



COUPLES  
SANS SOUCI  
JAMAICA



# RESORT DIRECTORY

**Dear Guests:**

It is with great pleasure that we welcome you to Couples Resorts on our beautiful island of Jamaica.

We look forward to transforming every moment of your visit with us into a memory you will treasure for a lifetime.

The entire Couples Resorts family is here to ensure that you enjoy a relaxing and romantic vacation with the person you love. Delight in the privacy of our pristine beaches, explore the lush landscape of our resorts, pamper yourselves with award-winning spa treatments, and savor the finest cuisine Jamaica has to offer.

Our expert Guest Services team would be delighted to make any special arrangements — from private gourmet dinners under the stars to thrilling one-of-a-kind excursions around the island to festive beach celebrations with family and friends.

We are honored that you have chosen Couples Resorts as your home away from home — and welcome you with open arms to the most enchanting place on earth!

One love,



**Lee Issa**  
Chairman, Couples Resorts



## CONTENTS

COUPLES APP .....	4
RESORT EVENTS .....	4
ACTIVITIES & ENTERTAINMENT .....	5
WATER SPORTS & SCUBA .....	6-7
COMPLIMENTARY EXCURSIONS .....	8
EXPLORE JAMAICA - OFF RESORT EXCURSIONS .....	9
TELEVISION CHANNELS .....	10
TELEPHONE EXTENSIONS .....	11
RESORT SERVICES .....	12
BAR SERVICES .....	13
DINING .....	14
IN ROOM DINING MENU .....	15
CELEBRATION PACKAGES .....	16
ROMANCE PACKAGES .....	17
PHOTO SHOP .....	18
GIFT SHOP .....	18
SPA .....	19
ROMANCE CONCIERGE .....	19
COUPLES RESORTS ENVIRONMENTAL POLICY .....	20
HEALTH & SAFETY INFORMATION .....	21
EMERGENCY & DISASTER PREPAREDNESS .....	22-23

## COUPLES APP

### OUR APP TAKES YOUR VISIT TO ANOTHER LEVEL

Check-in, unpack, relax and then download the Couples Resorts app on iOS or Android. Make dinner reservations, ask housekeeping for extra towels or shampoo, receive the most recent activity schedules, and check the property map. You can even send digital postcards to friends and more! Use the app for every need and want while you stay with us.



## RESORT EVENTS



### *Mondays | 6:00 pm – 7:00 pm*

Join the General Manager and team for the Manager's Welcome Cocktail Party by the Main Pool Deck.

### *Tuesdays | 7:00 pm to 9:30 pm*

Jamaica Night features a Caribbean buffet and dynamic performances by local artists under the stars by the Main Lawn. *Dress Code: Resort Casual.* This is followed by Disco Party at 9:45 pm by Sunset Beach.

### *Thursdays | 5:00 pm*

Join our Dining Room Team for a Wine Tasting on the Balloon Bar Terrace featuring selections from the Chairman's Wine List.

### *Fridays*

The Starlight Gala begins at 7:30 pm on the Main Lawn. Don't miss the Cabaret Show at 8:30 pm showcasing Jamaica's premier performers, followed by the Disco Party at 10:00 pm at the Sunset Beach.

## ACTIVITIES & ENTERTAINMENT

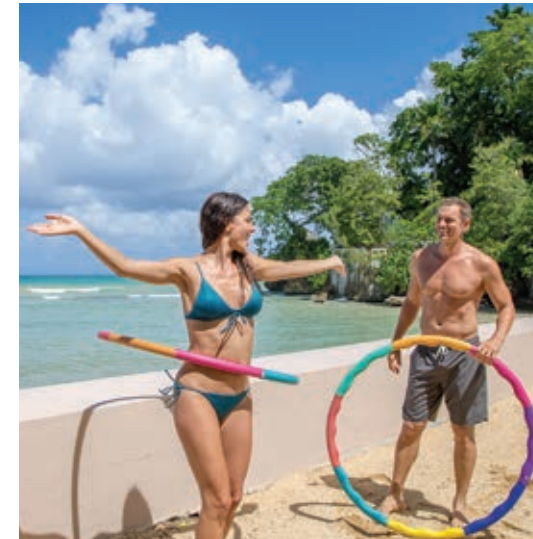
Notice boards listing daily activities are located at the entrance of Sunset Beach and on the Main Pool Deck.

