



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



Tower Isle | Sans Souci | Swept Away | Negril

Couples.com

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GUEST SERVICES



WE ARE AT YOUR SERVICE
TAKE YOUR VISIT TO
ANOTHER LEVEL

Check-in, unpack, relax and then scan this QR code. 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!



ENTERTAINMENT

Join us for live music performances every evening on the Cassava Terrace.



Monday

6:30 pm - Join the General Manager and team for the Manager's Welcome Cocktail Party by the Main Pool.

7:00 pm - Repeaters Cocktail Party Piano Bar.

Please RSVP by contacting our Guest Services Desk.

Thursday

Dance the night away at our Beach Party under the stars.

FITNESS CENTER

Explore our exceptional air-conditioned fitness center - featuring high-tech cardio equipment, free weights and ergonomically designed weight machines. Our certified trainers will customize a routine that suits your specific needs. Two fully lit tennis courts are open for day and night games.

WATER SPORTS

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

INDOOR GAMES

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

POOLS AND JACUZZIS

Our main pool with swim up bar and Jacuzzis at each end is located at the center of the property. There is also a dive training pool and Jacuzzi ensconced in the Water Sports area. A fourth Jacuzzi is located off the Au Naturel Beach.

RESORT SERVICES

MEDICAL FACILITIES

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

BEACH TOWELS

Two beach towels are provided for your convenience. These may be exchanged at the Water Sports Shop and at the Towel Hut located close to the Pool Bar.

PHOTO SHOP

Our in-house photographers enjoys capturing special candid moments that reflect your vacation experience. Visit with them in the Photo Shop, located downstairs from the Lobby, to view and make your selections at a cost.

CURRENCY EXCHANGE

Exchange your currency to Jamaican dollars, located in the lobby.
Open Daily: 9:00 am – 3:30 pm

RESORT SHOPS

*Shades**

Chic Caribbean apparel and accessories.
Open daily: 8:00 am – 7:00 pm

*Las Lic**

Jamaican gifts & sundries.
Open daily: 8:00 am – 7:00 pm

Beach Shop

Open from 8:00 am to 5:00 pm on the beach

** Both shops are located off the main lobby*



WATER SPORTS AND SCUBA

Please inquire at the **Water Sports Centre** at ext **44090** from 8:30 am – 4:00 pm.



WATER SPORTS ACTIVITIES

Hobie Cat

Daily: 9:00 am – 4:00 pm

Instruction: 9:30 am and 1:30 pm

Waterskiing

Daily: 8:00 am – 12:00 pm and

1:30 pm – 3:00 pm

Instruction: 9:30 am and 1:30 pm

Windsurfing

Daily: 9:00 am – 4:00 pm

Instruction: 9:30 am and 1:30 pm

Kayaking

Daily: 9:00 am – 4:00 pm

Sign up required 1 day in advance for below activities.

Snorkeling

Daily: 9:30 am and 1:30 pm

Glass Bottom Boat Rides

Daily: 11:00 am and 3:00 pm

SCUBA ACTIVITIES

Please inquire at the **Dive Shop** at ext 44080 from 8:30 am – 4:00 pm.

Certified Dives

Sunday – Friday: 9:00 am and 10:30 am

Saturday: Two tank dive at 9:00 am

Beginner's Dive

Resort Course: Mondays – Fridays at

8:25 am – 12:30 pm. *Sign up required in advance.*

PADI Certification, Night Dives And Night Snorkeling

Please inquire for schedule and cost at the Water Sports Centre.



Note: Activities and schedule are subject to change.

COMPLIMENTARY OFF SITE EXCURSIONS

JIMMY BUFFETT'S MARGARITAVILLE

A complimentary shuttle departs every Wednesday at 5:00 pm. Meet in the lobby 10 minutes prior to departure. No sign up required. Gifts or purchases at Margaritaville not included.

NEGRIL SHOPPING TRIP

Shopping excursions go to the local craft market on Tuesday's at 3:00pm and to the shopping plaza on Wednesdays and Fridays at 2:00pm. Meet in the lobby 10 minutes prior to departure time. Please sign up at our Tour Desk.

