



## Welcome to Sunset Paradise Villas and Rincon, Puerto Rico!

Traveling can be frustrating and tiring. At times, just getting here can be a challenge. But try to "settle in", relax and unwind. Things are slower paced down here and everything does not always work as it should. There is a *manana* attitude (put it off until tomorrow), so try to take things as they come and enjoy your tropical get-away. If you notice anything is not working, damaged or broken, or have any other concerns, **please contact our manager Nellie Vargas at 787-806-7749** or Email [Nellie@Sunsetparadise.com](mailto:Nellie@Sunsetparadise.com). Do not contact the office in AZ. Please let Nellie know *immediately* if you are unsatisfied with the condition of the unit. The latest, most complete listing of all our contact information is always posted on our web site [www.SunsetParadiseVillas.com](http://www.SunsetParadiseVillas.com) under "Welcome" - "Contact Us" link. ***Unless it is an emergency, her normal hours are 9 AM till 5 PM Monday thru Friday.*** If it is an emergency try contacting maintenance direct if she does not answer. She may be able to respond quicker to a text.

To assist you in having a great stay, we have provided a guidebook for your use. Please look for it and read it. It has specific information about the operation of the home you are staying in and should answer many of your questions. We also have the latest version posted on our web site [www.SunsetParadiseVillas.com](http://www.SunsetParadiseVillas.com). The web site also can answer many of your questions, and is a great resource guide to make your stay more enjoyable. To access the internet, simply connect to the best open wireless network and enter password "paradise" (case sensitive).

Please enjoy our rooftop swimming pool and spa located on the roof of Villa 2 and Villa 3. It is available for all our guests. The pool gate code is "C67Y". There are lounge chairs for you to enjoy and the views are great! Please be careful and walk cautiously, as the stairs to the roof are steeper than normal steps. Please keep the area clean and do not leave your trash behind.

We have guest laundry facilities available for our guests *staying 4 days or longer*. It is located at Villa 2, under the stairs leading to the pool. Please see housekeeping for the door code. For guests staying less than four days, housekeeping will provide a towel exchange upon request.

Prior to your departure, all garbage should be taken to the trash containers, all dishes, pots and pans should be washed and put away. You may leave leftover food items as we give them to the neighbors who are less fortunate. Check-out is before 10 AM. Please turn off all air conditioners, lights, and ceiling fans before leaving. Take one last look to make sure you did not forget any items you brought with you and then make sure you lock all the doors.

We will be sending you a short survey to fill out after your stay with us. Please let us know ***now during your stay, if there would be any reason we would not receive a top (5 star) rating on this survey from you.*** We greatly value your input and are always looking to improve and appreciate your comments and suggestions.

Thank you for staying with us.

William Jugenheimer of Sunset Paradise Villas

### ***How are we doing?***

We welcome your feedback! You will be asked to fill out a short survey after your stay. Please call us **now**, (not after your stay) if you feel we are **not** earning a 5 star rating. Speak with the owners direct at (800) 875-6399 or via email at [vacation@sunsetparadise.com](mailto:vacation@sunsetparadise.com)