

BEACHFRONT

LUXURY

EXPERIENCE

# Long Bay Beach Club

Turks & Caicos Islands

[www.longbaybeach.com](http://www.longbaybeach.com)





# Services guide

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# 01 Our team

Long Bay Beach Club is a premier luxury villa property management company with over 20 years of successful expertise in managing luxury properties in The Turks and Caicos Islands, North America, Latin America, and Europe.

We are committed to crafting unforgettable experiences for our discerning clientele.

## Our concierge

At the heart of our exceptional offerings is our dedicated concierge, Emma Halliday. A seasoned traveler and connoisseur of fine living, Emma has spent over 25 years immersed in the hospitality industry, from exploring the underwater wonders as a scuba diving instructor to managing high-end private villas. Emma's passion for the Turks and Caicos Islands runs deep, having called this paradise home for the past 15 years. Her intimate knowledge of the islands' hidden gems and her genuine appreciation for the local culture make her an invaluable guide to crafting a truly bespoke vacation experience.

Whether you seek the thrill of private boat charters, the indulgence of an in-house chef, or the seamless coordination of transportation and dinner reservations, Emma is your personal confidante, ensuring every aspect of your stay exceeds your expectations.

Let Emma unveil the magic of Turks and Caicos, transforming your vacation into an unforgettable symphony of relaxation, discovery, and unparalleled luxury.

## Contact Emma



### Operating hours: 8 AM – 8 PM EST

Your dedicated Destination Concierge is available to assist you from 8 am to 8 pm with all your vacation needs, including dinner reservations, activity bookings, and answering any questions about the area.



Email :

[concierge@longbaybeachclub.com](mailto:concierge@longbaybeachclub.com)



Call : +1 (649) 232-5433



# 02 Transport options

Let our concierge service take care of all your transportation needs in Turks and Caicos. We can assist you in booking a rental car from a reputable company like Island Life Jeeps, Grace Bay Car Rentals, Avis, Sixt, Hertz, Rent A Buggy, or Alamo/Enterprise. We can also arrange for VIP transportation services, such as Luxury Car Service.

## Rental Car Options

Rental cars are the best way to get around Turks and Caicos, giving you the freedom to explore the island at your own pace. There is a wide selection of cars to choose from, including compact cars, economy cars, full-size cars, minivans, SUVs, and vans. We recommend booking your car rental in advance, especially during peak season.

## VIP Transportation Services

If you prefer a more luxurious and hassle-free transportation experience, we offer VIP transportation services. Our Luxury Car Service provides comfortable and stress-free transportation to and from the airport, as well as around the island. Our VIP Transport Services also offers a variety of other options, including airport transfers, private tours, and group transportation.

## Airport Fast Track

For a truly seamless arrival experience, we highly recommend our Airport Fast Track service. This service allows you to bypass the long queues at Providenciales International Airport and proceed directly through immigration and customs. Airport Fast Track is a great way to save time and avoid stress, especially on busy Saturdays.





### Additional Tips

- Please familiarize yourself with the traffic rules in Turks and Caicos. We drive on the left side of the road here.
- Be prepared to show your driver's license and proof of insurance when you pick up your rental car or meet your VIP transportation provider.
- Relax and enjoy the ride! Turks and Caicos is a beautiful island, and there is no better way to see it than from the comfort of your own car or a luxurious VIP vehicle.

### Taxi & suv rates

For your convenience, here are the taxi and SUV rates for various destinations in the Turks & Caicos Islands:

#### Taxi rates

- Airport to Long Bay (2 guests, Add \$25 each additional guest): \$50
- Long Bay Beach Club to Mango Reef \$15 per adult
- Long Bay Beach Club to Conch Shack \$25 per person each way

#### SUV rates

- Airport Transfer (1 to 6 guests): \$150

#### Please Note:

- All taxi prices are based on 1 to 2 persons.
  - Rates for taxi/SUV services after 11:30 PM are subject to an increase.
  - The rates are government-regulated and are priced according to specific zones.
- Rates may vary with different Taxi and VIP companies.



# 03 Groceries & delivery services

A Seamless Culinary Experience  
at Long Bay Beach Club

At Long Bay Beach Club luxury meets convenience. Elevate your stay with our seamless Groceries and Delivery Services, ensuring an indulgent and stress-free experience during your time with us.

GROCERY SERVICE FOR A SEAMLESS STAY  
Ensuring your stay is as convenient as it is delightful, our Grocery Service caters to your culinary needs. Let our concierge handle your grocery requests, offering you a hassle-free way to stock up on essentials during your time in Turks & Caicos.





LONG BAY BEACH CLUB

# 04 Restaurants, bars & music

Indulge in culinary delights and vibrant entertainment

## 1. Grocery shopping delivery service

Pre-arrival grocery shop \$85 plus 15% service charge.  
We require 48 hours notice to shop for you.

