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Welcome to our beach house. We hope you have a wonderful stay and enjoy the beauty and tranquility of Flamingo Beach. We have had this home for over 25 years and hope you enjoy it as much as we do. This guide will help you familiarize with everything you might need to have a comfortable stay. If you have any questions while you're here, please don't hesitate to contact us directly.



Air Conditioning

Each bedroom has an Air Conditioning unit, whether wall or mini-split except for the small attic room. Fans are available in most bedrooms, as well as the living room, dining room, kitchen and terrace in the main house. Please help us conserve energy in the country's driest region by turning the A/C off when not in your room. In those rooms that have them, please be sure to leave the remote controls in their corresponding holders before you check out.

Bar-B-Q

A gas BBQ is located on the front yard. To light it up, please use the separate igniter or a lighter provided. When first using it, ask the caretaker for assistance. Please remember to disconnect the gas cylinder when not in use for everyone's safety. You should have enough gas during a week stay for regular outdoor grilling without requiring additional gas. However, if you happen to run out of it, there are spare cylinders that the caretaker can provide. If you still need gas, you can always have them refilled at a low cost at the local mini-markets in the area.

Check-in and Check out Times

- Check-in time is at 2 pm
- Check-out time is at 12 noon.
- Earlier check-in and late check out are possible but subject to occupancy and must be approved by property manager.

Emergency Lighting

- There is emergency light in the living room area of the main house which should come on in case of a blackout.
- There are several flashlights found in the main house's living room, the master bedroom and some of the apartment units.
- Matches and candles are found on the kitchen shelves on one side of the pantry. You can light these and other candles in the terrace area, but please remember not to leave any unattended candles burning.

Electricity

Electricity is 110V throughout the house (all outlets) just like in the US except for certain appliances such as stoves, some instant water heaters and some air conditioning units which run on 220 V.

Fire Extinguisher

A fire extinguisher is located in the corner of the dining room area and in the hallway of the main house leading to the bedrooms in the back.

Hot Water

Hot water is available in every shower in the house and apartment units. The Monkey and Pelican Rooms, and the Dolphin Apartment all have hot water in the bathroom and kitchen sinks as well. The hot water in these units may come out especially hot so please be careful to regulate the temperature before you jump in the shower.

Ice Maker

There is an ice maker in the main house's kitchen. Please be sure to keep the door closed and leave the plastic scoop inside, on the door's holder.

Keys

Individual keys are provided for the units that you have rented.

- Master Bedroom – there are two keys, one for the door handle and another one for the external lock
- Main House – the key opens arch entrance lock, metal side door and laundry room lock
- Turtles Apartment – the key opens metal and glass door. Be careful not to leave key inside apartment as this door locks behind you. Two sets of keys will be provided since there are two separate bedrooms in this apartment.
- Crab Apartment – only one key is required.
- Dolphin Apartment – only one key is required. Towards the back of the apartment there is a door leading to a private storage area to which you do not have access.
- Monkey Room – only one key is required.
- Pelican Room – only one key is required.

As a general safety precaution, we ask our guests to always lock the door of the apartment and detached bedroom units when you leave the rooms.

Any lost key will be assessed a \$20 fee. To get a replacement key, please ask the caretaker.

Kitchen

In the kitchen of the main house you will find all the basic kitchen utensils, including:

- Microwave oven
- Toaster oven
- Blender
- Rice Cooker
- Electric grill
- Ice cone maker
- Deep fryer

Most of the dishes and glasses provided are plastic or polycarbonate to avoid accidents with broken glass in the pool area. The Turtles, Crab and Dolphin Apartments each have their own appliances and utensils in their respective kitchens, including refrigerators that can come in handy when you need additional cold storage space.

Laundry

In the laundry room you will find a washer and dryer for personal use. Please note that the housekeeper is not instructed to do wash the guests' laundry. Please wash at your own discretion and do not overload either unit.

Music

We have provided a boom box with a line in to hook up most mp3 players such as an iPod. Be careful not to leave it behind in the open areas when there is a risk of rain getting it wet.

Outdoor Lighting

Please ask the caretaker to show you where all the outdoor lighting switches are located (including pool lights) as some may be hard to locate.

Police (Tourist Police)

2654-5993.