### FITNESS CENTER

Our air-conditioned Fitness Centre features cardio equipment, free weights and ergonomically designed weight machines with a certified trainer who will customize a routine that suits your specific needs. A separate fitness room accommodates step aerobics and yoga. Fully lit tennis courts are open for day and night matches. A rotating roster of international fitness and tennis pros is available for further instruction most weeks. Also enjoy jogging or biking around the pond.

### INDOOR GAMES

Take part in a game of backgammon, cards, dominoes, board games or billiards in our air-conditioned Games Room.



### POOLS AND JACUZZIS

#### *Four Swimming Pools*

Enjoy a dip in one of our swimming pools. Surrounded by palm trees and chaise lounges, our pools overlook the Caribbean Sea and beautiful white sand beach. Swim up to the bar at the Main Pool or Sunset Beach and enjoy a refreshing cocktail.

#### *Three Jacuzzis*

Three Jacuzzis, including one tucked just a few feet from the Main Pool, invite couples to relax and rejuvenate in a sun-splashed setting.

#### *Mineral Spring Pool*

Soothe away every stress in our beautiful natural mineral spring pool, which is filled with water from one of the resort's several natural mineral springs. Secluded by the spa area overlooking the ocean, this is hydrotherapy at its best.

#### *Mineral Falls*

Silky mineral waters once thought to have healing powers, this falls sits behind a natural grotto that was once home to Charlie, an ancient sea turtle.



## WATER SPORTS AND SCUBA

Dive into the legendary Caribbean waters with windsurfing, kayaking, sailing, snorkeling, scuba diving, waterskiing and more. Enjoy complimentary instruction by our highly qualified staff.

Please inquire at the Water Sports Centre or call ext 6110 from 9:00 am – 5:00 pm.



### WATER SPORTS ACTIVITIES

#### *Hobie Cat*

**Daily:** 9:00 am – 4:00 pm

**Instruction:** 10:30 am and 2:30 pm

#### *Waterskiing*

**Daily:** 9:00 am – 12:00 pm and 2:00 pm – 4:00 pm

#### *Windsurfing*

**Daily:** 9:00 am – 4:00 pm

**Instruction:** 10:30 am and 2:30 pm

#### *Kayaking, Pedal Bikes, Paddle Boarding*

**Daily:** 9:00 am – 4:00 pm

*Sign up required 1 day in advance for below activities.*

#### *Snorkeling*

**Daily:** 9:30 am and 3:00 pm

#### *Knee Boarding*

**Daily:** 9:00 am – 12 pm and 2:00 pm – 4:00 pm

#### *Glass Bottom Boat Rides*

**Daily:** 11:30 am and 1:30 pm

#### *Private Snorkeling Tours*

Please inquire about schedules and costs at the Water Sports Centre

### SCUBA ACTIVITIES

#### *Certified Dives*

**Sunday to Friday:** 9:00 am and 1:30 pm

**Saturday:** Two tank dive at 9:00 am

PADI Certification, Night Dives And Night Snorkeling are offered at extra cost.

#### *Beginner's Dive*

**Resort Course:** Monday to Friday at 8:45 am

*Sign up required 1 day in advance.*



*Note: Activities and schedules are subject to change without notice*

## COMPLIMENTARY EXCURSIONS

Sign-up at least one day in advance by calling **Guest Services, ext 6009**, 8:00 am – 7:00 pm daily.

### UPTON GOLF AND COUNTRY CLUB

Daily complimentary shuttle departs from the lobby at 8:00 am (18 holes) and 1:00 pm (9 holes). Green fees are included but caddies are mandatory. Caddies, rental cart, clubs and balls are also available at an additional cost. Registration is required 1 day in advance at the Guest Services Desk.

### DUNN'S RIVER FALLS TOUR

One of Jamaica's national treasures, Dunn's River Falls is always on the must-do list of activities in the Caribbean and it's well worth making the time to climb this spectacular natural waterfall. A complimentary shuttle departs every day (except Friday) at 10:00 am and returns about 12:15 pm.

