever had! If you’re lucky enough to be there when Jermaine is working, have a drink or two at the bar. He’ll treat you like family and make you feel very welcome.
Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/caicos-cafe/>

*****CHINSON PASTRIES & DELI** – Looking for great island cooking? This is the real deal. Friday and Saturday nights only, go for the barbeque dinner... jerk chicken, pork, and fish... spicy and delicious. Try the ginger beer and mannish water. The owner and staff couldn’t be friendlier and the prices couldn’t be more reasonable. Don’t expect anything fancy, but you can expect to have fun and enjoy some of the best jerk on the island!



COCO BISTRO – Romantic outside dining in a wonderful tropical setting under coconut palms and twinkling lights. Experienced French chef and owners, Yves & Dominique Coutisson prepare lovely and creative Caribbean /French dishes. Prices moderate to expensive, but worth it for the setting (the food can be inconsistent). Turn right past Sunshine Nursery on Grace Bay Road, then another immediate right to the Moroccan style red building.

Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/coco-bistro/>

***DA CONCH SHACK – If you're looking for something off the beaten path, Da Conch Shack has some of the best conch on the island (along with BUGALOOS's in Five Cays). Very informal and right on the ocean in Blue Hills, Da Conch Shack is worth the short 15 minute drive. Once you're there, grab a table and order a conch salad, (best to share this so you will have room for more), steamed conch, conch fritters, cracked conch, creole conch, or sautéed conch. Go on a night when there's live music and dancing on the sand! Nice selection of rums at their friendly rum bar.

Website: <http://www.conchshack.tc/>

HEMINGWAY'S - At the Sands Resort. Best for breakfast or lunch. Great location beachfront, and reasonably priced. A good place to take a leisurely stroll on the sand before or after eating.

Website: <http://www.thesandsresort.com/content/dining/default.aspx>

***LAS BRISAS – Even if this restaurant weren't conveniently located about a mile away from the villa, we'd still recommend it highly for the food and setting! On beautiful Chalk Sound in the Neptune Villas Resort, Las Brisas is a warm, relaxing restaurant for meals or just drinks. Great poolside bar, neat waterside gazebo for dining, and very reasonable prices. Try the black bean soup and paella!

Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/las-brisas/>

***MAGNOLIA – Located in a romantic setting overlooking Turtle Cove Marina in the Miramar resort (it's not clearly marked), Magnolia consistently provides good food and service. There's also a small wine bar inside.

Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/magnolia-restaurant-wine-bar>

***MANGO REEF – The food is consistently very good with great variety, so there should be something on the menu for everyone. It's in the top five of Tripadvisor readers' favorite Providenciales restaurants. Several nights of the week they have set menus at reasonable prices. At Alexandra resort.

Website: <http://www.mangoreef.com>



TIKI HUT – Informal dining by the water at Turtle Cove Marina. It’s got a funky island feel, good food, and kicked back atmosphere. Don’t miss chicken and ribs night on Wednesday nights, it’s one of the island’s best bargains, and everyone on the island seems to be there! Reasonably priced, good for lunch or dinner.

Website: <http://tikihut.tc/>

YOSHI’S – Located in the Saltmills Plaza on Grace Bay Road, we had some of the best sushi we’ve ever had at Yoshi’s. Serving sushi rolls, spring rolls, nigiri, sashimi and tempura, this delicious Japanese restaurant is a definite winner. The smaller MATSURI, located next to the IGA, has the same owner and same wonderful food.

Website: <http://www.wherewhenhow.com/turks-caicos-islands/magazine/restuarant-reviews/yoshis-japanese-restaurant/>

Here are some additional restaurants that we haven’t tried yet, but are recommended by travelers on Tripadvisor:

MR. GROUPEERS – We’ve heard lots of good things about this place. Informal, located on Grace Bay Rd near Grace Bay Club. Great value, great service, great grouper!

http://www.tripadvisor.com/Restaurant_Review-g147399-d3929283-Reviews-Mr_Grouper_s_Restaurant-Providenciales_Turks_and_Caicos.html

MIS AMIGOS – Years ago, there was only one Mexican restaurant on the island, Hey Joses, and it could be hit or mix, but if you wanted Mexican it was basically the only game in town. After that closed, it was game over. But now with the addition of Mis Amigos, the fiesta is back and by the looks of the reviews, there’s reason to celebrate!

http://www.tripadvisor.com/Restaurant_Review-g147399-d4470691-Reviews-Mis_Amigoss-Providenciales_Turks_and_Caicos.html

SORA JAPANESE BRASSERIE – Yoshi’s has always been our go-to sushi place on the island, but this newcomer is getting very positive reviews, so may be worth a visit.

http://www.tripadvisor.com/Restaurant_Review-g147399-d5267255-Reviews-or10-Sora_Japanese_Brasserie-Providenciales_Turks_and_Caicos.html#REVIEWS

CRACKPOT KITCHEN – Looking forward to trying this one on our next trip. Seems to be serving up solid island food in an appealing, informal setting. Located in The Village at Grace Bay.

http://www.tripadvisor.com/Restaurant_Review-g147399-d5263723-Reviews-Crackpot_Kitchen_Restaurant_Bar_and_Grill-Providenciales_Turks_and_Caicos.html

Please keep in mind that anything above labeled “moderately priced” is in relation to the island, not necessarily to where you live. For the most up-to-date reviews of Providenciales restaurants, you may want to check out Tripadvisor traveler reviews:

http://www.tripadvisor.com/Restaurants-g147399-Providenciales_Turks_and_Caicos.html



TAKE OUT – If you're not in the mood to cook or eat out, consider take out from CHICKEN CHICKEN or MOTHER'S PIZZA. They're located right next to each other on South Dock Rd. (You'll pass them coming from the airport, it's about 10 minutes away from the villa).

CHICKEN CHICKEN has jerk chicken and ribs as well as some island dishes. It's very reasonable, although there's no menu and no prices posted. For MOTHER'S PIZZA you can call ahead at 941-4142.

TIPPING – Many of the restaurants will include a 10-15% tip or gratuity in the bill. If this is not evident on your bill, you may want to ask your waiter if the tip is included. It is still all right to leave a little extra if service is better than you expected. The airport staff and maids too, are always grateful for a tip, especially if they have given you extra help or service.

NIGHTLIFE – The places that typically draw a late night crowd are: DANNY BUOYS, a popular Irish pub next to Saltmills Plaza, and CLUB MED on Grace Bay Road has show and club passes 9:30pm to 3am.

Haven't been there, but THE VERANDA (formerly The Havana Club) at the Windsong Resort might be worth checking out for entertainment, call once on the island for info: http://www.windsongresort.com/turks-and-caicos-resorts-veranda-at-windsong/#.U5cYZS89C_E

GAMBLING – As of this writing, there is one casino on the island, CASABLANCA on Grace Bay Rd (<http://www.thecasablancacasino.com>)