

# Frequently Asked Questions - Hurricane Maria

## **Are you open?**

Yes, we are open and currently have guests staying with us, with more new guests set to arrive shortly.

## **Are restaurants open?**

Yes, most all restaurants are open. My guess, about 90 percent are open.

## **Are other businesses open?**

Yes, most all businesses are open. My guess, about 90 percent are open.

## **Is there electrical service?**

Yes, we do, but there are still (small) sections of Rincon without power

## **Is there water?**

Yes, we do, but there are still (small) sections of Rincon without water

## **Is there internet?**

As of 2/16/18 we do not. But the crew is ON OUR STREET! And we are told it is any day! It was scheduled to be up and working about the 23<sup>rd</sup> of December. Please read my Maria update post dated 1/6/18 about efforts of getting something fixed in Puerto Rico. Most people that do not have internet use the "hotspot" function on their cell phone. It creates internet access (wifi) from your phone's data plan. We did this and found it to work well

## **Is there TV service?**

We have both DISH satellite service and we also have Roku streaming for all our villas. As of 2/16/18 we have Dish satellite in *most* villas. We are told as soon as some parts get installed (any day) we will have Dish service in all villas. It was scheduled to be up and working the 23<sup>rd</sup> of December, then for January 31<sup>st</sup>, then early February (you get the idea) Please read my Maria update post dated 1/6/18 about efforts of getting something fixed in Puerto Rico. Until the internet gets up, we used the phone hotspot and were able to watch all our shows. (see above for more info about creating a "hotspot")

## **Is there mail service?**

Yes. We also use Amazon and are shipping many items

## **Is there cell phone service?**

Yes, most all are up and working. You may want to check with your carrier in regards to traveling to Puerto Rico.

## **Can I buy food?**

Yes.

## **Can I rent a car?**

Yes.

## **Can I buy gas?**

Yes.

## **Can I drive the roads to/from San Juan?**

Yes, but there are still many smaller roads in the hilly “jungle like” countryside that might not be clear or that you cannot pass through.

### **What is the country side like? Is it all brown and dead?**

Country side is very green and lush. Yes, you will still see some trees down throughout the island. To view recent pictures of our Puerto Rico trip go to [www.sunsetparadisevillas.com/prpics.html](http://www.sunsetparadisevillas.com/prpics.html).

### **What got damaged at our properties?**

Basically (some of) our seawalls and some of the patios from the seawall to the villas were damaged. Inside we are fine and ready for guests.

### **How are the repairs coming?**

We have a GREAT crew! They have been working VERY hard and making great progress. As of 2/16/18 we are all completed except for Villa 3 seawalls and oceanfront patios. To view recent pictures of our repairs go to [www.sunsetparadisevillas.com/mariapics.html](http://www.sunsetparadisevillas.com/mariapics.html).

### **When will you be 100% done with all repairs?**

Wow, Great Question! Basically we are *Never* done doing repairs and improvements. Even after 23 years, we ALWAYS seem to be working on some project. My guess is that Villa 3 seawall and patios will take until about mid-March to finish up.

### **Did the rooftop patio and pool get damaged?**

No, it is fine

### **What is the beach like?**

At first it was a bit “rocky”, but sand is starting to return! Over the course of 22 years of owning the property we have seen storms come and go and have seen the sand come and go many times. Right now it is more “rocky” than “sandy”. It appears the sand is returning slowly. If you have to have a nice sandy beach there are other parts of Rincon a short drive away. I suggest “Steps” and Domes”. Both are great places to go to snorkel and surf.

### **When will the sand return?**

Unsure, but it always does. Unsure if anyone can give an accurate answer.

### **Do you have mold?**

No. Nellie (bless her heart) was here at the Villas the day after the hurricane cleaning and wiping down the inside of all of our units. Nellie started washing everything with white vinegar. Then everything is sprayed with a solution of water and isphorol alcohol. We also have a commercial spray – Concrobium- which when you spray which keeps any mold from returning. We also are using – Eneren Commercial Ozone Generator - that we have been using in each room. (this product helps to inhibit mold, mildew and fungus growth, eliminate odors and deodorize air, and leaves a fresh smell.) It does quick work of purify the air to 99.9%.

### **Is the ocean safe? Can we get in the water?**

Yes. During our stay, we have seen all sorts of people boating, fishing, surfing, kayaking, paddle boarding, & snorkeling. I did some snorkeling myself right outside our villas. If you want to get in/out of the water PLEASE be careful. The waves do seem to come up when you are not looking. Use your own discretion. I always have (even before the hurricane) suggested going to “Steps” and Domes”. Both are great places to go to snorkel and surf.

### **Can I get a discount?**

Yes, call us. We are offering GREAT Deals if you are looking to support the people of Puerto Rico and come visit us this winter.