

RESTAURANTS AND OTHER IMPORTANT INFORMATION FOR LIFESTYLE RESORT PUERTO PLATA

RESTAURANTS:

We have a wide variety of restaurants throughout our resort each one offering a unique culinary experience. Most of our restaurants are open air settings and have a very informal dress code but the following restaurants Jazz, Azul, Intimates and our Simply Gourmet restaurant are more formal and gentlemen are required to wear long pants when dining. If you have any questions please contact the following extensions # 70100 # 70101 # 70099 or just dial # 0 and ask the operator to connect you to the V.I.P Service Department.

To make a reservation for all restaurants that require them, please speak with our V.I.P Service Department at the following extensions #70100 #70101 #70099**5**

Simply Gourmet: Members can enjoy this sophisticated new world cuisine a-la-carte restaurant, located at the V.I.P Court. You may choose to dine “al fresco” on our open-air terrace or experience the indoors intimacy. Simply Gourmet is the perfect setting for a perfect night. Every evening, a varied six course theme menu offers the finest dishes from Europe, the Far East, and the Caribbean with white-glove service. Two seating’s for dinner 6:30 pm and 8:30 pm. Reservations are required. Dress code is semi-formal. Members Only.

Trapiche Paradise:

Our Mexican restaurant serves up Tex Mex cuisine. Here you can find our famous Fajita, specially made with strips of beef, pork and chicken, combined with bell peppers, onions and tomatoes, all cooked on a charcoal grill. We also offer a wide variety of delicious Burritos, specially made with your choice of meat seasoned with only the best array of Mexican spices and sauces. Two seating’s for dinner 6:30 pm and 8:30 pm. Reservations are required. Informal dress code in effect.

Indochine:

You don’t need to go to the exotic Far East to savor its gastronomical delights. This Asian inspired restaurant offers a unique mix Chinese, Thai and Indian specialties. Here we present a delicious selection of flavors and ingredients with fresh shellfish combinations. Two seating’s for dinner 6:30 pm and 8:30 pm. Reservations are required. Informal dress code in effect.

Bellini Italian Ristorante:

For those who love the taste of Italian food, we offer a wide variety of pizzas and pastas made from the traditional recipes of Italy. That’s amore! Italian pizzas are specially prepared just for you right before your eyes and the Bellini restaurant also serves a variety of pasta dishes. The Bellini restaurant is also **open for breakfast at 7:00 am and for lunch at 12:30 pm (in high season only).** Two seating’s for dinner 6:30 pm and 8:30 pm. Reservations are required for dinner. Informal dress code is in effect.

AZUL:

When you step into the Exclusive AZUL you will find that this is the ultimate special occasion restaurant, where the ingredients and service are carefully hand selected and crafted for an experience unlike any other. The focus is on seasonal prestige cuisine that celebrates the organic bounty of the Dominican Republic that seductively dances on your palate. Two seating’s 6:30 pm and 8:30 pm. Reservations are required. Semi Formal Dress code is in effect. Members only, subject to membership level however reservations can be made on a payment basis, subject to availability.

Anja’s Lounge:

Anja’s lounge is located on the top floor of our office tower and is **open for lunch at 12:30 pm.** If you are craving a burger or some fried calamari or maybe some fresh tuna visit Anja’s lounge. Informal dress code is in effect. **Members only.**

Jazz:

Jazz restaurant serves up delicious New Orleans style cuisine including steak, chicken and a variety of dishes with Louisiana flair, we call it French Fusion. Two seating’s 6:30 pm and 8:30 pm. Reservations are required. Dress Code: Semi Formal. (All Members, and guests staying at the Presidential Suites, are entitled to dine at the Jazz Restaurant.) For members and guests staying at the Presidential Suites, the **Jazz Restaurant is open for Breakfast at 7:00 am and lunch at 12:30 pm.**

Blues:

Blues, our newest restaurant on property, features a high-end, **Kosher style buffet for breakfast and lunch** including international dishes from around the world and different specialty items daily on the grill such as blackened fresh grouper, lamb, and fresh homemade pasta. An organic salad bar is also featured. Blues is located in the Presidential Suites area of the Resort, adjacent to JAZZ specialty restaurant and the Bourbon Street Bar.