### OCHO RIOS SHOPPING TRIP

Shuttle departs every Tuesday & Wednesday at 3:00 pm and returns 5:00 pm. Meet in the lobby 10 minutes prior to departure time. **Sign-up required at least 2 hours prior to departure.**

### JIMMY BUFFETT'S MARGARITAVILLE

A complimentary shuttle departs every Monday from the lobby at 11:00 pm and returns at 1:00 am. **Meet in the lobby 10 minutes prior to departure.**



## EXPLORE JAMAICA - OFF RESORT EXCURSIONS

Please contact the **Tour Desk, extension 6113**, 9:00 am– 5:00 pm daily for these and other excursions, pricing and additional tour information. Customized tours and excursions can also be arranged. Early reservations are recommended.

### DOLPHIN COVE EXPERIENCE

Experience these amazing animals up close and personal at Dolphin Cove. From swimming with the dolphins to a shark encounter, this is an experience not to be missed.

### BLUE MOUNTAIN DOWNHILL BICYCLE TOUR

Bike through Jamaica's highest mountain range, zipline through the rain forest and finish your adventure with a dip in a cool cascading waterfall.

### MARTHA BRAE RAFTING

Enjoy the tranquil beauty of the island on a 30-foot bamboo raft down the Martha Brae River.

### KINGSTON TOUR

Visit Jamaica's capital and explore historic Spanish Town, the Bob Marley Museum, and the stunning views from the hills of Kingston. Shop local crafts, souvenirs, and a wide selection of duty-free merchandise.

### GLISTENING WATERS TOUR

Experience the wonder of Jamaica's famous Luminous Lagoon with a magical evening boat ride.

### MYSTIC MOUNTAIN

Enjoy an exhilarating bobsled ride down Jamaica's famed Mystic Mountain.

### CHUKKA ADVENTURE TOURS

Fly through the canopies of trees, trek along the sea on horseback and experience so much more on one of the wild Chukka Adventures.

## TELEVISION CHANNELS

101 CVM	302 ESPN2	604 FOX
106 LOVETV	310 CNN	606 MY9
107 TVJ	318 TBN	610 MSNBC
121 RETV	336 THE HISTORY CHANNEL	801 HBO
122 JNN	340 A&E	802 HBO FAMILY
123 TVJ SPORTS NETWORK	342 UNIVERSAL TV	850 ISSA TRUST FOUNDATION
210 CNNI	343 STUDIO UNIVERSAL	851 RESORT INFORMATION
236 TBS	344 SONY	852 RESORT INFORMATION
237 TNT	345 WBTB	853 RESORT INFORMATION
238 TNT SERIES	360 LIFETIME	
244 NATIONAL GEOGRAPHIC	370 VH1	
248 TRAVEL CHANNEL	372 BET	
250 E! TV	402 CINECANAL	
260 CINEMAX	403 FX MOVIES	
262 AXN	405 BOUNCE	
263 SYFY	530 FLOWSPORTS	
299 FOX SPORTS 2	601 ABC	
300 FOX SOCCER PLUS	602 NBC	
301 EXPN	603 CBS	

*Channels are subject to change by the service provider without prior notice.*

## TELEPHONE EXTENSIONS

Operator - 0	Reservations - 6012
Balloon Bar - 6019	Rolly's Salon - 6104
Bella Vista Restaurant - 6084	Sunset Beach Grill & Bar - 6085
Bell Desk - 6010	Tour Desk - 6113
Casanova - 6082	Walk Dis Way Gift Shop - 6035
Charlie's Spa - 6102	Water Sports - 6110
Entertainment - 6038	Wedding Coordinator - 6048
Fitness Centre - 6105	
Front Desk - 6008	
Guest Services - 6009	
Housekeeping - 6097	
In-Room Dining - 6087/6088	
Jewel Box Shop - 6033	
Laundry - 6096	
Nurse's Station - 6015	
The Sandy Shop - 6037	
Palazzina Restaurant - 6091	
Photo Shop - 6036	

### TO CALL SUITES

Azalea Block 21 + Room Number
Begonia Block 22 + Room Number
Carnation Block 23 + Room Number
Dahlia Block 24 + Room Number
Evergreen Block 25 + Room Number
Frangipani Block 26 + Room Number
Gardenia Block 27 + Room Number
Hibiscus Cottage 2801

