

Welcome to Seven Stars Resort & Spa





Framed by the white sand beaches of world-famous Grace Bay and the marine preserve of Princess Alexandra National Park, Seven Stars Resort & Spa embraces the natural environment of the Turks & Caicos Islands. From crystal-clear turquoise waters to luxurious guest suites with every imaginable amenity, Seven Stars Resort & Spa embodies the relaxed luxury and sophisticated style that has made these islands some of the most sought-after destinations in the world.

Welcome to Seven Stars Resort & Spa!



## GRACE BAY BEACH

Consistently named one of the top beaches in the world, Grace Bay Beach has the unique distinction of falling within the boundaries of Princess Alexandra National Park. This distinction earns the oversight of the Department of Environmental and Coastal Resources, the government agency charged with the conservation, protection and management of the natural resources of the Turks & Caicos Islands.

## WATER SPORTS

Complimentary water sports are offered daily, from 9am-5pm, at the activities cabana on the east side of the beach.

These activities include:

- **Stand up paddle boarding (SUP)** – Have fun while strengthening your core in this ultimate test of balance.
- **Kayaking** – Tandem & single seat kayaks are available on a first come first serve basis.
- **Snorkeling** – Complimentary equipment is always readily available. Observe the soft sandy bottom in front of the resort, or journey to Coral Gardens Reef for colorful corals and wildlife right off the shore.
- **Sailing** – Hobie Cats are readily available for your sailing pleasure. Experienced skippers are welcome to use our vessels during safe sailing conditions. Alternatively, have one of our experienced instructors take you and the family out for a ride, or book a private hour long lesson to learn to sail on your own.

## SWIMMING POOLS & SERVICES

Emulating the serenity and buoyancy of pristine Grace Bay through the use of reclaimed sea water, our family swimming pool is the largest heated saltwater pool in the Turks & Caicos Islands. If you're looking for a more tranquil setting, our adults-only pool is a quiet oasis for sun and slumber. Daily pool and beach towel service is available from 8am-6pm and food & beverage service is offered 10am-5:30pm.

## THE WEST DECK

Overlooking the crystal clear waters of Grace Bay, the West Deck is a quiet deck for adult use only. Most loungers are available on a first-come first served-basis, while private cabanas and accompanying loungers must be booked in advance.

## PRIVATE CABANA BOOKINGS

Reserve a private cabana for a quiet romantic afternoon, on our adults only West Deck, or invite the whole family over to one of our private family cabanas for an afternoon of fun in the sun. Cabana bookings include two complimentary cocktails of your choice, an ice bucket of mineral water, and personalized butler service.

**Advance reservations are highly recommended. Dial 7733**





We offer a variety of dining options for you to experience throughout your stay.  
Wherever you choose to dine, you will be assured an exceptional culinary experience.

# Dining



## SEVEN

An exceptional culinary experience awaits at Seven, featuring the island's freshest seafood and steak, cooked with a blend of international flavors, spices, and techniques.

**Breakfast** – 7am-10:30am

**Dinner** – 5:30pm-9:30pm (Closed on Sunday)

**Bar** – Bar menu is available from 7pm-11pm and cocktails served until late.

**Dial 7733 (Dinner reservations are required)**

## THE DECK

Enjoy island-inspired bites, sundowners, mojitos and local brews while overlooking Grace Bay Beach.

Food served from 11:30am-9:30pm

## PRIVATE DINING

To cap off a perfect day, revel in a truly memorable dining experience. Whether an intimate dinner for two, or up to ten of your closest friends and family, our private dining options offer personalized butler service and your choice of Seven or The Deck menus.

### BEACHSIDE CABANA

Enjoy the sunset over Grace Bay in one of our beachside cabanas. Easy access from the resort's gardens and phenomenal views of the ocean create a spectacular dining experience. (Maximum of four guests)

### FEET IN THE SAND

Kick off your shoes, feel the sand beneath your feet, and enjoy dinner on

the beach. A cozy couch and bonfire are included for star gazing after your meal.

### PRIVATE CHEF

A private chef may be arranged to prepare a customized three or four course meal in the privacy of your own suite.