### Contact Emma

✉ [concierge@longbaybeachclub.com](mailto:concierge@longbaybeachclub.com)

📞 WhatsApp +1 (649) 232-5433

## 2. Goods 2 Door: Effortless Grocery Delivery

Partnering with "Goods 2 Door", Long Bay Beach Club guarantees fast, friendly, and reliable grocery delivery. Our concierge will handle the process, offering you the best in convenience, selection, and customer satisfaction.

## 3. Gourmet to Go: Culinary Excellence in the Comfort of Your Villa

Long Bay Beach Club presents Gourmet to Go, an exquisite dining service designed to bring the finest cuisine directly to your villa doorstep. Enjoy healthy, gourmet meals without leaving the comfort of your sanctuary.

To ensure availability, simply pre-order your menu by 3 pm the day before, offering a diverse range suitable for intimate dinners or family gatherings.

### Dinner Options:

4"x 6" Dishes – serves 2

8" Round Dishes – serves 4

### Explore our tempting menu options

✉ [info@gourmetcatering.tc](mailto:info@gourmetcatering.tc)

📞 WhatsApp +1 (649) 246-8025

## 4. Swift Eats Assistance: Effortless Dining at Your Fingertips

For swift and convenient options, rely on Long Bay Beach Club concierge services. We'll take care of your grocery and food needs promptly. Simply inform us of your preferences, and we'll ensure everything is delivered to your villa. Swift eats deliverers groceries and food from restaurants.





# Restaurant options



## 1. Bay Bistro

A Beachfront Culinary Haven Immerse yourself in the casual beachfront charm of Bay Bistro, offering a delectable mix of Caicos seafood with a Caribbean twist. From a full breakfast menu to island-favorite brunch served all day on weekends, Bay Bistro is highly recommended for a memorable dining experience. Pay extra for on the beach dining experience .

### Contact

+1 (649) 946-5396

### Address

Sibonne Beach Hotel

### Hours

9:00 AM - 9:00 PM  
(Open 7 Days a Week)

### Cancellation

24 hours in advance  
or \$25 per person



## 2. Coco Bistro

Eclectic Cuisine in a Palm Grove Nestled in the largest palm grove in Provo, Coco Bistro is TripAdvisor's top pick, offering eclectic cuisine and impeccable service. With a credit card required for booking, savor the delights of Coco Bistro's menu amidst a serene setting.

### Contact

+1 (649) 946-5369

### Cancellation

\$50 per person charge  
for cancellations less than  
24 hours in advance.

### Hours

5:30pm - 10:00pm  
(Closed on Monday)

Reservations must be  
made a minimum of 6  
weeks in advance.

### Address

Grace Bay Road



## 3. Sui-Ren

Peruvian and Japanese Fusion Experience the fusion of Peruvian and Japanese cuisine at SUI-REN, the latest fine dining addition at The Shore Club in Long Bay.

Delight in the brilliance of dishes crafted with the freshest seafood and organic produce, a first-of-its-kind culinary adventure on Turks and Caicos.

### Contact

+1 (649) 339-8000

### Address

The Shore Club in Long Bay

### Hours

Sun-Sat  
6:30pm-10:30pm

### Cancellation

48 hours notice required.  
\$50 per person charge for no-shows or  
late cancellations.



## 4. The Marine Room

A Gastronomic Journey The Marine Room invites you to a memorable gastronomic journey, celebrating culinary art with carefully crafted dishes. Stimulate your senses with raw fish delicacies, vegetarian options, and more. Located opposite The Bight Park on Lower Bight Road, it promises a unique dining experience.

### Contact

+1 (649) 231-6292

### Address

Lower Bight Road

### Hours

5:30pm to 9:30pm

### Cancellation

Please cancel 24 hours  
in advance to avoid charges.



## 5. Vita at the Rock House Resort

Mediterranean Escape Transport yourself to the Mediterranean at Vita, the restaurant within The Rock House Resort. With breakfast, lunch, and dinner options, as well as a cocktail cave bar and sunset bar, Vita offers a taste of the Mediterranean in Turks and Caicos.

### Contact

- 888 969 8455

### Address

- Blue Mountain Road  
Providenciales

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**6. Indigo at Wymara resort**

Caribbean-Inspired Delights Indigo Turks & Caicos, situated at Wymara Resort, embraces Caribbean-inspired dining. Highlighting fresh, sustainable ingredients, Indigo provides a memorable and enchanting dining experience. Enjoy breakfast, dinner, and the Indigo Bar.

**Contact**

+1 (649) 941-7555

**Address**

-Lower Bight Rd, The Bight Settlement

**Hours**

- Open weekly  
from 6PM - 10:00PM

**Cancellation**

24 hours in advance or  
a \$75 per person cancellation fee.