LHVC has been honored with the distinction of receiving the prestigious OK Kosher Certification, one of the most respected global symbols of kosher approval in an era of soaring demand for kosher food. **Breakfast from 7:00 a.m. to 10:30 a.m. | lunch from 12:30 p.m. to 3:00 p.m.** dinner from 6:30 p.m. to 10:00 p.m. No Reservations Required, but Kosher all inclusive package a must. Dress code: Casual.

The Blue Lagoon:

During daytime hours, starting at noon, the Blue Lagoon opens for light lunches, snacks fresh salads, satisfying burgers, sandwiches and even delicious chicken or the catch of the day. In the evening the Blue Lagoon is perfect for a truly Caribbean flair. A varied menu offers fresh fish and steak and fruits of the Caribbean. Two seating's for dinner 6:30 pm and 8:30 pm. Reservations are required. Dress code is semi formal.

Intimates:

A private place on the beach for a quieter, romantic dining experience under air conditioning within the Blue Lagoon. A varied menu offers fresh fish and steak and fruits of the Caribbean. Open from 6:30 pm to 10:00 pm. Reservations are required. Dress Code: Semi-formal

Rodizzio:

This high end Brazilian Churrascaria is a popular way to enjoy a meal. Set within Cofresi Palm resort, this restaurant features a special V.I.P section and The Cellar table, an exclusive dining option for V.I.P members by reservation only. Open from 6:30 p.m. to 10:00 p.m. Reservations are required. Dress Code: Casual

El Pilón:

Want a True Dominican Dining Experience? Then El Pilón is the place. Filled with fresh scents and the catch of the day, this is an authentic way to experience the dietary culture of the country. Set on the beach of Cofresi Palm, this restaurant is both delicious and romantic. Open from 6:30 pm to 10:00 pm. Reservations are required. Dress Code: Casual.

Moomtaz:

Have a taste for something a little more exotic? Moomtaz is our nod to India and the special blend of spices and dishes only found there. Sample the Chef's special for the day, or choose one of the many perfectly prepared dishes from our extensive menu. Open from 6:30 pm to 10:00 pm. Reservations are required. Dress Code: Casual

Skewers:

This seasonal restaurant is open for dinner under the stars of Serenity Beach as an exclusive experience for V.I.P Members. Menu is Mediterranean and features fresh meats, fish and vegetables set upon long forks and roasted to perfection. Restaurant is open from 6:30 pm to 10:00 pm. Reservations are required. Dress Code: Casual.

Casablanca International Buffet Restaurant:

Our International themed buffet located within The Tropical is open for breakfast, lunch and dinner. **Breakfast is served at 7:00 am.** We offer 18 different warm choices plus fruits and fresh seasonal juices, cereals and breads. Our Chefs will be happy to personally prepare your favorite style eggs with your choice of ingredients.

Lunch is served starting at 12:30 pm we offer an excellent lunch buffet which includes a wide variety of salads, meats, and international dishes. Our Chefs will cook for you delicious hamburgers, chicken, fish, meats or your favorite pasta, all within minutes. If you are in a light mood you may feel tempted by our large salad bar. Enjoy our ample variety of desserts to tantalize your taste buds.

Dinner is served starting at 6:30 pm we offer 14 different internationally based choices, where you can gastronomically travel through France, Spain, Italy and Mexico, not forgetting the exotic food of the Dominican Republic. Reservations are not required. Informal dress code is in effect.

The Pearl:

An international buffet-style restaurant located within Cofresi Palm serving a plethora of hot and cold breakfast choices, as well as a wide lunch selection and a fresh pasta bar, plus a dinner buffet with a variety of international selections. Every night is a different international theme with matching decor and strolling musicians setting the stage to an easy, stress-free casual dining environment that includes fresh selection stations ranging from cut meats to freshly baked breads. Overlooking Cofresi beach, the restaurant offers a choice of cold crisp salads, satisfying hamburgers and grilled fish or chicken... accompanied by the ocean breeze!