Service Personnel

- The caretaker, named Santos, is a friendly and fully trustworthy person that's been with us for many years. He works Monday through Saturday 8:00 am to 5:00 pm. and basically takes care of landscaping and pool maintenance. He is also a handy man in case of any quick work around the house.
- The housekeeper, Angelica, is also a loyal employee who will make sure that the house is kept clean. She works Monday through Saturday 8:00 am to 4:00 pm. She is also in charge of washing dishes and making the beds.
- Both employees get an hour lunch break and have Sundays off.
- If, towards the end of your stay, you feel that they have done a good job, they will be very appreciative if you tip them for their service.
- Once a month, a pool technician named Leonardo from the company "Su Piscina" will come by and check the water in the swimming pool.

Swimming Pool

- Please wash off the sand as well as suntan lotions in the outdoor shower next to the pool before entering. Suntan lotions and sunscreens are especially a threat to keeping the water clear. This will help keep the pool clean for all.
- For your safety, please note that the swimming pool has a shallow area about 4'3" in depth and a deep area of about 7'3".
- Please avoid bringing glass containers and bottles to the swimming pool area or have extra care when managing them to avoid accidents.



Telephone

- There is a telephone in each bedroom with an assigned extension. The list of extensions can be found on each phone to make room to room calls.
- You must first dial 9 to get a line out.
- Phone service is available for local calls only (within Costa Rica).
- All numbers switched from 7 to 8 digits in March 2008. If you need to call an "old" local 7 digit number, you must first add a "2" if it's a land line or an "8" if it's a mobile in front of the number.
- No area code is required.
- To make an international call you can use your calling card from AT&T, MCI, or use a locally purchased calling card. Toll-free access numbers for these companies are:
 - AT&T: 0-8000-114-114
 - Worldcom/MCI: 0-8000-122-222
 - Sprint 0-800-013-0123
- Calling cards can be purchased at the local supermarkets in Flamingo.
- In case of an emergency, you can dial 911 from any phone in the country.
- The house number is 2654-4302. To reach you at the house, callers in the US or Canada must dial 011 (506) 2654-4302.
- No voice mail is set up to allow the phone to ring many times before you can answer it.

Towels

- Clean bathroom towels are provided at the beginning of your stay. Feel free to wash them whenever you feel necessary.
- The housekeeper will periodically change the hand towels in each bathroom as it becomes necessary.
- A few blue and white pool towels are provided.

TV

- Color TVs with cable service are located in the living room area of the Main House, the Master Bedroom and in the Dolphin Apartment
- A plastic guide should be near each TV with the channel lineup which is:

CABLE LINEUP		CABLE LINEUP	
2	DISNEY	38	HISTORY
3	CINECANAL	39	PEOPLE & ARTS
4	LOCAL	40	ANIMAL PLANET
5	PUBLICIDAD	41	TRAVEL & LIVING
6	LOCAL	42	NATIONAL GEOGRAPHIC
7	LOCAL	43	HALLMARK
8	TVE	44	TV CHILE
9	DISCOVERY – ESPAÑOL	45	NICKELODEON
10	XEW	46	DISCOVERY KIDS
11	LOCAL	47	FOX KIDS
12	TVGUIDE	48	CARTOON NETWORK
13	LOCAL	49	WARNER CHANNEL
14	FOX	50	TNT
15	HBO	51	DISCOVERY
16	CINEMAX	52	WORLDNET
17	TNT – ESPAÑOL	53	RITMO SON
18	DISCOVERY HEALTH	54	MTV
19	CARTOON NETWORK - ESPAÑOL	55	TELEHIT
20	CNN – ESPAÑOL	56	TV5
21	FOX NEWS	57	DW
22	CBS	58	RAI
23	NBC	59	CCTV4
24	ABC	60	E!
25	CNBC	61	EXTRA TV42
26	CNN – ENGLISH	62	36 GUANACASTE
27	ESPN – ENGLISH	63	EWTN
28	ESPN 2	64	ENLACE 23
29	FOX SPORT	65	EWTN
30	TV AZTECA	66	MARÍA VISION
31	MUNDO	67	CHRISTIAN NETWORK
32	UNIVERSAL	68	TELEMUNDO
33	NACIONAL	95	ATV
34	XCLUSIVE	96	ARIRANG
35	AXN	97	ESPN – ESPAÑOL
36	SONY	98	FX
37	WARNER		

Lastly, please use common sense in not leaving valuables out in the open areas of the house when you leave or go to the beach. Fortunately, in many years of having this home, we have never had any theft incident, however, it is always best to stay cautious. If you have any additional question, please call us anytime.

Ricardo Umaña and Family