



Dear Guest:

We are delighted you have selected El Conquistador Resort for your vacation. We anxiously await the opportunity to serve you and look forward to exceeding all your expectations and creating wonderful, lasting memories!

In preparation for your visit, we are providing you a pre-arrival package that includes information about the resort as well as request forms for special moments during your stay.

Please allow us to make your stay as pleasant and relaxing as possible by taking a few moments to review the enclosed information and send in your special requests.

You may also find more information about our restaurants, Golden Door spa, and other activities at www.ElConResort.com.

We are honored to have you as our guest. Have a safe journey and please call upon us to assist you in anyway!

Sincerely,

El Conquistador Resort Concierge

All information herein is subject to change.

PLEASE CONFIRM BY FAX (787) 863-6500

Transportation Request - Concierge

| | |
|-----------------------|-----------------|
| FROM: | DATE REQUESTED: |
| DEPARTMENT: CONCIERGE | TIME: |

PLEASE CHECK ONE:

- | | | | |
|---|--|---|--|
| <input type="checkbox"/> MOTORCOACH \$74.00 PER PERSON R/T \$54.00 PER CHILD R/T \$94.00 GROUP EXCLUSIVE R/T ADULT | <input type="checkbox"/> LIMOUSINE \$293.50 ONE WAY* UP TO 6 PEOPLE | <input type="checkbox"/> SEDAN \$215 ONE WAY* UP TO 3 PEOPLE | <input type="checkbox"/> VAN/SUBURBAN \$234 ONE WAY* UP TO 6 PEOPLE |
|---|--|---|--|

**PRIVATE VEHICLE RATES DO NOT INCLUDE DRIVER GRATUITY. PLEASE NOTE THAT THERE IS AN ADDITIONAL \$37 (ONE WAY) CHARGE FOR EACH ADDITIONAL PERSON (OVER 6 PAX) FOR LIMOUSINE AND VAN/SUBURBAN TRANSFERS.*

| | |
|-------------|---------|
| GUEST NAME: | ROOM #: |
|-------------|---------|

| | | |
|---------------|-----------|-------|
| ARRIVAL DATE: | # OF PAX: | |
| AIRLINE: | FLIGHT #: | TIME: |

| | | |
|-----------------|-----------|-------|
| DEPARTURE DATE: | # OF PAX: | |
| AIRLINE: | FLIGHT #: | TIME: |

| |
|------------------|
| DEPART HOTEL AT: |
|------------------|

OTHER REQUEST:

| | |
|-------|--------------|
| FROM: | PICKUP TIME: |
| TO: | RETURN TIME: |

| |
|---|
| I would like a confirmation via (choose one): <input type="checkbox"/> phone # <input type="checkbox"/> fax# <input type="checkbox"/> email |
|---|

| |
|-----------------------|
| SPECIAL INSTRUCTIONS: |
| |
| |

| | |
|----------------|------------|
| AUTHORIZED BY: | CHARGE TO: |
| CONFIRMED BY: | DATE: |

Cancellation policy: cancellations must be made a minimum of 24 HOURS in advance to avoid the full charge. Signature is required. If you do not see the greater at the airport you can call the resort directly at 787.863.1000 or call our airport transportation team at 787.620.4010. *prices are subject to change.

Restaurant Reservations Requests

Please fill in and fax back to El Conquistador Resort 787.863.6500

Please visit our website: www.ElConResort.com for a complete listing of Restaurants, Bars & Lounges. Reservations for our Fine Dining Restaurants listed below are highly recommended. Restaurant reservations can also be made directly on our website dining page. You can also provide us with your dining preferences and we will assist with your reservations:

| Restaurant Name (Style) | Date | Name for Reservation | Time Requested | # Guests | Special Notes |
|---|------|-------------------------|-------------------|----------|---------------|
| Strip House (Steak House) | | | | | |
| La Piccola Fontana (Italian) | | | | | |
| Blossom (Japanese -limited seating) | | | | | |
| Blossom (Chinese) | | | | | |
| Stingray (Seafood) | | | | | |

Requests are subject to seasonal changes, occupancy and availability. We will make every effort to accommodate your preferences and will make a reservation within one hour of your requested time.