Breakfast from 7:00 am to 10:30 am | lunch from 12:30 pm to 3:00 pm / dinner from 6:30 pm to 10:00 pm | late night snack from 11:00 pm to 5:00 am. Reservations are required for dinner. Dress Code: Casual

V.I.P Sports Bar:

Our V.I.P Sports Bar is located at the V.I.P Court next to the Gourmet restaurant. There is an indoor bar with nine flat screen TVs so you can watch sporting events. There is also a beautiful outdoor patio where you can enjoy a cocktail and a light lunch. The V.I.P Sports Bar is open from 8:00 am to 12 midnight.

BEACH AND POOL AREAS:

Déjà View: (For Shareholders Only)

Exclusive for Shareholder level members only, this secluded beach retreat features luxurious, sprawling sun beds, an incredible view and a tranquil environment where you can relax and unwind while being pampered by an attentive, yet discrete staff.

Serenity Beach:

Serenity Beach area is located on a secluded part of our resort. This beach area is fully equipped with hammocks strung between the palm trees. A full service bar and an eager staff are waiting to serve you. This area is also set up to serve **various foods for lunch. For Members only.**

Harmony Beach:

Our brand new Harmony Beach is just a short walk from our Casablanca buffet restaurant. This beach area is fully equipped with beautiful beds for relaxing and a large Jacuzzi plunge pool with a water fall. There is a large full service bar and our staff is waiting to serve you. This area is also set up to serve various foods for lunch and there is also an ice cream shop. For Members only.

V.I.P Beach:

V.I.P beach is just a short walk from our Casablanca Buffet restaurant. This beach area is fully equipped with beautiful beds (some two-tiered) for relaxing and four large Jacuzzis right on the beach. We have two full service bars and a staff that is raring to go. This area also has a fresh, daily Sushi Bar.

V.I.P World:

Is located near our sports bar and it has a lovely pool area surrounded by beautiful beds designed for relaxing. There is also a full service bar and a keen staff waiting for you. This area is also set up to serve various foods for lunch.

The Tropical hotel: (Pool)

This area has three very large pools including a smaller pool designed for young children. There is also a full service bar, this area also hosts a variety of activities designed to entertain you throughout the day and our activities staff will be there to assist you.

The Penthouse Suites: (Pool)

We also have a very relaxing pool area near the Penthouses. Accommodated with bed, a full service bar with pool side service.

The Crown Suites: (Pool)

We also have another relaxing pool area near our Crown Suites. This secluded area is quiet and extremely relaxing. It is a great place to read a book or have a relaxing pool side siesta on one of our lovely beds. This area has a full service bar with pool side service. It is located in front of the Bellini Restaurant.

The Presidential Suites: (Pool)

For Members and guests accommodated at the Presidential Suites only.

Our presidential units also have a very large pool area with a beautiful waterfall and great area to take in the sun and relax on one of the in pool beds. This area has a full service bar with pool side service.

Note:

Please keep in mind that in the low periods at the resort some areas within the resort may adjust the services normally provided.

ADDITIONAL INFORMATION YOU MAY FIND USEFUL:**Kid's Club:**

If you have young children you may want to take advantage of our Kid's Club. The Kid's Club is located near the Tropical Pool area and a variety of activities are offered to keep the little ones amused.

Child Care Services:

If you require child care services while on vacation please speak to your reception department where you checked in.

Topless Bathing:

Please note that topless sunbathing is not common in the Dominican Republic therefore topless swimming or sunbathing is not permitted in our public areas, beaches and pools.

V.I.P VIBE Nightclub:

Our V.I.P VIBE Nightclub is located behind the Simply Gourmet restaurant in the V.I.P World area. The VIBE Nightclub is open from 11:00 pm to 4:00 am in the morning. Please keep in mind that drinks are not included in your all inclusive package. There is also a special area in the nightclub for members only.

Taxi services:

If you are interested in getting out of the resort and you require a taxi service this can be arranged by V.I.P Services or the Reception areas.