### RESORT PHONE SERVICES

<b>Local Calls:</b> 9 + 1 + #
<b>Calls to U.S.A./Canada/Caribbean:</b> 91131+ area code + #
<b>Other International Calls:</b> Call operator for country code
<b>Toll-Free Calls Overseas:</b> 9 + 1 + Toll-Free number

*Note: Not all 800/888/866 numbers are Toll-Free from Jamaica.*

### HOTEL INFORMATION

<b>Hotel Number:</b> (876) 994.1206-9 or (876) 994.1353
Toll-Free 1.800.COUPLES
<b>Hotel Fax Number:</b> (876) 994.1544
<b>Email Address:</b> info@sanssoucijamaica.com

## RESORT SERVICES

### MEDICAL FACILITIES

A qualified nurse is available to attend to minor illnesses and injuries. The hotel may arrange for the services of a doctor at an additional cost.

### BEACH TOWELS

Two beach towels are provided in your suite for your convenience on arrival. These may be exchanged at the Water Sports Shop, Mineral Pool or at the Sunset Beach Pool.

### PHOTO SHOP

Our in-house photographers enjoys capturing special candid moments that reflect your vacation experiences. Visit with them in the Photo Shop, located beside the lobby, to view and make selections.

### CURRENCY EXCHANGE

Visit the Front Desk. Open daily 9:00 am to 5:00 pm. An ATM dispensing US currency is also located at the Photo Shop.

### RESORT SHOPS

#### *The Sandy Shop*

Beach apparel and conveniences, open daily 8:30 am to 4:00 pm on the Main Beach

#### *Walk Dis Way*

Chic Caribbean apparel and accessories, open daily 8:00 am – 8:00 pm

#### *Jewelry Box*

Duty free watches, jewelry, precious gems, designer accessories, open Monday to Saturday 9:00 am – 8:00 pm and Sunday 9:00 am – 5:00 pm



## BAR SERVICES

### BALLOON BAR

Daily 3:00 pm – 1:00 am

This casually elegant setting has a pianist playing nightly (except Tuesday & Friday) from 11:30 pm – 1:00 am.

### BEACH BAR

Daily 10:00 am – 1:00 pm

Located at the Bella Vista Restaurant

### CHARLIE'S VEGGIE BAR

Daily 10:00 am – 5:00 pm

Located next to the Mineral Pool, this popular spot offers healthy refreshments and beverages.

### PALAZZINA BAR

Lunch: 12:30 pm – 3:00 pm

Dinner: 6:30 pm – 10:00 pm

### MAIN POOL BAR

10:00 am – 5:30 pm

This bar is located at the Main Pool.

### SUNSET BEACH BAR

10:00 am – 6:00 pm | April – August

10:00 am – 5:30 pm | September – May

This bar is located at the Au Naturel Beach.

### MARTINI BAR

Daily 5:00 pm – 9:00 pm except Tuesday & Friday

Located cliffside under the Balloon Bar Terrace



## DINING

Contact **Guest Services** at ext. **6009** from 8:00 am – 7:00 pm daily. Dinner reservations required for Palazzina and Casanova.

### RISTORANTE PALAZZINA

*Closed on Friday*

**Dress Code:** Resort Casual

**Breakfast:** 7:30 am – 10:30 am

**Continental Breakfast:** 10:30 am – 11:00 am

**Lunch:** 12:30 pm – 3:00 pm

**Dinner (Mediterranean Cuisine):** 6:30 pm – 9:30 pm

*Reservations Required*

### RISTORANTE CASANOVA

*A La Carte - Closed on Tuesday & Friday*

**Dress Code:** Resort Elegant casual. Shirts, slacks (Dress Jeans) and closed-toe shoes or closed-toe sandals for the gentlemen and summer dresses for the ladies. No flip flops, T-shirts, shorts, sneakers, or hats are allowed. Jacket is optional.