**7. Infiniti restaurant & bar at Grace bay club**

Sunset Dining Infiniti Restaurant offers a beautiful setting for sunset dining. With fresh seafood options and a menu designed to excite your senses, it's far from ordinary. Lively Friday evenings include a 2-for-1 Cocktail Hour and DJ music.

**Contact**

+1 (649) 946-5050

**Address**

Grace Bay Circle Road

**Hours**

Open weekly  
from 6PM - 9:30PM

**Cancellation**

Required 48 hours in advance. \$50  
per person charge for no-shows or  
late cancellations.

# 05 Private chef experience

Elevate your culinary experience with  
Long Bay Beach Club Concierge Assistance



At Long Bay Beach Club, we believe in creating not just a stay but a memorable culinary journey. Our Private Chef Services, offered in collaboration with Chefs Turks & Caicos and Chef Delroy with Grandmasboy Catering, bring world-class dining experiences right to the doorstep of your villa. The Long Bay Beach Club concierge is here to ensure you make the right choice for an unforgettable dining experience.

## 1. Chefs Turks & Caicos

### A Culinary Symphony in the Comfort of Your Villa

Indulge in the magic of your vacation with the creative culinary skills of the Private Chefs from Chefs Turks & Caicos. From homemade pasta to the vibrant flavors of the Caribbean, our chefs curate an extraordinary dining experience.

#### Private Chef at Home | Tailored Culinary Excellence

##### Pricing

- 3-8 guests | **\$450**
- 4-course menu cost approx. | **\$35-50 per person (depending on the chosen menu)**
- Grocery receipts will be shared

##### Services include

- Chef, cleaning, and assistance.
- 5% on food purchasing added to the menu and guest food selections.

##### Payment

- Payment: Accepted via cash or bank transfers.

#### Private Chef Meal Options:

##### Breakfast

- 1-2 guests: \$135
- 3-8 guests: \$300

##### Lunch

- 1-2 guests: \$175
- 3-8 guests: \$350
- 9-15 guests: \$450

##### Dinner

- 1-2 guests: \$250
- 3-8 guests: \$450
- 9-15 guests: \$750

##### Full Day

- 1-2 guests: \$500
- 3-8 guests: \$900
- 9-15 guests: \$1100
- Additional guests: \$70 each

##### Weekly Chef Rate

(7 days full services):

- Middle-size group (4-10 guests): \$6300
- Groups over 10: Personalized offer based on budgeting

*\*prices may vary depending on the availability of the chefs, it is recommended to book in advance.*

## Additional Services

##### Butler

- **\$300** for a full day (marginal operational time: 3 hours breakfast, 3.5 hours lunch, 4.5 hours dinner)
- **\$30** for 1 hour (Minimum booking 5 hours x 1 day)

##### Customized Price and Special Event Services:

- Personalized offers based on guest budgeting, especially for multiple services, weddings, special parties, or returning clients.

For inquiries and bookings, contact the Long Bay Beach Club concierge. Our concierge will handle all the details and assist you in making the right choice for an unforgettable dining experience.

## 2. Grandmasboy Catering with Chef Charles Joseph

### Caribbean Twist to World-Class Dining

Experience world-class dining with a Caribbean twist through our collaboration with Chef Charles Joseph from Grandmasboy Catering. Our Villa Private Chef Service offers a personal touch to your dining experience.

#### Daily Chef Rates

##### Breakfast

- 1-8 pax | **\$350**
- 9-16 pax | **\$450**

##### Lunch

- 1-8 pax | **\$450**
- 9-16 pax | **\$600**

##### Dinner

- 1-8 pax | **\$650**
- 9-16 pax | **\$850**

##### Full Day | 3 meals period

- 1-8 pax | **\$1200**
- 9-16 pax | **\$1500**

##### Full Week | 7 days

- 1-8 pax | **\$8000**
- 9-16 pax | **\$10000**

**Chef rates are exclusive of food | Rates include a server**

For bookings and inquiries, contact our concierge service. Please ask your planner to introduce you to the chef for more information, pricing, and availability.



# 06 Water activities

Welcome to the paradise of Providenciales,  
where stunning beaches await your discovery.

## Beach Options in Providenciales

Welcome to the paradise of Providenciales, where stunning beaches await your discovery. In your residence, you'll find beach chairs, towels, and a cooler for your convenience. Please note that there is a \$20 fee for any beach towels not returned at departure.

### Long Bay Beach

While Grace Bay Beach is renowned worldwide, we want to highlight the exceptional beauty and unique offerings of Long Bay Beach. This less crowded gem provides an extraordinary setting for various water activities. Explore the pristine shoreline, indulge in the turquoise waters, and take advantage of thrilling activities such as kiteboarding and paddleboarding. Long Bay Beach stands as an excellent choice for those seeking a perfect blend of tranquility and adventure.