Mini Market:

We also have a Mini Market which is located near our Casa Blanca Buffet Restaurant. You will be able to purchase a variety of items such as toothpaste, sunscreen, cigars, clothes and other items you may find useful while you are vacationing with us.

Obtaining and exchanging money:

If you need to exchange money while at the resort there is a currency exchange bank located at The Tropical Hotel Reception. If you require a bank machine one is located in the small mini market located near the Casablanca buffet restaurant.

Excursions:

If you would like to find out more information about various excursions offered please visit the logo shop located near our V.I.P Sports Bar. The staff will be able to provide you with information on the various excursions offered and any additional information you may require. You can reach the excursion desk by dialing # 77776.

Spa Services:

We have two Spa centers, one is located within The Tropical Hotel grounds called Metamorphosis and the other one is the Yin Yang Spa which is located on the Cofresi Palm grounds near the Spa suites. These two Spa Centers also have full hairdressing services. Contact the Metamorphosis Spa by dialing extension 30803. Contact the Yin Yang Spa from Cofresi Palm at ext: 35052 or elsewhere at 39-35052.

Hair Salon Suzi:

The hair salon is located near the Resort Administrative Office. If you would like to make an appointment all you have to do is dial extension 40823.

Telephone Calls:

International or local telephone calls while in the resort will result in additional fees. Please confirm these rates with our reception department. If you are using your cell phone you may also want to check with your telephone provider regarding any and all additional fees.

Service issues:

In order to ensure that any issues you may have with any of our services while you are in the resort are dealt with expeditiously please bring them to the attention of the V.I.P Services Department. If you have any questions please contact the following extensions # 70100 # 70101 # 70099 or just dial # 0 and ask the operator to connect you to the V.I.P Services Department. You will be receiving daily visits from the staff of our V.I.P Services Department. Please bring any issues to their attention.

Maintenance issues:

If you have any maintenance issues with your accommodation or mechanical issues with your golf cart please bring them to the specific attention of the V.I.P Services Department. Dedicated staff will do their best to rectify and solve any issues you may have while you are vacationing with us. If you have any questions please contact the following extensions # 70100 # 70101 # 70099 or just dial # 0 and ask the operator to connect you to the V.I.P Services Department. You will be receiving daily visits from the staff of our V.I.P Services Department. Please bring any issues to their attention.

Check-in and Check-out policies:

Check-in (starting) 3.00 pm Check-out (latest) 11.30 am. Guests staying beyond check-out time without prior notice/agreement will be charged automatically for one additional day. Extra charges: such as laundry services, telephone charges, etc. are to be promptly and fully paid during the check-out process. All guests must check-out at the same desk to which they checked-in at the beginning of their vacation. Guests are to use their accommodation for the agreed period according to the registration card signed by guests. If the period of accommodation is not stipulated in advance, guests are to check out by 11.00 am/1.00 pm on the last day of their stay at the latest and they are obliged to have vacated the room by this time. If a guest fails to do so, the hotel is entitled to bill the guests(s) for another days' stay. In the event that the hotel has already reserved this accommodation beforehand and the guests fails to heed requests to vacate the room, or if guest is not present in the resort, the hotel reserves the right – with a three member committee in attendance – to catalogue the guests' possessions and to store them in a safe place so that the accommodation can be used by the guests for whom it has been reserved.

Private/Rented Vehicles:

If you enter the resort in a private/rented car or motorcycle, please keep in mind that the speed limit inside of the resort is 30 kph. If you drive over the speed limit, we will ask you to immediately remove the vehicle from the premises and you will need to park outside the resort. Additionally, there are many guests walking or driving golf carts and we ask that you are courteous to these guests and vehicles by yielding to them at all times.

Visitors:

Contact V.I.P Services and Customer Services for information regarding day/night passes for visitors. The Customer Service Department and the V.I.P Services Department should be notified of any and all visitors. All visitors need also to be registered at the front desk.

Medical Facilities:

If you require medical services while you are vacationing with us we have a medical center on - site located near the Mexican Restaurant. If we can be of any assistance please do not hesitate to contact V.I.P Services for additional information.