**Dinner (Caribbean Fusion Cuisine):** 6:30 pm – 9:30 pm

*Reservations Required*

### BEACH GRILL, BELLA VISTA & SUNSET BEACH GRILL

*Bella Vista - Closed for Dinner on Tuesday, Wednesday and Friday*

**Dress Code:** Resort Casual

**Lunch Sunset Beach:** 12:30 pm – 3:00 pm

**Lunch Beach Grill:** 12:30 pm – 5:00 pm

**Bella Vista (only) Dinner:** 6:30 pm – 9:30 pm

**Bella Vista (Late Night Dining):** 11:00 pm – 6:00 am

*Subject to change.*



## IN ROOM DINING MENU

Please dial extension 6087 or 6088 to place your order. 6:00 am – 10:45 pm

### BREAKFAST

(Served from 6:30 am – 10:30 am)

#### Seafood Platter

Smoked Salmon / Smoked Marlin /  
Pickled Onions & Capers / Cream Cheese

#### Deli Plate

Cured Meats / Cheese / Fresh Tomato & Cucumber

#### Exotic Fruit Plate with Yogurt

#### Eggs

Omelette or Scrambled

#### Sides

Bacon / Sausages / Today's Potatoes /  
Baked Beans / Toast - Whole Wheat or White

#### Jamaica Classic

Please call for Today's Special

### LUNCH

(Served from 11:30 am – 5:30 pm)

#### Soup

Soup of the day. Please check with Room Service for Today's Soup

#### Classic Caesar Salad

Crisp Romaine Lettuce / Capers / Anchovies /  
Crunchy Croutons / Grated Parmesan / Regular  
or with Jerk Chicken

#### Chef Salad

Crunchy Greens / Boiled Eggs / Cheese / Turkey /  
Ham / Tomato / Cucumber / Ranch Dressing

#### Club Sandwich

Stacked with Crispy Bacon / Chicken /  
Tomatoes / Eggs

#### Hamburger / Cheeseburger

Served with Pickles and French Fries

#### Nachos

Melted Cheese / Sour Cream / Guacamole /  
Tomatoes / Jalapeño Peppers / Picante Salsa

#### Pizza

Chicken / Roast Beef / Spicy Jerk Sausage  
Finished with Tomato and Mozzarella

#### Spicy Chicken Wings

Choose From Ginger BBQ or Mild Jerk Sauce

#### Asian Steak & Noodle Salad

Peanut Dressing

### DINNER

(Served from 5:30 pm to 10:30 pm)

#### Pasta of the Day

Bolognese / Marinara / Vegetarian  
Please Check with Room Service for Today's Pastas

#### Caribbean Catch of the Day

Pan Seared / Served with a Tomato-Caper Salsa /  
Rice / Local Veggies / Thyme Beurre Blanc

#### Herb Marinated Grilled Chicken Breast

Mashed Potatoes / Market Vegetables /  
Rosemary Lemon Jus

#### Asian Char Grilled Smoked Pork Chop

Stir-Fry Veggies / Sesame-Soy Glaze

### DESSERTS

(Served from 11:00 am to 11:00 pm)

#### Lime Cheese Cake

Passion Fruit Coulis

#### Fruit Plate

Selection of Local Exotic Fruits

#### Chocolate Mousse

Peanut Brittle

#### A Selection of Coffee & Tea

*Subject to change.*



## CELEBRATION PACKAGES

Contact **Guest Services** at ext. 6009 from 8:00 am – 7:00 pm daily  
The following packages are available at an additional cost.

### HONEYMOON DECORATION FROM \$80\*

Transform your room with candles, rose petals and a bottle of sparkling wine for two.

### ROMANTIC BREAKFAST IN ROOM FROM \$50\*

Wake up to mimosas and a delicious breakfast of Eggs Benedict, smoked salmon, fresh pastries and fresh tropical fruit platter.

### CANDLELIGHT BEACH DINNER FROM \$200\*

For the ultimate romantic evening, allow our culinary team to create a private candle-lit meal for you under the stars—complete with our wine, Caribbean-inspired cuisine and the soothing sounds of the waves lapping onto the beach.

### PRIVATE CRUISES FROM \$250\*

What better way to soak up the fiery hues of a Caribbean sunset than on board your private boat with a drink in hand? We time the return perfectly, bringing you home under a glorious canopy of color. You may also opt for a fabulous tour of the Ocho Rios coastline — admiring the sights as you sip champagne.