### Grace Bay Beach

Located off the northeast coast, Grace Bay Beach stands as the hallmark of the Turks and Caicos Islands. Recognized as the World's Leading Beach Destination by the World Travel Awards and the 2nd best beach in the world by Tripadvisor, Grace Bay boasts pristine sands, clear waters, and a vibrant coral reef a mile (1.6km) offshore. Resorts line the coast, offering water activities and breathtaking views. You can rent chairs and umbrellas for \$20 per day next to Coral Garden Resort.

### Sapodilla Bay

Nestled off the south coast near Chalk Sound, Sapodilla Bay is a 900-foot (275-meter) stretch of tranquil beach. Ideal for families with small children, the shallow and calm waters make for a relaxing escape. Luxury villas dot the shoreline, and private yachts anchor in the bay, creating a picturesque scene. Sapodilla Bay's unique fine, silk-like sand sets it apart, and you may encounter marine life like bonefish, barracudas, stingrays, and eagle rays. Enjoy the warmth of the sun in this sheltered oasis.





### Explore the Waters with Long Bay Beach Club Your Gateway to Unforgettable Adventures

At Long Bay Beach Club, we invite you to dive into the vibrant waters of Turks and Caicos with our curated selection of water activities. Our concierge is your dedicated guide, ensuring seamless bookings and unforgettable experiences.

## Fishing

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### 1. Catchin Caicos

Your gateway to the best of fishing, snorkeling, cruising, and island hopping. They offer a variety of deep-sea fishing, bottom fishing, and custom luxury cruises. Combo trips can be booked if a full-day charter is preferred.

### 2. M&J Charters

M&J Charters provides reef and deep-sea fishing experiences on a 32' Grady White, fully equipped for an exciting adventure.



## Diving

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### 1. Flamingo Divers

For an intimate diving experience, Flamingo Divers offers small boat excursions accommodating a maximum of 8 divers, providing a private or public setting.

### 2. Dive Provo

Dive Provo is an excellent choice for those focused on learning. They prioritize teaching and offer a great environment for diving education.

### 3. Aqua TCI

Aqua TCI offers small boat excursions, ensuring a personalized experience with a maximum of 8 people on board.





## Private Boat Charters

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### 1. Luxury Private Charters with Prive’ Fine Ocean Charters

Prive’ Fine Ocean Charters is committed to delivering the pinnacle of luxury in vessels, equipment, and services.

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### 2. Private Charter Experience with Okeanos Charters

Okeanos Charters invites you to cruise, snorkel, or simply indulge in the tranquility aboard MV IKIGAI, a 37ft 2019 Axopar Brabus. Contact your planner for pricing and create special memories with passion-driven charters.

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### 3. Luxury Catamaran Sailing public trip with Lady Grace

Embark on a luxury catamaran journey with Lady Grace, exploring the Turks & Caicos Barrier Reef. Snorkel, sail, and relax on deserted island beaches with prices starting at \$199 for adults.

### 4. Private Charters and Kayak Eco Tours with Big Blue Collective

Experience the legendary eco tour by Big Blue Collective, exploring mangrove habitats, iguana sanctuaries, marine life, and serene beaches. Contact your planner for pricing and further information.

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### 5. Jetski from Your Beach with Rashard

Ride the waves with Jetski delivered to your villa.

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### 6. Parasailing on Grace Bay Beach with Hannah Fly Girl

Soar high with parasailing experiences starting at \$85 per person. Private charters and snorkeling adventures are also available.

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### 7. Electric Hydrofoil with Fly TCI

Experience the thrill of flying over the water with Fly TCI's Electric Hydrofoil.

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### 8. Horseback Riding on the Beach with Provo Ponies

Explore the scenic beaches with Provo Ponies. Book your ride in advance.

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### 9. Snorkel Spots

Discover the vibrant marine life at Coral Gardens and Smiths Reef, all you need is some snorkel gear, ask your Concierge.

Your Long Bay Beach Club concierge is here to assist with all bookings and ensure your water adventures are nothing short of extraordinary. Dive into the turquoise waters of Turks and Caicos and let the memories unfold!

# 07 Wellness & coaching

Indulge in Wellness with Ease at Long Bay Beach Club



At Long Bay Beach Club, we prioritize your well-being, and our concierge service is here to seamlessly integrate wellness into your vacation. Enjoy a range of rejuvenating experiences, and let our concierge handle the details for you.

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## 1. In-Villa Spa Bliss with Ayur Spa

Relax and rejuvenate with Ayur Spa's in-villa services, available anywhere on the island. No need to travel; our mobile spa service comes to you. Simply ask your concierge to arrange your spa session, and let the tranquil atmosphere of your villa enhance your well-being.