Security:

All guests (foreign and local) are required to provide a valid photographic proof of identification and proof of address such as a passport, identity card, as per current government regulations.

When vacationing with us your well-being and safety is extremely important to us. If you have any issues or concerns, please do not hesitate to contact our V.I.P Service Department during normal business hours at the following extensions. # 70100 # 70101 # 70099.

We have security staff throughout our entire resort 24 hours a day and they can be easily recognized by their black polo shirts and khaki pants. Safety deposit boxes can be rented at a marginal fee at the front desk. Please store all valuables in the safe located in your accommodation. Neither LVHC, the Club nor the resort will not in any way be responsible for the loss of guests' belongings left in the room or any other property not stored in the provided safe or left in public areas without surveillance. Please make sure that you close all doors properly when leaving the accommodation. The security staff is there to assist guests and is not an assurance of safety. The Club is not responsible for injuries to person or property.

Insects:

We are in the tropics; therefore please remember to close doors and windows in order to avoid mosquitoes and/ or other insects from entering your accommodation. Please do not store food, especially open items, outside of the fridge.

We routinely fumigate all of our accommodations inside and out however keep in mind that we are in a tropical country. Any issues should be mentioned to V.I.P Services when they visit or call.

Health and Hygiene:

All of our restaurants and bars adhere to the strictest standards when it comes to food preparation. Water used in food preparation is purified. The water we serve at our restaurants/ bars along with the ice we serve is also purified for your safety. All staff adheres to proper hygiene procedures at all times. We also ask all our guests take personal responsibility for their own personal hygiene. We have hand sanitizer dispensers at all entrances to our restaurants and we would kindly ask that you use them before and after you eat. We recommend that you use bottled water when brushing and rinsing your teeth.

Please be aware that excessive consumption of food and alcohol along with the heat/humidity and sun may contribute to ill health. We recommend that you use moderation when consuming alcohol and also to use sunscreen at all times.

Pets:

Pets are not allowed.

Environment:

We are committed to environmental conservation and its continuous improvement through the identification of the surrounding property needs and the active involvement in the solution of all problems encountered. We recognize the impact of our presence on the environment, as well as our responsibility to minimize such an impact through the following:

- Norms and procedures implementation according to the prevailing environmental laws.
- Employ local labor as much as possible, including training our employees and creating consciousness in the community in order

to improve and protect the environment.

- Emphasize on water and energy saving by monitoring and implementing advance technology.
- Minimize the volume of solid, liquid and gas waste to prevent pollution.
- Chemicals use control to minimize its impact on the environment.
- Coordinate the purchasing of environmentally low impact products.
- Invite our guests to get to know and get involved with our environmental program.

We appreciate all help in protecting our environment:

- Saving electricity in turning off the lights when not needed
- Turning off the A/C while not in the room
- If possible, by using only one pool towel per day
- Please place the “change my sheets” card when you want your sheets to be changed
- Please leave your dirty towels on the floor and hang up the towels you want to reuse.

General rules

- Guests may not move furnishings or interfere with the electrical network or any other installations in the accommodation or on the premises of the resort without the consent of the hotel management.
- For security reasons, it is not appropriate to leave children under 12 years of age without adult supervision in the accommodation or other areas on the resort premises.
- Guests are obliged to pay for any damages they cause.
- Smoking is not allowed in non-smoking rooms or areas.
- Do not climb on/over patio/balcony railings, or on/outside any windows.
- Any abusive behavior or actions deemed unacceptable by the Management of the resort may result in your immediate removal from the property without refund.
- In order to keep the harmony in our resort and ensure that all our guests are able to enjoy their vacation, we kindly remind you that loud music etc. after 11:00 pm is not allowed. In the possible case that you should have a special event or occasion and you expect that the party will last longer than 11:00 pm, please make sure that you inform the management in advance in order to take appropriate action and inform the guests in your surrounding area.
- We ask that you remember that you are sharing this facility with other guests also trying to enjoy their vacation, as such, loud, overbearing noise or actions that disturbed others is not allowed.

It is our hope that the information contained in this booklet is helpful to you.

Enjoy your stay and remember to

Tell it Only to Your Best Friends