



CONDADO VANDERBILT  
HOTEL

DIRECTORY

HOTEL HISTORY

IN ROOM & HOUSEKEEPING

GUEST SERVICES

DINING

GOLF

SINCE

1919



## HISTORY OF CONDADO VANDERBILT HOTEL

In 1919, Frederick William Vanderbilt, scion of one of the wealthiest families in America and, arguably, one of the most influential men in the country, partnered with local landowners in the development of the first luxury hotel in the exclusive Condado district of San Juan, Puerto Rico. They selected Warren & Wetmore - one of the foremost architectural firms of the time, of Grand Central Station and Biltmore Hotel fame - to design the Condado Vanderbilt Hotel, an exclusive tropical retreat in the heart of the Caribbean.

Upon opening its doors, European and Hollywood royalty alike, along with captains of industry, all crossed paths at the Condado Vanderbilt - creating a rarified atmosphere of luxury.

After decades of gentle repose, today the Condado Vanderbilt is reborn. The utmost care has been taken to maintain the standard of quality that characterized it for one full century a fact immediately apparent to all who visit the Condado Vanderbilt. A team of experts in their respective fields was put together, ensuring excellence throughout the property. From the richly appointed surroundings to the unsurpassed cuisine and highly personalized service, the Condado Vanderbilt is the standard of excellence in the Caribbean.

# IN ROOM & HOUSEKEEPING

## BELL SERVICE

For assistance with your luggage, contact Guest Services at extension #8000.

## BUTLER SERVICE

Guests staying in our Commodore Ocean Front or Vanderbilt Suites receive complimentary butler service to facilitate any need that may arise during their stay at the Condado Vanderbilt.

To contact your Butler, dial extension #8000.

## CHECKOUT

Checkout is at 12PM. For assistance with arrangements, contact Guest Services at extension #8000.

## CONVENIENCE ITEMS

Please let us know if you require items such as electrical converters, clothes steamers or cribs by contacting Guest Service at extension #8000.

## DRESS POLICY

During daylight, the dress code at Condado Vanderbilt is resort casual. Shoes and cover-ups are required indoors at all times. Resort elegant attire is required in the evenings.

## ELECTRICITY

The electric current in Puerto Rico is the same as throughout the United States, 120-volts / 60 -Hertz alternating current. Should you need an adaptor or converter (120-volt to 220-volt) contact Guest Services at extension #8000.

## EMERGENCY

In case of emergency dial extension #0. Our staff is trained in first aid and we will immediately contact 911, should it be necessary.

For immediate assistance, dial extension #0 or press the red button on your phone.

## EMERGENCY EXITS

Emergency exits are available on each floor. Please review the evacuation plan on the door of your room to locate the nearest emergency exit. For information, dial extension #0.

## ENVIRONMENTAL EFFORTS

At Condado Vanderbilt, we are committed to protecting our planet. With this in mind, we offer our guests the option of reusing their linens and towels instead of changing them daily. If you wish to reuse your towel, please hang it on the towel rack. If you would like to have your sheets changed daily, please leave the provided card, which you will find on your nightstand and place it on your pillow before leaving your room in the morning.



IN-ROOM DINING

## FIRE

Our hotel has the most modern fire prevention equipment. However, we strongly recommend that you familiarize yourself with the fire evacuation instructions and safety procedures posted on your bedroom door.

## ICE SERVICE

Should you require ice, please contact Guest Services at extension #8000.

## IN-ROOM DINING

In Room Dining is available until 11PM. You can review the menus on the QR Code. To place an order or for further information, please contact In Room Dining at extension #8333.

## INTERNET ACCESS

High Speed Internet access and Wireless connections are available throughout the hotel. To access the Wi-Fi connection, please refer to the password provided upon check in. For further information, please contact Guest Services at extension #8000.

## LAUNDRY ACCESS

Laundry bags are located inside your closet. If you need items laundered or dry cleaned, place them inside the bag and complete the provided form. For pickup, contact Guest Services at extension #8000. For your convenience, an iron and ironing board are provided during your stay.

## LOST AND FOUND

Should you misplace a personal item, contact Guest Services at extension #8000 to report it.

## PARKING

Valet Parking is available 24 hours a day. To arrange for your vehicle to be waiting at the front entrance, contact Guest Services at extension #8000.

## PETS

The Condado Vanderbilt is a pet friendly hotel, where small pets are allowed. For arrangements, contact Guest Services at extension #8000.

## SAFETY DEPOSIT BOXES

A safety deposit box is located inside your closet for the protection of your valuables. Please ensure that it is properly locked before exiting your room. The hotel is not responsible for the loss of items.

## TELEPHONE SERVICES

We offer direct telephone service to the U.S. and other countries. Long distance charges will be charged directly to your guest room. For long distance rates, connection assistance or country code information, contact Guest Services at extension #8000.

## DIALING INSTRUCTIONS

### GUEST ROOM TO GUEST ROOM

7 + Room Number

### LOCAL CALLS

9 + Area Code + Telephone Number

Domestic Long Distance (within the United States)

9 + 1+ Area Code + Telephone Number

International Long Distance

9 + 011 + Country Code + Telephone Number

## MESSAGES

A flashing light on your room's telephone indicates you have a voicemail message. To access, press the message button on the phone and follow the instructions.