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## 2. The Palms Resort Spa Experience

Immerse yourself in a lush garden setting at The Palms Spa. For a truly relaxing afternoon, let our concierge organize your spa treatment. Share your preferences, including day, time, service, duration, and attendant preference, and leave the rest to us. If you prefer, book directly on their website.

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## 3. Holistic Wellness with Teona Mobile Spa Services

Embark on a wellness journey inspired by ancient practices and Caribbean treasures with Teona Spa. Our concierge can arrange a unique experience where beauty meets well-being. Explore exotic massages and treatments from around the world, all within the comfort of your surroundings.

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Embrace a holistic approach to wellness at Long Bay Beach Club, where our concierge ensures your path to relaxation is effortlessly paved.



# o8 For the children

Unforgettable Adventures for Your Little Ones  
at Long Bay Beach Club



Create cherished moments for your children with these delightful offerings at Long Bay Beach Club.  
Our concierge is here to ensure your family experiences the best of Turks and Caicos.

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## 1. Babysitting Services with a Personal Touch

Experience worry-free adult time with our professional and caring babysitting services provided by SURFside Academy. Our fully-trained nannies, with backgrounds in teaching, childcare, and early childhood education, are dedicated to ensuring your children have a delightful time. Let our concierge connect you with reliable childcare professionals so you can enjoy some well-deserved relaxation.

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## 2. Kids Camps and Adventures with SURFside Ocean Academy

Welcome to SURFside Ocean Academy, where outdoor adventures, eco-explorations, and watersports await your little ones. Our licensed school focuses on marine-based activities to foster an appreciation for the environment. From camps and swimming lessons to professional nanny services, we offer a range of activities for kids and families. Explore the options available on our website and let our concierge handle the details.

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## 3. Glass Bottom Semi Submarine with Mermaid Sightings

Embark on an enchanting underwater journey with the Undersea Explorer glass-bottom boat. Ideal for families, this adventure offers glimpses of diverse marine life, including the endangered Green Turtle. Experience the magic of mermaid encounters during a private tour. Our concierge can arrange this unique experience for your family.

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## 4. Take a Puppy Out for the Morning

Make lasting memories with your little ones by taking a puppy out for a morning stroll. Visit Potcake Place to meet adorable puppies and learn about adoption opportunities. Our concierge can help organize this heartwarming experience for your family.

# 09 Island Hopping Adventures

Explore the magic and the beauty  
of Turks & Caicos

Embark on unforgettable island-hopping adventures, whether exploring the Garden Islands, discovering the historical allure of Grand Turk, or experiencing the luxurious seclusion of South Caicos. Our concierge is ready to assist in crafting the perfect day-trip experience for you.

North and Middle Caicos Day Trip - Explore the Garden Islands Embark on a captivating day trip to North Caicos and Middle Caicos, a must-do for those staying on Providenciales. Board a ferry from Providenciales to North Caicos with Caribbean Cruisin, then rent a car to explore the enchanting Garden Islands.

## Discover the allure of

Conch Bar Caves | Indian Cave | Mudjin Harbor | Horsetable Beach | Bambarra Beach  
Remember to pack bug spray, cash, and drinks for the road.

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## 1. Grand Turk for the Day

Historical Gems and Caribbean Charm Experience the unique atmosphere of Grand Turk, a small island with a blend of history and laid-back Caribbean charm. Take advantage of several daily flights from Providenciales to Grand Turk and explore the nation's capital, Cockburn Town, with its historical sights and attractions.

### How to Book Your Day Trip

| From Providenciales |

- Reserve your domestic flights from Providenciales International Airport to Grand Turk International Airport with Caicos Express Airways or InterCaribbean (approximately \$150 round trip).
- Book your rental vehicle in advance, ranging from scooters and 4x4 buggies to conventional cars and jeeps with air conditioning.
- Plan your day with insights from "Things to Do on Grand Turk" and print our Grand Turk Map for reference.
- Arrive at both airports (Providenciales And Grand Turk) at least 45 minutes prior to domestic flight departures.

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## 2. South Caicos for the Day

Luxurious Seclusion and Adventure Immerse yourself in a day of luxury and adventure in South Caicos with Sailrock Resort. Enjoy pristine beaches, explore surrounding waters, and indulge in beachside cuisine. The package includes round-trip flights with InterCaribbean, ground transportation to/from Sailrock Resort, and a day pass with access to all resort amenities and complimentary water sports equipment.



# 10 Shopping

An unparalleled shopping experience

Discover a world of unique treasures and local finds with our curated shopping guide in Salt Mills and The Regent Village. Our concierge is delighted to assist you in exploring these distinctive boutiques for an unparalleled shopping experience.



## 1. Caicos Adventures Boutique | Dive into Style |

Explore the Caicos Adventures Boutique for a curated selection of stylish clothing and accessories. From beachwear to resort chic, find the perfect ensemble for your island getaway.

