



Caille Blanc Villa & Hotel



ABOUT YOUR UPCOMING STAY

Dear Guest:

We're getting closer to your visit (see details below). We're just as excited as you and we want you to be well prepared. We will send you another reminder but we'd appreciate you taking the time to review this entire email for important information regarding your visit. PLEASE READ AND FOLLOW ALL DETAILS OF THIS EMAIL FOR YOUR TRIP.



CASHLESS PROPERTY

Please note that we are a cashless property. Your credit card information will be collected on arrival for all additional charges.



ARRIVING IN ST. LUCIA

A. Passport/Visas: please make sure your travel documents are in order. U.S. UK or Canadian citizens must have a passport that is valid for the duration of your stay. Most countries are exempt from obtaining a visa for entry for example the US Canada and European nations however it is best to check [this link](#) for certainty.

B. Customs/Immigration Forms: It is recommended that prior to arrival you complete the online customs and immigration form. The form may not be completed more than 72 hours prior to arrival; submit one form per family/group. After submission, you will receive a receipt by email which you will need to present on arrival. [The link](#) to the form can be found here.

C. When you arrive in St. Lucia the customs agents may not know our little hotel. For the customs form we're located on Anse Chastnet Road in Soufriere. Our local number is (758) 459-5905.



CAILLE BLANC VILLA & HOTEL REQUIRES:

- A. Each guest must complete Caille Blanc Villa & Hotel's Arrival Agreement. [Link here.](#)
- B. Check In/Out: Check In begins at 1pm/ Check Out is 11am. All additional purchases at CBVH (food, beverages, merchandise) will be provided to you prior to check out for review in an invoice emailed to you and charged to your card on file.
- C. Tipping: No cash is allowed at Caille Blanc Villa & Hotel but we appreciate it if you love our staff – simply send your tip amount through the app and we will add it to your bill.
- D. To help you communicate with our on island team as well as arrange excursion and transportation we use the concierge app MANET. You will receive an email from MANET with a special access code. Before your arrival please download the app ([link](#)). Many instances require the use of our proprietary app Manet. Once inside the app – check out our sample itineraries and more in the CONCIERGE section. PLEASE NOTE: Orders made on Manet are not charged on your credit card – they are applied to your account payable prior to check out.



May we also suggest that if you have not already pre-purchased, that you consider ordering either our All-Inclusive Meal Plan or Regular Meal Plan which can be found in the plan ahead sections of MANET; as well as airport transport which can be arranged in the Taxi section.

WE ARE SURE THAT AFTER READING OF ALL OF THIS YOU WILL ABSOLUTELY NEED A VACATION :) and we are here to make sure that you have the most wonderful stay at Caille Blanc Villa & Hotel and our lovely island St. Lucia.

IF YOU HAVE ANY QUESTIONS, FEEL FREE TO REPLY TO THIS EMAIL!

HAPPY TRAVELS!



ALISA COLEMAN & THE COLEMAN FAMILY, OWNERS



Caille Blanc Villa & Hotel

WWW.CAILLEBLANCVILLA.COM

ALISA@CAILLEBLANCVILLA.COM

TOLL FREE PHONE: 1-877-PITONS-0 (1-877-748-6670) ALTERNATIVE: 1-917-512-3375



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@CAILLEBLANCVILLA