## TELEVISION PROGRAMMING

For your entertainment, we offer the following channels free of charge, in additions to pay-per-view programming.

A&E	ESPNEWS	NFL	WSJX-FOX
ANIMAL	ESPENU	NICK	WAPA
BLOOM	FOOD	SHOWTIME	WSJP-CW
CARTOON	FOX NEWS	TBS	
CNBC	HGTV	TLC	
CNN	HISTORY	TNT	
COMEDY	HLN	TWC	
DISCOVERY	MSNBC	USA	
ESPN	MTV	WSEEP-CBS	
ESPN 2	NATGEO	WKAQ3-NBC	

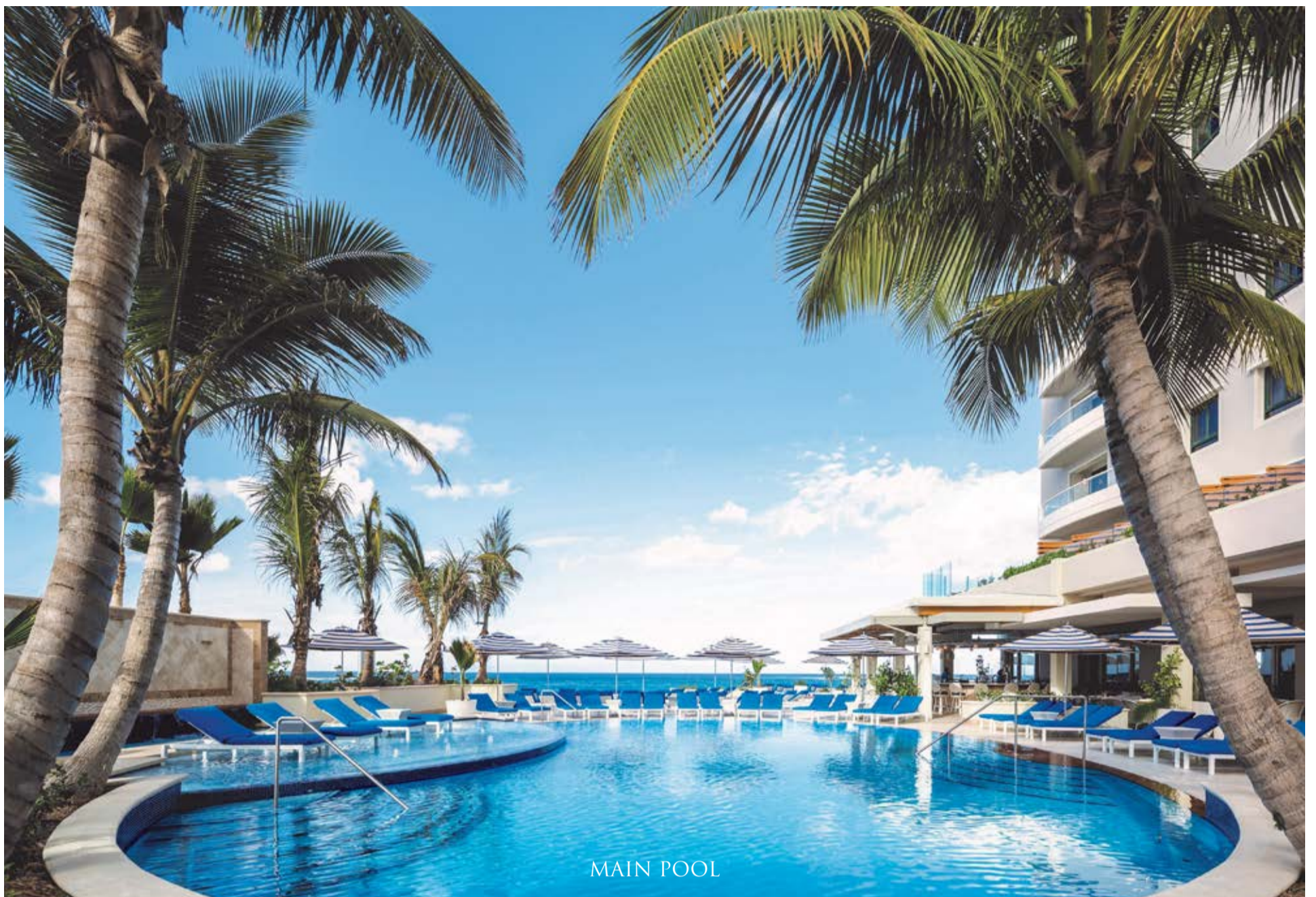
## TIME ZONE

Puerto Rico is located in the Atlantic Standard Time Zone, which is parallel to Eastern Standard Time from March to November, and one hour later the rest of the year.

## WAKE-UP SERVICE

To arrange for a wake-up call, please contact Guest Services at extension #8000.





MAIN POOL

# GUEST SERVICES

## BEACHES

The Condado Vanderbilt beach features cabanas and chaise lounges exclusively for hotel guests. Butler service is available, as well as towel, replenishment service, assistance from our tanning and hydration specialist, and food and beverage service to your cabana or chaise lounge.