## 2. Art Provo | Where Art and Culture Converge |

Immerse yourself in the vibrant cultural scene at Art Provo. Discover an eclectic collection of local and Caribbean art, including paintings, sculptures, and handcrafted souvenirs.

## 3. Anna's and Anna's 2 | Fashion Finds for Every Occasion |

Indulge in the latest fashion trends at Anna's and Anna's 2. From casual beach attire to elegant evening wear, these boutiques cater to every style preference.

## 4. Wellington Collection | Timeless Elegance |

Elevate your look with exquisite jewelry from the Wellington Collection. Adorn yourself with timeless pieces crafted with precision and artistry, reflecting the allure of the islands.

## 5. Seventy Two West | Island Lifestyle |

Experience the essence of island living at Seventy Two West. This boutique offers a curated collection of home decor, lifestyle accessories, and unique gifts that capture the spirit of Turks and Caicos.

## 6. Atelys Handmade Jewelry | Artistry in Every Detail |

Uncover the artistry of handmade jewelry at Atelys. Each piece is a testament to craftsmanship and creativity, making it the perfect souvenir or a thoughtful gift.

## 7. Fottac Rums and Local Flavors | Taste the Islands |

Dive into the flavors of the Caribbean at Fottac. Explore an array of local rums, spices, and flavors that encapsulate the essence of Turks and Caicos. Take home a piece of the islands' culinary heritage.

## 8. Blue Surf Shop | Ride the Waves in Style |

For the water sports enthusiast, Blue Surf Shop is a haven of equipment, apparel, and accessories. Whether you're into surfing, paddleboarding, or simply beachcombing, find everything you need here.

Embark on a shopping journey through Salt Mills and The Regent Village, where each boutique is a treasure trove waiting to be discovered. Our concierge is at your service to ensure your shopping experience is nothing short of extraordinary.

# 11 Sustainability

Energy conservation guidelines  
Turks & Caicos Islands

To ensure optimal performance of our climate control systems and contribute to energy conservation, please adhere to the following guidelines:

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## 1. Thermostat Setting

Set the thermostat no lower than 72 degrees Fahrenheit (22 degrees Celsius). Lower temperatures may lead to the air conditioning system freezing up, resulting in malfunctions.

## 2. Maintaining Cooling Efficiency

To enhance the efficiency of the air conditioning, please keep all doors and windows closed when the A/C is operational.

Your cooperation in following these guidelines is greatly appreciated. By working together, we contribute to a sustainable and comfortable environment for everyone.

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## Air conditioning usage guidelines | Turks & Caicos Villa |

For optimal comfort and efficiency when using the air conditioning unit, please follow these guidelines:

### 1. Turning On the System

- Ensure the digital touch display is ON (bottom left corner).
- Set the mode to COOL (2nd option from the left corner).

### 2. Temperature Settings

- Set the thermostat to 72 degrees Fahrenheit using the UP arrow for warmer and DOWN arrow for cooler.

### 3. Avoid Lower Temperatures

- Do not set the temperature lower than 72 degrees, as attempting to do so may lead to condensation and system malfunctions.

### 4. HOLD Mode

- If the system displays "HOLD" in the top left corner, press "Cancel HOLD" from the bottom row to return to COOL mode.

### 5. Power Outages

- In case of power outages, reset the 3-bedroom displays.
- Press "Set Up" as prompted on the bottom right corner.
- Navigate to "Group Settings" and select the appropriate address codes: left bedroom (002), middle bedroom (003), right bedroom (005).
- Press "Back" to return to the main display screen.

### 6. Confirmation

- The LED light should change from green to blue, indicating the system is in "Cool Mode."o COOL mode.



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## Housekeeping & environmental initiatives

At Long Bay Beach Club, we are dedicated to curating extraordinary vacation experiences while upholding a commitment to sustainability. Here's how our housekeeping services align with environmental initiatives

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### 1. Service Hours

Our housekeeping team operates between 10:30 a.m. and 3:00 p.m. daily to ensure your residence is immaculately cared for.

### 2. Towel Laundering

To minimize environmental impact, we launder towels left on the floor of residence baths. Towels placed on racks or counters will not be laundered, promoting sustainability practices.

### 3. Energy Conservation

During daily services, our mindful housekeepers turn off lights and appliances when members are not in-residence. This proactive measure contributes to energy conservation and reduces our carbon footprint.

### 4. Customized Housekeeping

Understanding varying preferences, some members opt for less frequent housekeeping visits. Whether for privacy, personal schedules, or environmental consciousness, we respect your choices. If you have a preferred time for housekeeping, please inform us, and we will gladly accommodate.