**Dial 7733 (24-hour notice is required)**

## THE TASTING ROOM AT SEVEN

The Tasting Room at Seven offers a unique experience showcasing food & wine pairings unparalleled in the Turks & Caicos Islands. Celebrate your evening in a private, 2500 bottle wine cellar with a tasting menu designed by Executive Chef Edwin Gallardo, featuring local and international ingredients.

Sommelier, Mia Mårtensson will be there to guide you through her carefully curated wine list including rare selections from around the world and some wines exclusive to Seven Stars Resort & Spa. Let us provide you with a dining experience unparalleled in the Caribbean.

The Tasting Room at Seven can be reserved for parties of 2 up to 10 guests maximum. A private evening starts at 6:30PM offering five delectable courses with optional wine pairings. We also offer private, customized tasting events meant to educate and fascinate with the assistance of your own private sommelier.

**Dial 7733 (24-hour notice is required)**



Our world-class spa offers an extensive menu of services to soothe your mind and body. Our expert spa therapists specialize in a variety of massage techniques to improve circulation, hasten detoxification, and release tension.

## SPA



### THE SPA AT SEVEN STARS

Please take a moment to read our Spa menu in your suite for a detailed description of all our treatments.

Some of our treatments include:

- Hydrating, firming, & collagen boosting facials.
- Detoxifying, rebalancing, energizing body treatments.
- Massages of different varieties including our signature candle massage exclusive to the resort.
- Modern manicure & pedicure studio to meet all of your nail care needs.

Services may also be arranged in the comfort of your suite, and our private beachside cabana.

## Shopping



### THE SPA BOUTIQUE

Our luxurious boutique offers a complete range of nourishing products used in our spa treatments making it possible to continue all the benefits of your treatment even after you leave.

Open from 9am-7pm.

**Dial 7740**

### GOURMET MARKET PLACE

Our Gourmet Market is the perfect place to purchase light snacks and refreshments from the early morning to the late evening. In addition to local crafts, gifts, and personal care items, the shop also carries resort logo wear for all. Pre order food and beverages the evening prior to your departure and we will have this waiting for you upon check out. Please fill out the Gourmet Pre order form and Dial "0" for collection.

Open from 8am-11pm.

**Dial 7753**



Seven Stars Resort & Spa offers a wide range of recreational activities on property for your convenience.

A comprehensive listing of activities is included in this directory for your reference.

# Resort Activities



## TENNIS

There are two flood lit tennis courts on property. Reservations are recommended, and rackets and tennis balls are readily available at the front desk.

### TENNIS PRO

Hourly rates apply and advance reservations are required.

**Dial 7733**

## PICKLEBALL

What is Pickleball? Pickleball is a simple paddle game played using a perforated, slow-moving ball over a tennis-type net on a badminton-sized court. The rules are simple and the game is easy for beginners to learn!

## FITNESS CENTER

Our Fitness Center has a wide variety of state of the art cardiovascular equipment, strength training machines, and free weights. The facility is open 24 hours and may be accessed with your room key.

### PERSONAL TRAINING

Hourly rates apply and advance reservations are required.

**Dial 7740**

## BICYCLES

Explore the rest of Grace Bay with our complimentary bicycles. Please inquire at the front desk.

## YOGA

Complimentary beginner yoga classes are held every Monday, Wednesday, Friday & Saturday between 8am-9am on the West Deck. Our captivating instructors will take you through a spiritual and rewarding yoga session.

### PRIVATE SESSIONS

Hourly rates apply and advance reservations are required.

**Dial 7740**

## BEACH VOLLEYBALL

Put together a team and make your way to the east side of the beach, by the water sports cabana. The beach volleyball net is available from 9am-5pm.

## BOCCE BALL

Located in the east gardens by our family cabanas, Bocce Ball is an easy game to learn, and tons of fun to play. Rules of the game are posted by the courts.

## MEGA CHESS

Test your strategy with our mega chess set. The chess board is located by the terrace entrance to Seven restaurant.



Our Guest Services team stands ready to assist you with any resort or island information you require. Whether you would like to arrange a private event for a special occasion, use our business services, or simply rent some movies and games, it is our pleasure to help you to make the most out of your stay with us.

# Guest Services



## HOUSEKEEPING

Daily Housekeeping services are provided from 8am-5pm. If you wish to have your suite serviced at a particular time, please inform our housekeeping team to prevent unnecessary disturbances.