THERE ARE TWO BEACHES AVAILABLE TO OUR GUESTS.

- Vanderbilt Beach: A small, intimate beach area ideal for tanning purposes
- Ventana Beach: A larger beach for bathing featuring full beach service

## BUSINESS SERVICE

Our Business Lounge is located on the Lobby level. It is equipped to assist you with any business needs including photocopies, faxes, computer access and any other need that may arise. A conference room is available for meetings. For assistance, contact our Sales Department at extension #8200.

## CAR SERVICE

Our Concierge can assist you with car rentals or chauffeur service. To make arrangements, contact the Concierge at extension #8005.

## CATERING

Condado Vanderbilt is equipped to handle functions ranging from intimate dinners to elegant galas for up to 600 guests. For information, contact our Catering Department at extension #8200.



## CREDIT CARDS

We accept Visa, MasterCard and American Express throughout the hotel.

## COURIER SERVICE

Should you require assistance in shipping a package worldwide, please contact the Concierge at extension #8005.

## CURRENCY

The official currency of Puerto Rico is the United States Dollar. For exchange rates and information, please contact the Concierge at extension #8005.

## DOCTOR

Medical assistance is available for a fee 24 hours a day. Should you need assistance, contact Guest Services at extension #8000.

## FITNESS CENTER

Our Fitness Center, outfitted with the most modern equipment from Technogym®, is located at The Spa. It is open 24 hours a day, 7 days a week. For class schedule and further information, please call extension #8610.

## POOLS

The East Tower features an adults only pool, concierge service, food & beverage service and a sundeck with chaise lounges. The West Tower features two pools: an infinity pool, with exceptional views and a sundeck, and the main pool. For more information, contact the Guest Service at extension #8000.

## SHOPPING

The Condado Vanderbilt is located within minutes of San Juan's luxury shopping district. If you would like to visit our island's main shopping destinations, such as Plaza Las Americas, the largest shopping mall in the Caribbean; The Mall of San Juan, Puerto Rico's newest luxury shopping destination or any of the island's outlet malls, contact the Concierge at extension #8005.

## THE SPA

The Spa at Condado Vanderbilt Hotel offers experiences that bring powerful results through our unique methods, distinguished treatments and our exclusively selected, high performing products. Discover our signature treatments like The Hammam, an unprecedented experience that weaves ancient purification rituals, exclusive to the Condado Vanderbilt. You can review our full menu of offerings in QR Code. For reservations, please contact The Spa at extension #8610.

SINCE



## DINING

### 1919

The jewel in Condado Vanderbilt's culinary crown, Chef Juan José Cuevas' cuisine shines brightest in 1919. Dedicated to the locavore movement, every dish features the freshest organic ingredients sourced from local farms. 1919 is open Tuesday through Saturday. We are closed Sunday and Monday. For reservations, please contact the Concierge at extension #8005.

### VC LOUNGE

Select from an impressive variety of wines and liquors, accompanied by delicious bites at our Veritas Bar, as you enjoy the romantic ocean views and decadent ambiance, while you listen to live music. The VC Lounge is open Monday through Sunday. For information, please contact the Concierge at extension #8005.

### AVO CIGAR LOUNGE

A particular favorite among cigar lovers, guests gather at the AVO Cigar Lounge to enjoy select high-end brands in an elegant atmosphere. AVO Lounge is open Monday through Sunday. For information, please contact the Concierge at extension #8005.

## OLA OCEAN FRONT BISTRO

Ola Ocean Front Bistro offers Puerto Rican flavors with the Atlantic Ocean as an unparalleled setting. Whether for breakfast, lunch or dinner, dishes are meant to be shared. Enjoy the breeze with drinks or refreshers from Ola's Mojito Bar. Ola Ocean Front Bistro is open daily. For information, please contact the Concierge at extension #8005.

## TACOS & TEQUILA

Enjoy your favorite Mexican Tapas at our casual beach front bar & terrace. For information, please contact Concierge at extension #8005.

## STK SAN JUAN

STK is a unique concept that artfully blends the modern steakhouse and a chic lounge into one, offering a dynamic, fine dining experience with the superior quality of a traditional steakhouse. For information, please contact the Concierge at extension #8005.



STK

# OTHER RESTAURANTS

Enjoy an array of restaurants and nightlife within walking distance of the hotel:

## ASHFORD AVENUE

La Marqueta - Outdoor dining and events venue

José Enrique Restaurant - Authentic Puerto Rican cuisine

## CONDADO OCEAN CLUB HOTEL

SOCIAL - Modern twist on classic Puerto Rican cuisine

## LA CONCHA RESORT

Serafina - Modern Italian cuisine

Casino del Mar - Excitement and sophistication under one roof 24/7

Fifty Eight Nightclub - The hottest, most exclusive club in town



# GOLF

Bahía Beach Golf Club is a spectacular experience. This course boasts 15 of 18 holes which border water while also presenting views of the famous El Yunque Rainforest. Located 35 minutes from Condado. For information, please contact the Concierge at extension #8005.