CARLISLE BAY

ANTIGUA

GUEST DIRECTORY

This Guest Directory is designed to outline the services and facilities at Carlisle Bay.

Please take a moment to read through it to help make the most of your stay with us.

If you require any additional information, Guest Assistance will be pleased to help you at any time and may be contacted by dialling 0.



TELECOMMUNICATIONS

EXTENSIONS

The hotel extensions are listed on your telephone. Please contact Guest Assistance by dialling 0 if you need any further assistance.

INCOMING CALLS

If you would like your incoming calls to be announced, please advise Guest Assistance by dialling 0. If you are leaving your room but would like to be paged in another part of the hotel for calls, please advise Guest Assistance of your location.

INTERNET CONNECTION

The hotel is on a wireless network. Should you encounter problems getting connected, please contact Guest Assistance by dialling 0.

MAKING A CALL

For local calls in Antigua, dial 9, followed by the telephone number.

For calls to other Caribbean islands, dial 9 +1+ area code followed by the number.

For calls to the USA and Canada, dial 9 +1+ area code followed by the number.

For international calls to all other countries, dial 9 + 011 + the country code followed by the area code (if applicable) then the telephone number.

Unit length is set by the telephone company and will vary according to the time of day and the destination of the call. Please contact Guest Assistance who will be able to provide estimated call charges upon request.

Directory Enquiry calls are charged at the telephone company charge rate and carry no surcharge by the hotel.

Anguilla	264	Australia	61
Barbados	246	Austria	43
British Virgin Islands	284	Belgium	32
Canada	1 + 10 digs	Denmark	45
Cayman Islands	345	France	33
Dominica	767	Germany	49
Grenada	473	Hong Kong	852
Jamaica	876	Irish Republic	353
Montserrat	664	Italy	39
Puerto Rico	787	Netherlands	31
St. Kitts & Nevis	869	Norway	47
St. Lucia	758	Spain	34
Trinidad &Tobago	868	South Africa	27
Turks & Caicos	649	Sweden	46
US Virgin Islands	340	Switzerland	41
USA	1 + 10 digs	UK	44

MOBILE TELEPHONE HIRE

Please contact Guest Assistance to arrange mobile telephone hire during your stay at Carlisle Bay. The mobile phone equipment is free of charge. However, you will be charged for all calls made using prepaid phone credits.







DINING AT CARLISLE BAY

FOR ALL LIVE ENTERTAINMENT SCHEDULES AND FOOD AND BEVERAGE OUTLET OPENING HOURS, PLEASE CONSULT THE WEEKLY ACTIVITY PLANNER OR DIAL 0 FOR AN OPERATOR.

INDIGO ON THE BEACH

Indigo on the Beach is situated right on the beachfront with great views overlooking the bay; serving light and healthy food with an emphasis on grills, local seafood and fresh salads, using ingredients from the Chef's garden. Open for Breakfast, Lunch and Dinner daily.

EAST

East, serving authentic Japanese, Thai and Indonesian cuisine, a strikingly designed restaurant featuring carved Indonesian entrance doors. East is fully air-conditioned and is situated adjacent to the Pavilion lounge and the pool. Open for dinner only.

OTTIMO

Ottimo is located poolside, an authentic Italian experience, with wood-fired oven serves fabulous pizzas, salads and antipasti.

JETTY BAR & GRILL

Situated at the far end of the beach, the Jetty Bar & Grill is an adult only restaurant, dine here to experience local cuisine, serving a taste of the Caribbean.

Kindly note the Jetty Bar & Grill are adults only.

PAVILION BAR

The Pavilion Bar is situated opposite East restaurant by the pool. Contemporary design, natural light and a relaxed yet elegant atmosphere makes the Pavilion Bar the ideal place to enjoy a cappuccino, cocktail or glass of Champagne. A selection of light snacks and afternoon tea are also available.

BEACH AND POOL SERVICE

Beach and pool service starts at 8:00 am until 5:30 pm. The Beach and Pool Attendants will assist you with towels and refreshments. A lunch menu is also available from 12:00 until 3:00 pm.

AFTERNOON TEA

We serve complimentary afternoon tea daily from 3.30 pm until 5.00 pm. Daily changing savoury and sweet delights.