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**We believe that by adopting smarter and eco-friendly practices,  
we can provide unparalleled vacation experiences while being responsible  
stewards of the environment.**

**Thank you for joining us on this journey of sustainability.**



# 12 Helpful information

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## Gratuities

In The Turks and Caicos, we are committed to providing exceptional service to ensure your stay is truly memorable.

**If you choose to extend your gratitude through gratuity, we offer the following general guidelines for your convenience:**

### 1. Housekeeping

A customary gratuity of \$5to\$7 per occupied bedroom per night is appreciated for the dedicated care and attention provided by our housekeeping team.

### 2. Destination Planner

Recognize seamless trip planning with a voluntary gratuity ranging from \$50 to \$100 per trip, reflecting the complexity of your travel arrangements.

### 3. Destination Concierge

Acknowledge the extensive services provided with a voluntary daily gratuity ranging from \$15 to \$35, reflecting the variety of functions during your stay.

### 4. Vendors

It is customary to tip services on island such as Taxis, Boat charters, 15-20% is considered normal but it is up to you completely. Some vendors do add a service charge so please be sure to check before adding gratuity.

### 5. Private Chef & Restaurants

For the culinary delights enjoyed, a voluntary gratuity of 15-20% per dinner for a private chef is customary. When dining out, a customary 15%-20% of your total bill is appropriate. Please remember to check you bill to see if they have already taken gratuity as each restaurant operates a little differently. 12% Government tax will be charge on top of all activities and restaurants.

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**We want to emphasize that gratuity is entirely voluntary.  
Your decision to offer gratuity is a personal choice, and it contributes to the  
warmth and hospitality that define your Turks and Caicos experience.**



Beach and island tips

When exploring the beauty of Turks & Caicos, keep these helpful tips in mind for a seamless experience

1. Footwear Recommendation

Some beaches may have rocky terrain, so we recommend wearing water shoes for comfortable exploration.

2. Reef-Safe Sun Protection

To preserve our vibrant marine life, use only reef-safe sunblocks free of Oxybenzone, Octinoxate, Avobenzone, and Octocrylene. Popular brands include Coola, Stream2Sea, Sun Bum, Super Goop, and Bare Republic.

3. Payment Preferences

While enjoying local establishments, note that not all places accept AMEX. It's advisable to carry a VISA or Mastercard for wider acceptance.

4.Grocery Order Considerations

Please be aware that if certain items are missing from your grocery request, it could be due to the unavailability of the item in the local store. All items are shipped from the U.S., and delays may occur in reaching the islands.

We want your time in Turks & Caicos to be as enjoyable as possible, and these tips are crafted to enhance your experience. Embrace the beauty of our islands responsibly and make the most of your stay.

Premium cable Tv and smart Tv usage

Welcome to your home away from home! We are pleased to offer premium cable TV with all your favorite sports channels on every smart TV throughout the house. Here are some handy directions for using the TV remotes:

1. Tv remote directions

- Each Samsung Television comes with one remote controlling the TV and one remote for the Cable TV services.
- If you wish to access Smart TV features, ensure the TV is ON and already set. In case of any changes, press the menu button and navigate to network settings to configure the Wi-Fi. Once connected, you can enjoy streaming services like Netflix, YouTube, Hulu, and more. Kindly log out of your accounts before checking out.

Feel free to unwind and catch up on your favorite shows or sports events during your stay. If you have any questions, our concierge team is here to assist you.

Disaster kit guide

At Long Bay Beach Club, your safety and well-being are our top priorities. We understand the importance of being prepared for unforeseen emergencies, which is why we have provided this Residence Disaster Kit. This guide aims to familiarize you with the contents of the kit and offers essential information on how to use them effectively.

Important Reminders: In the event of a catastrophic emergency, your destination team may be impacted and not immediately available. Please remain in your residence until authorities or our team can reach you, ensuring we can keep track of your location.

General safety

Utilities

- Turn off all appliances in the "OFF" position to prevent hazards during utility restoration.
- In case of a natural gas smell, open windows, leave the residence, and turn off the main valve if possible.
- Be cautious of new safety issues created by the disaster, such as washed-out roads, contaminated water, gas leaks, broken glass, damaged electrical wiring, and slippery surfaces.

Physical Security

- If staying in the residence, lock all doors and windows.
- Establish a group "watch" system to warn of potential dangers.
- Do not put yourself at risk defending personal property; cooperate with others unless personal safety is in imminent danger.