*\*Prices are subject to change and are in US currency.*



## ROMANCE PACKAGES

Contact **Guest Services** at ext. 6009 from 8:00 am – 7:00 pm daily



### EASY TING - \$50

Kick off your stay with a bottle of sparkling wine and a sweet plate of petit fours

### AH GOOD TING - \$139

This package features fresh tropical flowers, a bottle of sparkling wine, a \$100 spa gift certificate, and a \$25 gift shop certificate

### SOME-TING NICE - \$289

Toast true love with this package featuring fresh tropical flowers, sparkling wine, private dinner for two, a \$100 spa gift certificate, and \$50 gift shop certificate

### A HITCHED TING - \$369

This proposal package features a carved fruit querying, “Will you marry me?” plus a private candlelit dinner, his and her mani-pedi, two beachfront engagement photos (5x7) taken by a professional photographer, a \$75 spa gift certificate, and a \$50 gift shop certificate

### SOME-TING MORE - \$389

Fuel a romantic stay with this package featuring fresh tropical flowers, sparkling wine, a 25-min couples massage, private dinner for two, a \$100 spa gift certificate, and \$50 gift shop certificate

### EVERY-TING'S IRIE - \$429

Go all out with our ultimate package featuring fresh tropical flowers, a bottle of sparkling wine, chocolates, dinner for two by candlelight, a \$100 spa gift certificate, \$75 gift shop certificate, and \$100 toward your return stay.

*\*Prices are subject to change and are in US currency.*

## PHOTO SHOP | DIAL 6036

Relive a favorite moment from your romantic getaway with a keepsake photo. Couples Sans Souci welcomes you with a complimentary photo shoot at the resort location of your choosing. Call us or visit the Photo Shop to book your complimentary session today! Photos are available for purchase.



## GIFT SHOP | DIAL 6035

Our well-stocked Gift Shop features a curated assortment of souvenirs and special keepsakes to remind you of your stay or surprise loved ones back home. Highlights include Jamaican Blue Mountain Coffee, island spirits, logo items, locally made clothes, hand-crafted jewelry and art made by local artisans. We invite you to stop by the Gift Shop today.



## SPA | DIAL 6102

No stay at Couples Sans Souci is complete without a spa experience, especially if it's made for two. Our Oasis Spa offers a variety of services designed for couples, including side-by-side Swedish massages, seaweed wraps, and his-and-her mani-pedis in romantic cliffside gazebos overlooking the ocean.



## ROMANCE CONCIERGE | DIAL 6009

Allow us to guide you through a world of indulgent experiences. Our Romance Concierge stands ready to assist in adding an extra special touch to your vacation. From fresh tropical flowers to chilled Champagne, we've got plenty of memorable and romantic ways to further enhance your stay.



## COUPLES RESORTS ENVIRONMENTAL POLICY

Couples Resorts is committed to protecting and preserving the environmental resources and natural beauty of Jamaica—the island we call home. To that end, we have implemented the following across all of our resorts:

- Compliance with all environmental laws & regulations - we do not allow smoking under any roof, which includes room balconies.
- Executive and management level implementation of all policies
- Active conservation of energy, water and all scarce natural resources
- Ongoing educational and training programs for staff
- Invitation to all vendors and suppliers to join our environmental efforts
- Clear communication of all policies and regulations to staff and guests
- Active reduction of air emissions, waste water, solid waste and pollution
- Active monitoring of our policies and their environmental impact
- Employment of locals from neighboring communities
- Annual review of the environmental and social sustainability policy



## HEALTH & SAFETY INFORMATION

### HEALTH & SAFETY

During your stay at Couples Resorts, we want to ensure your safety and well-being at all times. Please be aware of the following information and health tips.

### MEDICAL ASSISTANCE

In the case of minor illnesses or injuries, our attentive nursing staff available on a complimentary basis. Please call the Front Desk for assistance. Should you require more serious medical assistance, there is a doctor on call, at an additional cost.

### SUNBATHING TIPS

We recommend avoiding direct and unprotected exposure to the sun, particularly between 10:00 am and 2:00 pm. It is advisable to always use sunscreen, preferably a waterproof brand. Dehydration can be a problem due to the intense heat. This condition may be exaggerated with heavy alcohol consumption. Please drink plenty of fluids, especially water, throughout the day.