DINNER UNDER THE STARS

Dinner on the Jetty or private location on the beach is also available (weather permitting) offering an exclusive dining experience with a spectacular view of the bay and the resort.

A reservation is required to be made 24 hours in advance, for information on availability and menus, please contact room service on extension 4159.

ROOM SERVICE

Please refer to the menu in your desk for a selection of food and drinks available. The minibar and coffee station are replenished daily; any special requirements can be made by dialling extension 4159. For your boat excursions or hiking trips, a selection of picnics is also available, please contact Room Service to see the menu.





CARA SPA AND RESORT ACTIVITIES

CARA SPA

Our Cara Organic Beauty Spa, fitness and wellbeing centre, provides a serene environment of sheer relaxation within the picturesque setting of the bay. The 17,000 sq. Ft. Spa is located in its own two- storey traditional Caribbean pavilion, with the beautiful Antiguan rainforest as a backdrop. Its setting alone inspires quiet meditation and contemplation, with time to step back and reflect. At the heart of the Spa, we have six treatment rooms featuring four single treatment rooms and two couple's sanctuary. Our complimentary facilities include a well-equipped gymnasium, sauna, plunge pool and chill-out zone.

Retail offers include a wide range of luxury ESPA naturalskincare products.

The Spa is open daily from 8:00 am to 6:30 pm, and until 9.30 pm in select weeks. For reservations and enquiries, please call extension 4126. Please arrive at the Spa 15 minutes prior to your appointment.

HOLISTIC TREATMENTS

Focusing on physical, emotional and spiritual wellbeing, we provide a combination of personalised treatments that will relax and rejuvenate, from detoxifying and tension relief treatments to hydrating and age-defying facials.

YOGA AND PILATES

Yoga, a safe, effective way to ease out stress and tension and to stretch, strengthen and relax the whole body and mind. Complimentary sunrise and sunset sessions are available throughout the week. Please consult the weekly planner and ensure you sign up at the Spa desk. Pilates is an exercise program designed to develop core strength in the abdominal area and back. Complimentary Pilates is available throughout the week. Please consult the weekly planner and ensure you sign up at the Spa desk. Private instruction for Yoga and Pilates can be arranged on request at the cost of US$100.00; private instruction can be arranged for 1 - 4 persons (an additional US$25 per extra person). Please dial extension 4126 for reservations.

BEAUTY SALON

We are providing a range of hairstyling treatments, luxury manicures and pedicures. Open daily from 10 am to 6:30 pm by appointment only.

GYMNASIUM

Work out in air-conditioned comfort in our well- equipped gymnasium. Our fully qualified Personal Trainer is available on request and will be happy to design a personalised program for you. Our gymnasium is open daily from 6:00 am to 9:00 pm.

WATER SPORTS

Located at the end of the bay, our water sports centre provides a wide range of complimentary non-motorised water sports, including snorkelling, kayaking, sailing, stand up paddle boarding and windsurfing.

The water sports team is delighted to take guests out on island excursions or snorkelling trips to nearby reefs. To make a booking, please dial extension 4163.

Motorised water sports including waterskiing and wakeboarding, which take place at the mouth of the bay so as not to disturb the tranquility for other guests, please contact water sports to make a booking.

Carlisle Bay also offers windsurfing and sailing clinics on certain days, and all equipment is complimentary.

CHARTERS

Carlisle Bay arranges boat charters on our 36-foot Fjord Open powerboat and also partners with some of the island's best boats and captains. From a leisurely half-day sailing and snorkelling, being active on an instructional sailboat, taking a powerboat to cruise the coast and circumnavigate the island or even make a day trip to Barbuda, our Concierge will be able to assist in finding the right boat and captain for you.





DIVE SHOP

Scuba Diving is available at Carlisle Bay through Azure Divers, PADI professionals with years of international experience. We offer a range of daily scuba diving activities with courses suitable for the novice up to the experienced diver. All theory lessons will take part in the resort, and a custom-built dive boat will take you from the resort for the open water dives.

Special Bubblemaker courses for children are also available. For more information, please contact water sports on extension 4163.