Disaster Supplies Kit Content

Item	Potential Use
41 Oz. watertight container	Storing and transporting disaster kit supplies, water collection
Whistle	Signaling help - Three blasts are an internationally recognized distressed signal
Dust mask	Partial respiratory protection (not full protection)
Contact solution, 1 oz.	-
Solar/crank radio with AM/FM/NOAA	Monitor emergency and relief messaging
Flashlight and cell phone charger	-
Emergency water storage bladder for bathtub, 100 gallons	Water storage for up to 12 weeks
Travel-sized bleach, 4.5 oz.	Water treatment - Add 16 drops per gallon, stir, and let stand for 30 minutes
Maxi pad, Individual	-
Waterproof matches, box of 40	-
Duct tape	-
Diapers - size 4	-
Pencil	-
Scratch pads, 3" x 5", 100 sheets	-
Moist towelettes	-
Insect repellent and SPF 25 sunscreen wipes	-
Dehydrated food and drink, 112 servings (10% allergen and gluten-free)	Prepare per instructions
4.5" multi-tool with pliers	Please see instructions on packaging
Heavy-duty tarp, 10' x 12'	Shelter, water collection

Water

Water is crucial for survival, especially in emergencies. Ensure your family's needs by storing at least one gallon of water per person for three days. Remember individual needs vary based on age, health, physical condition, activity, diet, and climate.

Preparing Your Own Containers of Water

- Use food-grade water storage containers.
- Clean with dishwashing soap, rinse thoroughly.
- Choose two-liter soft plastic drink bottles over jugs or cardboard containers.
- Sanitize with a solution of 1 tsp non-scented liquid household chlorine bleach per quart of water.

Storing Water in Plastic Soda Bottles

1. Clean bottles with dishwashing soap and water.
2. Sanitize with a chlorine bleach solution.
3. Fill with tap water; if untreated, add two drops of bleach per gallon.
4. Let stand for 30 minutes; a slight chlorine odor should be noticeable.
5. Tightly close the container, label with the filling date, and store in a cool, dark place.

Water Treatment

- Long Bay Beach Club's destination team has a micro-filter for gravity-based water purification.
- If stored water is depleted, treat suspicious water using boiling, chlorination, or distillation methods.

Boiling

- Boil for one full minute and let it cool before drinking.
- Improve the taste by pouring the water between two clean containers.



Chlorination

- Use regular household liquid bleach (5.25 to 6.0 percent sodium hypochlorite).
- Add 16 drops per gallon, stir, and let stand for 30 minutes; a slight bleach odor should be noticeable.

Distillation

- Boil for 20 minutes and collect the condensed vapor for purified water.

Water Sources

- Safe sources include melted ice cubes, liquids from canned goods, and water drained from pipes.
- Unsafe sources include radiators, hot water boilers, toilet bowl water, waterbeds, swimming pools, and spas.

Water Treatment

In case stored water is exhausted, and reliable clean sources are unavailable, treat suspicious water before use. Contaminated water can carry microorganisms causing diseases like dysentery, cholera, typhoid, and hepatitis.

Effectiveness of Water Treatment

Methods	Kills Microbes	Removes Other Contaminants Heavy metals, salts, and most other chemicals
Boiling	Yes	Yes
Chlorination	Yes	Yes
Distillation	Yes	Yes

Food

Our kit includes over one hundred servings of dehydrated food and drink. Simply add water and follow package instructions. Approximately 10% of servings are gluten and allergen-free; check package ingredients for dietary restrictions.

Food Safety Tips

- Keep food in covered containers.
- Maintain clean cooking and eating utensils.
- Dispose of garbage properly, burying if necessary.
- Wash hands frequently with boiled or disinfected water.
- Discard food in contact with contaminated water.
- Discard food at room temperature for two hours or more.
- Use ready-to-feed formula or boiled water for infants.

Don't

- Consume swollen, dented, or corroded canned foods.
- Eat abnormal-looking or -smelling food.
- Allow garbage to accumulate inside for fire and sanitation reasons.

Note

Thawed food can be eaten if still "refrigerator cold" or re-frozen if containing ice crystals. When in doubt, throw it out.

Important Note

This information is accurate as of 11/29/23 and may change without notice. While believed to be accurate, Long Bay Beach Club assumes no liability for third-party products, services, activities, or vendors mentioned in this guide. Guests are encouraged to review agreements with third parties carefully.

Stay safe,  
Your Long Bay Beach Club Team



LONG BAY BEACH CLUB

# 13 Villas maps





LONG BAY BEACH CLUB

# Eos Villa



LONG BAY BEACH CLUB

# Eos Villa

Level 1



# Eos Villa

Level 2



# Eos Villa

Level 3





LONG BAY BEACH CLUB

# Helios Villa



LONG BAY BEACH CLUB

# Helios Villa

Level 1



# Helios Villa

Level 2



# Helios Villa

Level 3





LONG BAY BEACH CLUB

# Hyperion Villa



LONG BAY BEACH CLUB

# Hyperion Villa

Level 1





# Hyperion Villa

Level 2



# Hyperion Villa

Level 3





BEACHFRONT

LUXURY

EXPERIENCE

# Thank you for visiting Turks & caicos

*We hope to have the pleasure of hosting you again at*

LONG BAY BEACH CLUB