### LAUNDRY & DRY CLEANING

You will find laundry bags and forms in your wardrobe. Please itemize your clothing, indicating the type of service required. Items received before 9am will be returned by 6pm the same day.

### PILLOW & MATTRESS FIRMNESS

We are committed to providing our guests with the perfect escape, a relaxing vacation, and a good night's sleep. With three different pillow and mattress options, we want to make sure you get the rest you deserve.

**Dial 7720**

## ICE SERVICE

Ice dispensers are available in your in-suite refrigerator. Contact Guest Services if you require additional ice.

**Dial 0**

## RESORT RESERVATIONS

To find out about the best possible room rates and promotions for your future stay, please call us directly at 1-866-570-7777 or visit [www.SevenStarsGraceBay.com](http://www.SevenStarsGraceBay.com). We truly hope you enjoy your stay, and we look forward to welcoming you back soon!

### BABYSITTING

Services are available for an hourly fee. Reservations must be made at least 24 hours in advance.

**Dial 7733**

## PRIVATE EVENTS & SPECIAL OCCASIONS

Celebrating a birthday, anniversary, or other special event? Please notify us so we can help make the occasion even more memorable. Private dinners, cocktail receptions, and other themed events with live music or DJ services are always a possibility.

**Dial 7733**

## BUSINESS & INTERNET SERVICES

### BUSINESS CENTER

Our Business Center is available for any printing, photocopying, and other internet business services needed. Please limit your time to no longer than 30 minutes when other guests are waiting.

### INTERNET SERVICES

Complimentary high speed internet access is available in your suite and around the resort. Our guest server is unprotected, allowing free flow of e-mail and access to websites that may pose a potential hazard. We assume no liability for the use of our server. Should you require assistance connecting to the network, please contact Guest Services.

**Dial 0**



## Guest Services (CONTINUED)



### MOVIES

Please refer to our website for a list of the available DVD's.

### BELLMAN SERVICE

For your convenience, luggage service is offered. Please contact the Guest Services team 30 minutes prior to your departure.

**Dial 0**

### MOSQUITO REPELLENT

As you vacation in our tropical paradise, you may encounter mosquitoes and sandflies, which are particularly active at dawn and dusk. To avoid bites, we recommend using mosquito repellent sprays and creams. Complimentary insect repellent is available in both restaurants and at the pool and beach. Hydrocortisone cream, to relieve itching, and multiple options of insect repellent are available for purchase in the Gourmet Market.

### MESSAGES

The flashing red light on your phone indicates that voicemail messages are stored. Please press the message button to retrieve your messages.

### SAFETY & SECURITY

Although the Turks & Caicos Islands boasts one of the lowest crime rates in the Caribbean, we urge our guests to be aware of potential dangers when walking on the beach at night or around unlit areas.

#### SAFE BOX

A safe box is located in the wardrobe in your suite, and instructions are listed on the door for your reference. Please note that Seven Stars Resort & Spa is not responsible for lost valuables. Ensure that the safe box is properly locked before leaving your suite. If you require further assistance, contact Guest Services.

#### LOST & FOUND

Lost & found items are catalogued and stored at the front desk. Please contact Guest Services should you have any questions.

**Dial 0**



The Turks & Caicos Islands offer abundant opportunities for exploration and adventure. Whether it is scuba diving the barrier reef, stalking bonefish in mangrove flats, exploring the caves of Middle Caicos, or simply enjoying a chilled glass of champagne during a sunset cruise, there is an activity for all to enjoy.

## Island Activities



All activities, excursions, and lessons may be booked with our concierge on a daily basis. Most require a 24 hour in advance reservation, and cancellation fees may apply.

**Dial 7733**

### DAILY BOAT TRIPS

#### PRIVATE CHARTERS

Design your own aquatic and island adventure for friends and family. Completely customizable, full or half day excursions on a catamaran, power boat or luxury yacht, may be arranged on request.

#### SUNSET CRUISES

Experience a brilliant Turks & Caicos sunset, with the warm sea breeze on your face and a cold cocktail in your hand. Two hour sunset cruises embark every Monday, Wednesday, and Friday on a very accommodating catamaran.