BICYCLES

We have mountain bikes available for you to take out, whether in the area or on other parts of the island. Please request at Spa reception.

TENNIS

Four tennis courts and two pickleball courts are available for use at no charge. Four courts are floodlit for evening play, and private lessons are available and can be arranged with our Tennis Pro, Dial 0 for assistance. Rackets and balls are at your disposal.

ACTIVITIES

RAINFOREST WALKS & HIKING – we're situated in one of the island's best natural environments, surrounded by lush rainforest, in order to fully appreciate its beauty, try exploring Wallings Dam & Signal Hill on foot for incredible views over the rainforest back towards the hotel and out over the horizon.

ENGLISH HARBOUR & NELSON'S DOCKYARD – in season, the two harbours are occupied by the world's most stunning yachts, stroll around the only remaining functional Georgian dockyard, immerse yourself in the history of the dockyard and imagine the marine ships of the 1900s whilst sitting down for a waterside lunch; a truly Antiguan experience not to be missed.

TURTLES – Antiguan waters are home to many Hawksbill and Leatherback turtles. Be sure to take a kayak out in the bay for a glimpse of these beautiful creatures. During nesting season we can organise tours to baby hatchlings.

Are you interested in exploring more of the country? Take an island tour with one of our guides and drivers to discover many hidden spots or rent a car to explore yourself.



HOTEL SERVICES

BABYSITTING

To arrange a babysitter at any time during your stay, please contact the Kids Club on extension 4188 or Guest Assistance, giving 24 hours' notice if possible. Our fees are US$20 per hour for 1-2 children. (Minimum of 3 hrs).

BAY BOUTIQUE

The Bay Boutique is unique with its cosmopolitan concept nestled in a tranquil Caribbean setting. You will find an array of contemporary clothing and gift items from around the world chosen by designers who capture the ambience of the Carlisle Bay experience. Open daily from 8:00am - 6:30pm.

CHECK OUT

Please note that check-out time is noon. Please contact Guest Assistance if you wish to extend your stay beyond this time.

COOL KIDS AT CARLISLE BAY

We offer age-specific programs at a purpose-built facility with its very own paddling pool, sandpit and jungle gym. The Cool Crèche has a diverse program for babies of 6 months to toddlers of 3 years. The Cool Kids Club takes children from the ages of 4 to 6 years all year round. We offer a vast range of activities for older children between the ages of 7-12 years during the school holidays. Children can participate in a variety of activities including raft building, junior gym and Hobie cat sailing. The Kids Club is complimentary for children from age 2 years and US$20 per hour for babies and toddlers. Open daily from 8:30am-12:30pm and from 1:30pm-4:15pm. Please dial extension 4188 or 0 for more information.

DIETARY REQUIREMENTS

Children's menus, vegetarian, vegan and gluten-free dishes are available, please ask your waiter for more details. We also cater to varied dietary needs and are experienced with various allergic needs.

DOCTOR

A doctor is available 24 hours a day. Please contact Guest Assistance to call out the doctor, or for further details of other local medical facilities. Fees start from US$220.00.

DO NOT DISTURB

If you do not wish to be disturbed in your suite, please place the conch shell directly outside your door. Please note that the Room Attendant will not service your suite if the conch shell is located in front of your door. To block telephone calls to your suite, or to have your calls announced, please contact Guest Assistance by dialling 0

EMERGENCY SERVICE

Carlisle Bay is equipped with fire detection and alarm system for your protection in the event of an emergency. Fire and evacuation instructions are located at the entrance to your suite. Please take a few minutes to read them and to familiarise yourself with your emergency exit routes. Please locate the nearest exits outside your suite and ensure that you know the means of escape in case of fire and how and where to raise the alarm.

For your safety and the safety of others, please do not smoke in your suite or leave lighted cigarettes unattended in the ashtray on the terrace. Turn off all electrical appliances when not in use.

Our fire alarms are tested regularly, there will be prior notice information advising you when there is going to be a test, so please do not be alarmed on these occasions.