Large parties of 7 or more guests may be seated at two or more tables; some restaurants cannot accommodate large groups.

Cancellations must be placed 24 hours in advance to avoid a \$25 per person no show or cancellation fee. This policy is strictly enforced.

Activity Reservations Requests

Please fill in and fax back to El Conquistador Resort 787-863-6500

Golf Reservations - for your convenience, tee time reservations can be made on the golf page of our website <http://www.elconresort.com/golf/>

| | Date | Name | Time (Requested) | # of Players | Request Lessons (Y or N) |
|----|------|------|---------------------|--------------------|--------------------------------|
| 1. | | | | | |
| 2. | | | | | |
| 3. | | | | | |
| 4. | | | | | |
| 5. | | | | | |
| 6. | | | | | |

Tennis Lesson Reservations

| | Date | Name | Time (Requested) | # of Players |
|----|------|------|---------------------|--------------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |

Please specify (circle one): hard court or clay court

Edouard de Paris Salon

| | H = Hair Style P = Pedicure M = Manicure | Date | Name | Time (Requested) |
|----|--|------|------|---------------------|
| 1. | | | | |
| 2. | | | | |
| 3. | | | | |
| 4. | | | | |
| 5. | | | | |

Golden Door Spa Reservations Requests

Please fill in and fax back to El Conquistador Resort 787-863-6500

For a complete list of services, please visit our website, http://www.elconresort.com/golden_door_spa/ for a brochure, price list, fitness class schedule, and the Golden Door spa newsletter.

| Guest Name | Type of Service | Date | Time | Male or Female Therapist |
|------------|-----------------|------|------|--------------------------|
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Other service or fitness class:

Application for Babysitting Services Requests

Please fill in and fax back to El Conquistador Resort 787-863-6500

| | | | |
|-----------------------|--|----------------------------|--|
| Guest Name | | Today's Date: | |
| Requested Sitter Name | | Room # (for office use) | |

| | Date Needed | From Time | To Time | Baby Sitter Confirmed (office use) |
|----|-------------|-----------|---------|---------------------------------------|
| 1. | | a.m. | a.m. | |
| 2. | | a.m. | a.m. | |
| 3. | | a.m. | a.m. | |

| | Name of Child | Age | Gender | Comments |
|----|---------------|-----|--------|----------|
| 1. | | | Female | |
| 2. | | | Female | |
| 3. | | | Female | |
| 4. | | | Female | |
| 5. | | | Female | |

El Conquistador Resort assumes no responsibilities, but will assist in locating baby-sitters for guest as a service only. 48 hour advance notice required.

Baby-sitting Fee:

- **\$20.00** per hour for the first child, **\$4.00** per hour for each additional child.
- **If second child is from another room, then full rate will apply.**
- Rates are higher on holidays: Additional **\$10.00** per hour during Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve, New Years Day, Three Kings Day (Jan. 6th) and Easter.
- **ALL BABYSITTING SERVICES WILL BE CHARGED TO THE ROOM.**
- Three hours minimum for baby-sitting.

Cancellation Policy

- 4 hours advance notice required to avoid **\$60.00** penalty fee.

Baby-sitting form must be signed to initiate arrangements:

I have read the above and agree to abide by the policies outlined.

Signature: _____

Guest Pre-Arrival Fax Notice

To: **El Conquistador Concierge** From: **Arriving Guest:**

Fax: 787-863-6500 Pages:

Phone: 787-863-1000 ext. 6040 Date:

Re: **Pre Arrival Package Info.** CC:

Urgent For Review Please Comment Please Reply Please Recycle

El Conquistador Concierge
Tel: (787) 863-1000 Ext. 6040
Fax: (787) 863-6500
www.ElConResort.com

Please note that a member of our team will contact you via your preferred method confirming any special requests that you have made.

Please contact me via: Phone #
 Fax #
 Email