#### CAICOS CAYS EXPERIENCE

East of Providenciales is a series of uninhabited cays of rich history and unusual nature. Come face-to-face with the endangered rock iguanas at Little Water Cay, and then cool off in the protected waters of Fort George Cay where Loyalist planters kept a lookout for pirates in the 18th century.

#### NORTH & MIDDLE CAICOS ADVENTURE

For the avid eco-traveler, the sparsely populated islands of North & Middle Caicos are home to historical plantation sites, the Conch Bar Cave system, Flamingo Pond, and the cliffs and beaches of Mudjin Harbor and Dragon Cay.

### SCUBA DIVING

The Turks & Caicos barrier reef is one of the largest reef systems in the world. Temperate crystal clear water, and a healthy underwater eco-system makes for some must see scuba diving.

#### FOR THE BEGINNER

Pool sessions, open water certification, and refresher courses are available for novice divers or those looking to return to diving after a long hiatus.

#### FOR THE CERTIFIED DIVER

One or two tank dives off of nearby cays like Grace Bay and Pine Cay make for an exciting day of diving. These reefs host a wide variety of tropical fish, lobster, turtles, sharks, and rays.

#### FOR THE DEDICATED DIVER

For the ultimate diving experience, venture to the dramatic dive sites of Northwest Point, French Cay and West Caicos. With walls plunging over 3000 feet, there are no limits to the variety of marine life you may encounter.

### SNORKELING

Spend an afternoon with colorful corals, fish and other marine life, with one of our daily snorkeling trips. Educational eco-tours are fun for the whole family and give you the opportunity to learn about the beautiful, yet fragile, reef ecosystems of the Caribbean.



## Island Activities (CONTINUED)



### GOLF

The nearby Provo Golf Club is home to a 72-par, 18-hole championship golf course. Designed by Karl Litten, it features a natural, rugged layout, limestone outcroppings and native island flora and fauna. Please allow our concierge team to reserve your preferred tee times. The Provo Golf Club has a fully stocked pro shop and resident golf pro, who offers private lessons.

### FISHING

The Turks & Caicos Islands are any angler's dream. The opportunities are countless to land yourself a trophy sport fish any day of the year. Fishing excursions are either half-day or full-day, and all fishing excursions require a mandatory fishing license.

#### BONEFISHING

Stalking the mangrove mud flats for the elusive bonefish is more similar to hunting than fishing. Their skittish nature and ability to blend into the shallow waters has earned them the nickname, "the ghost of the flats." Knowledgeable captains take you to these flats where one can choose to fly fish or spin fish for them.

#### BOTTOM REEF FISHING

Most fun for the whole family, reef fishing is the most likely opportunity to land a wide variety of fish. Various species of snapper and grouper typically make up a day's catch.

#### DEEP SEA FISHING

The country's steep and healthy barrier reef attracts some of the most sought after pelagic game fish in all of offshore sport fishing. Anglers have the opportunity to target blue marlin, mahi-mahi, large barracuda, tuna, and record size wahoo.

### PARASAILING

View the Turks & Caicos Islands from 500ft above the crystal clear turquoise sea. Tandem or individual, 15 minute, flights may be arranged.

### KAYAKING & SUP ECO-TOUR

Paddle through the mangrove flats of Providenciales on a kayak or stand up paddle board, while your guide points out the local flora and fauna that make up the mangrove ecosystem.

### HORSEBACK RIDING

English and American style mounts are available for a ride along a magnificent stretch of beach. Long pants and closed shoes are recommended. Riders must be 9 years or older, and weigh no more than 200 lbs.

### JET SKIING

Follow your tour guide while cruising along the shallow Caicos Banks and uninhabited coastlines of the Turks & Caicos Islands. Jet Ski tours are an exciting and unforgettable way to explore the nearby cays and scenery.

### KITE BOARDING

Sometimes called kitesurfing, kiteboarding is a fast growing sport, and Providenciales is quickly becoming one of the top destinations for it. Group classes or private lessons may be booked for all skill levels, from beginner to expert.

### CAICOS CONCH FARM

Tour the only conch farm in the world, and learn about the life cycle of the Queen conch, from egg mass to harvested adult. You will also have the opportunity to purchase a beautiful conch shell to bring home.



Please allow our concierge team to assist you with any other special needs or requests you may have throughout your stay. Listed below are a few services available at your request. Dial 7733.