Should you need special assistance in the event of an evacuation, please advise Guest Assistance during your stay. If you are unable to leave your room, please call 0

ENVIRONMENT

Carlisle Bay's Green Team continuously strives to enhance our Green efforts. Our linen recycling programme "Conserve our Island" encourages everyone to assist us in preserving our natural environment. We refresh our linen every 2nd day, however, if you would like to have your linens changed, simply place the card on the bed before leaving your suite.

Should you wish to reuse your towels, please hang them on a towel rack. Towels left on the floor will be replaced. We make our tap water using seawater and a reverse osmosis technique. Our landscaping department will be delighted to show you our very own herb garden.

Should you wish to have more information, please do let us know.



GARDENS

Our exquisite tropical gardens were initially landscaped by London-based designer James Holderness and are maintained by our landscape department. Our herb garden now supplies our kitchen with fresh herbs and vegetables. Please call Guest Assistance if you would like a garden tour.

THE BAY BOUTIQUE

Located below the gym, the Gift Shop stocks everything from sundry items like sunscreen and snacks, to a varied selection of toys, games and beachwear for children.

GUEST ASSISTANCE/ CONCIERGE Dial 0 or 4189

Our Guest Assistants and dedicated Concierge will always be at your service to satisfy your needs and requests. We can help you discover the many treasures Antigua has to offer. Please do not hesitate to contact us on extension 0 or 4189 if you require room reservations, airline confirmation and tickets, currency exchange, flowers, restaurant reservations, car rental, yacht rental, taxis or any other assistance.

HOUSEKEEPING

Same-day laundry service and one-hour pressing are available. The laundry bags and lists can be found in your wardrobe. Please refer to the laundry lists for service times and prices and contact housekeeping on extension 4145 for collection or Guest Assistance by dialling extension 0. Your Room Attendant services your suite twice daily, including turndown service in the evenings. Should you require service at any specific time, please contact the housekeeping department.

If you have additional toiletry requirements, housekeeping will be pleased to assist you. The bathrobes in your suite are for your use during your stay. If you wish to purchase one to take home, please contact our Gift Shop on extension 4170.

LIBRARY

The Library, a beautifully designed room, houses a collection of books curated by Philip Blackwell, from great works to great beach reads, plus two computer desks with internet access. If you have not finished reading a book before your departure; please return the book to our library and contact Guest Assistance who will arrange to have a copy mailed to your home address.

LOST PROPERTY

If you have misplaced any of your belongings, please contact our Front Desk team via Guest Assistance on extension 0

MEETINGS AND PRIVATE DINING

The Carlisle Room, with its views over the rainforest, is a fabulous place for meetings and private dining. For information, including our private Screening Room with projection, please contact Guest Assistance by dialling extension 0.

SCREENING ROOM

The Screening Room has 45 Italian designed blue leather armchairs and shows children's films daily at 2:00 pm. Private screenings for your family or group of friends are available Monday to Sunday from 4 pm onwards. Call Guest Assistance on 0 for information on films.

SECURITY

Guest security is our priority. Our security personnel are on duty 24 hours a day and are fully trained to handle any situation.

SAFES

For your convenience, each suite has an electronic private safe. Instructions for its use are inside the safe.

SEVERE WEATHER CONDITIONS

Antigua is located within the Caribbean inside the Atlantic tropical storm belt and as such occasionally experiences severe weather conditions during hurricane season from 1st June - 30th November. With modern satellite technology, storm paths are now accurately predicted well in advance. We will keep you advised of any tropical disturbances in the area.

We have a comprehensive procedure which will be implemented in the unlikely event of a hurricane.

SHOE CLEANING

This service is complimentary and is available 24 hours a day. Please contact Guest Assistance by dialling extension 0.

TEENAGERS

During all main holiday periods, an a la carte selection of activities and experiences are available for teenagers.

WAKE UP CALLS

Please contact Guest Assistance on extension 0 for an early morning personalised wakeup call.





OPENING HOURS

Spa Reception	**8am – 6.30pm**
Spa Sauna and Plunge Pool	**9am – 9pm**
Gymnasium	**6am – 9pm**
Water Sports	**9am – 5pm**
Kids Club	**8:30am – 12:30pm**
	1.30pm – 4.15pm
Bay Boutique	**8am – 6.30pm**

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