### INSECT BITES AND MARINE HAZARDS

While visiting a tropical country, you may be exposed to flying insects such as mosquitoes or sand flies in the mornings and at twilight. Applying insect repellent is an excellent guard against insect bites. If you step on a sea urchin or are stung by a jellyfish, please visit the nurse immediately.

### ATTIRE / ACCESSORIES

For off-site excursions, we encourage you to be fully informed on the activity you are taking part in and, as such, be prepared with appropriate attire, including footwear, clothing and hats.



# EMERGENCY & DISASTER PREPAREDNESS

## HURRICANE WARNING

A hurricane warning is announced when a hurricane is expected to strike our location within 24 hours. You will be advised of a hurricane warning by our General Manager and team. As soon as the warning is confirmed, you should do the following:

1. Secure your passport and other travel documents in your room safe along with any other important papers. Make sure to put money, jewelry and other valuables in your room safe. The hotel cannot be held liable for valuables not deposited in the safe.
2. You may find it convenient to settle your bills at this time; it will make it much simpler and easier for you in case there are any disruptions after the hurricane. Pack a small bag with essential personal items such as medication, towels, contact lenses, toiletries, and one change of clothing.
3. Pack away all your clothes and non-essential personal items in your suitcases and put the suitcases in plastic garbage bags. Housekeeping will supply these for you. Seal the plastic bags with masking tape provided and put them in the armoire in your room. Lock your room and take the key with you.
4. Go to the designated hurricane shelter as soon as you are told to do so. The hurricane shelter is located in the executive offices and lobby. Remain in the shelter and stay away from glass windows and doors at all times. Do not go out until you are told to do so.
5. Trained staff members will be assigned to help you find the shelter and manage safely during the hurricane. Please follow their instructions. It is advisable to check in with the Front Desk for the latest information. Also, ensure that your home address, telephone numbers and contacts are on file at the Front Desk.

## EARTHQUAKES

Earthquakes are unpredictable and strike without warning. They range in intensity from slight tremors to great shocks and may last from a few seconds to as long as five minutes. Aftershocks may come in a series over a period of several days.

In the event of an earthquake, please follow these critical action steps.

1. Stay calm.
2. Stand in a doorway or crouch under a solid desk or table away from windows or glass dividers.
3. Stay away from buildings, trees, telephone and electric lines.
4. Wear shoes and protective clothing.
5. Cooperate fully with any instructions from the resort's safety team and relief organizations.
6. Do NOT use the telephone.
7. Do NOT go into damaged areas unless authorized by appropriate personnel.

## FIRE PLAN

### *For Fires in Room*

In the event of a fire in your room, please follow these critical action steps.

1. Stay calm.
2. Do NOT shout "fire".
3. Call the telephone operator at extension "0" to secure help, if time allows.
4. If you have time, place a moist cloth over your nose and mouth to prevent the inhalation of excess smoke.
5. If an easy exit from the room is impeded due to the presence of heavy smoke, crawl along the floor to access an exit.
6. Do NOT attempt to fight the fire.
7. Do NOT waste time packing or unpacking anything.
8. Move towards your exit as quickly and as safely as possible.

### *For Fires Outside of Room*

In the event of a fire outside your room, please follow these critical action steps

1. Stay calm.
2. Do NOT shout "fire".
3. If fire or smoke is detected on your block, immediately call the telephone operator at extension "0", and report the location you spotted the fire. If you are not in danger, pull the fire alarm located at the end of your block.
4. Remain in your room until a safety marshal comes to remove you.
5. Do NOT attempt to fight the fire.
6. Closely follow the instructions provided to you by the safety marshal.
7. Do NOT waste time packing or unpacking anything.
8. Do NOT make unnecessary phone calls.
9. Be ready to move quickly and orderly during any evacuation process.



The Issa Trust Foundation was established in 2005 by Couples Resorts as a nonprofit organization. The mission of the Foundation is to provide a system of prevention, health promotion and education, community health improvement and other services to promote well-being and development for the people of Jamaica. The Foundation strives to provide an environment conducive to the educational needs of children in collaboration with other community resources. Together, through educational and professional programs, we will work with, and advocate for families to provide a safe, nurturing and permanent home for children.

[Visit IssaTrustFoundation.com](http://IssaTrustFoundation.com)