# Concierge



## TRANSPORTATION

### CAR RENTAL

Automobile rentals are available through the following companies:

- Grace Bay Car Rentals
- Tropical Auto Rentals

All major credit cards accepted. Please contact our concierge to make your reservations.

### TAXI SERVICE

For an authentic cultural immersion, we encourage guests to venture off property with a local taxi service, and sample the varied cuisines, sightseeing, and shopping that make Providenciales such a special place. These taxis are all operated by independent drivers.

### VIP TRANSFERS

Private transfers may be arranged at your request. Please note that the local aviation authority requires all passengers arrive at the airport 2 hours before their scheduled departure time.

### PARKING

For your convenience, parking is provided under the trellises in front of each building. We ask that you keep the driveway at the lobby clear to allow the free flow of vehicular traffic.

### VIP AIRPORT SERVICE

Enjoy hassle free service with VIP Flyers Club. Met at curbside, and then expedited through security before relaxing in the airport lounge with complimentary refreshments, Wi-Fi, international cable TV, printing services and more. Reserve your departure experience with our Concierge.

## BANKING

The U.S. dollar is the official currency of the Turks & Caicos Islands. First Caribbean International Bank and Scotiabank have 24-hour ATMs throughout the island.

### First Caribbean International Banking

Box 236, Salt Mills Plaza, Grace Bay, Providenciales  
649-941-4558

### Scotiabank Limited

Graceway Gourmet, Grace Bay, Providenciales  
649-339-7050

## PARCEL DELIVERY SERVICES

It is recommended that incoming and outgoing packages be sent via FedEx, UPS, or DHL international shipping.

Seven Stars Resort & Spa  
Grace Bay Road  
Providenciales, Turks & Caicos Islands  
British West Indies

## MEDICAL & DENTAL SERVICES

Excellent doctors and dentists are readily available should you require any medical or dental assistance. Our concierge is pleased to assist you with an appointment.

## Concierge (CONTINUED)



### HANDICAP ACCESSIBILITY

Please contact our concierge for any accessibility questions or concerns. Priority seating, standard wheelchairs and beach wheelchairs may be arranged.

### RELIGIOUS SERVICES

Our concierge is delighted to provide information regarding local denominations and services.

### FLORIST

Tropical and exotic flowers, and gift baskets can be ordered through our concierge.

### HAIR STYLING

Several full-service beauty salons are available nearby. Please see our concierge for recommendations and a complete menu of available services.

## Telephone Services

### LOCAL CALLS

Local calls are complimentary from your suite.

### INTERNATIONAL CALLING

Calls are FREE to **United States** and **Canada** landlines and cell phones.

Calls are FREE to **US Toll Free numbers**.

Calls are FREE to **Alaska** and **Hawaii**.

Calls are FREE to **UK landlines** - Phone calls to UK cell phones are subject to additional fees.

International calls to other countries, not mentioned above, are charged on a per-minute basis.

### DIALING CODES

**US and Canada** 9 - 1 + area code + number

**UK** 9 - 011-44 + area code + number

**Germany** 9 - 011-49 + area code + number

**Spain** 9 - 011-34 + area code + number

**Italy** 9 - 011-39 + area code + number

For all other codes, please dial "0" for the Operator.

### TELEPHONE DIRECTORY

<b>Operator</b> .....	7777
<b>Guest Services</b> .....	7780
<b>Concierge</b> .....	7733
<b>Housekeeping</b> .....	7720
<b>Spa</b> .....	7740
<b>Gourmet Market Place</b> .....	7753
<b>Reservations</b> .....	4444
<b>Group Bookings &amp; Events</b> .....	7729
<b>Seven Stars Resort &amp; Spa</b> .....	649-941-7777
<b>Fax</b> .....	649-941-8601



# Policies



## CHECKOUT

Checkout is at 12pm. Should you wish to arrange a later checkout, please inquire at our front office. Every effort will be made to accommodate your request.

You can also take advantage of our Express Checkout service. Your final bill will be charged to the credit card on file without your personal presence and a copy of the final invoice will be emailed to you.

## GUEST SATISFACTION SURVEY

Your comments and suggestions assist us in providing the highest levels of service. Please complete the guest satisfaction survey provided to you on the final night of your stay and kindly return it to the front desk.

## CURRENCY & CREDIT CARDS

The U.S. dollar is the official currency of the Turks & Caicos Islands, and all major credit cards are widely accepted in most stores, supermarkets, and restaurants.

## ELECTRICITY

Seven Stars Resort & Spa utilizes the North American standard 120-volt, 60-Hertz alternating current to power U.S. and Canadian appliances. European appliances require a power adapter that is available by calling Guest Services.

## PET POLICY

With the exception of service dogs for those with disabilities, domestic pets are not allowed at Seven Stars Resort & Spa.

## LOCAL GOVERNMENT TAX

A local government tax of 12% and a Facility fee of 5% are automatically added to your nightly room rate. All other resort services are subject to local government tax at the time of service.

## GRATUITIES AND SERVICE CHARGE

A 10% service charge is automatically applied to your nightly room rate. Service charge for the Spa is 10%, while 10% is added to all food and beverage. Additional tipping in other areas of the resort is at your discretion.

## DRESS CODE

Pool wear is acceptable attire for the pool deck and beach. Cover-ups and shoes are required in the lobby, restaurants and spa areas.

## SMOKING POLICY

For the comfort of all of our guests, smoking is not permitted inside your suite, on the balcony, around the pool deck, or West Deck. Guests may smoke in designated outdoor areas located around the resort. If a smoking violation occurs inside of your suite, a daily \$250 cleaning fee will be applied to your bill.

## RECYCLING POLICY

As part of our commitment to keep the Turks & Caicos Islands "Beautiful by Nature," we kindly ask you to support our recycling program. Discard glass, aluminum, and cardboard in the blue bin liners in your suite's kitchen. In addition, conserve water through responsible use of towels in your suite and pool and beach.

# Pool and Beach Etiquette



## POOL POLICIES

- The pool is open daily from 8am - 10pm and is only for registered guests of the resort.
- No lifeguard is on duty. Swim at your own risk and never swim alone.
- For your safety, glassware in the pool or around the deck is prohibited.
- Smoking is prohibited around the pool deck. Kindly ask an attendant to escort you to a designated smoking area.
- Lounge chairs are available on a first-come, first-served basis. During peak periods, we reserve the right to remove all personal items from the lounge chairs if abandoned for more than an hour. These items may be collected from the towel service station. We thank you for your cooperation and understanding.
- Please be aware that loud noises, splashing and cell phone usage encroach on the comfort of fellow guests.
- We please ask that personal music remains personal.
- Diving and running are prohibited.
- All infants are required to wear water-proof or swim diapers. Complimentary swim diapers are available at the towel station.
- All children under 12 must be accompanied by an adult.



## PRINCESS ALEXANDRA PARK RULES

- No lifeguard is on duty. Swim at your own risk and never swim alone.
- Stay within the swim zone boundary, which is marked by the white buoys on the beach.
- We please ask that personal music remains personal.
- There is no fishing allowed within park boundaries.
- Do not touch or remove sand, shells, or corals. This includes conch shells and sand dollars.
- Do not touch or remove any marine life, flora, or fauna.
- Motorized water sports are prohibited.

# Fire Alarm Procedures



## GENERAL FIRE ALARM

Fire alarms are located throughout the resort. Located in public areas, guest floors, hallways and certain work areas, these alarms are activated by smoke detectors and pull boxes. Our alarm system is very sensitive. Smoking in your suite will cause the alarm to sound. Due to this sensitivity, occasionally the alarm will trigger for a non-emergency related reason. We apologize for any inconvenience this may cause, and we request that you assume all sounding alarms are authentic.

## FIRE SAFETY

In the event of a fire emergency, the local Fire Department will be at the resort within minutes to assist you if an evacuation becomes necessary. Fire exits are indicated inside each guest room door. Please note the location of the nearest emergency exit to your suite.

If you are in the suite when a general alarm is activated:

- Take your key and lock your door behind you.
- Do not use elevators, please move to the nearest stairwell exit and leave the building. Never go upstairs.
- When you reach the ground level, exit the building and make your way to the front driveway in front of the reception building.

Once the cause of the alarm has been identified, and it has been determined safe to re-enter the building, you will be advised to return to your suite.