TRIP TO POPULAR SUNSET BAR

A shuttle departs Thursdays and Sundays at 4:50 pm. Meet in the Lobby 10 minutes prior to departure time. No registration required.

SUNSET CATAMARAN CRUISE

Our sunset catamaran cruise picks you up directly from the beach and sails to Jamaica's West End. Inquire at the Guest Services Desk for the schedule and reserve your spot 2 days in advance. Swim suit and towel are required. Offered Mondays, Tuesdays, Thursdays and Saturdays.

NEGRIL HILLS GOLF CLUB

Daily complimentary shuttle departs from the lobby at 8:00 am and 1:00 pm. Green fees are included. Mandatory caddies are an additional cost. Rental cart, clubs and balls are available. Registration is required 1 day in advance at the Guest Services Desk.

Note: Activities and schedule are subject to change.



ADDITIONAL OFF RESORT EXCURSIONS

Please contact the Tour Desk for schedules and costs.

DOLPHIN COVE EXPERIENCE

‘Swim with’ the dolphins and enjoy the thrill of interacting with these amazing animals.

BLACK RIVER SAFARI & Y.S. FALLS TOUR

Take a boat ride amidst rare plants and wild life down the Black River, then plunge into the cool waters at the spectacular Y.S. Falls. Talk to our Tour Desk Representative about the Appleton Rum Tour/Pelican Bar.

MAYFIELD FALLS & RAFTING COMBO

Journey through rural towns and villages to one of Jamaica’s best waterscapes. Relax under the waterfalls or soak in one of 20 natural mineral springs

OCHO RIOS COMBO (RAFTING/DUNN’S RIVER FALLS)

Spend the day gliding gently down 3 miles of river on a 30 ft bamboo raft, take a turn on Tarzan’s swing and enjoy a dip in the water, followed by a visit to spectacular Dunn’s River Falls.

DUNN’S RIVER FALLS/DOLPHIN COVE

‘Swim with’ the dolphins, followed by a visit to Dunn’s River Falls, one of Jamaica’s national treasures.

CANOPY ZIPLINE GLIDING TOUR

Explore the rainforest, river canyon and mountains via zipline and intermittent nature walks. The highlight of the tour — the “inter-parish express” zipline — carries you at over 35 mph across 360 meters of jungle canopy.

EXPLORE JAMAICA - ADDITIONAL OFF RESORT EXCURSIONS

Please contact the Tour Desk for schedules and costs.

HORSEBACK RIDE N' SWIM

Ride through the beautiful Blue Hole Estate, through the lush evergreen mountains to the picturesque coastline, passing the magnificent ruins of a 1700's Sugar Estate.

4 X 4 JEEP SAFARI

Experience the local culture whilst surrounded by spectacular views. Stop at a former slave hospital converted into a church in 1846 and see the ruins of a sugar factory dating back to the 1700's. Pause for breath at a river where you can take a refreshing dip.

LETHE BAMBOO RAFTING / ZIP LINE & RAFTING COMBO / A DAY IN THE COUNTRY

Your adventure starts with a 6x6 off-road safari. The excitement continues as you zipline through the rainforest, cross a 250 ft jungle bridge.

ATV SAFARI

Journey along rugged dirt trails on a 4-wheel bike up to 2,200 ft above sea level. Ride through rural communities and see how the locals live.

RICK'S CAFÉ

Head to Negril's favorite spot for sunset drinks, cliff diving and live Reggae music.

NEGRIL HILITE

Explore the lighthouse and duty free shopping in Negril, followed by a visit to Rick's Café to watch the sunset.

JAMWEST ADVENTURES

A one stop tour site for several different tours whether you combine tours or do it single. Situated in the heart of the country side a mere 30 minutes away. Ask about the Super Deal.



TELEPHONE INFORMATION

Currency Exchange - 43570
Entertainment Office - 44140
Front Desk - 43050
Gift Shop (Las Lic) - 43580
Gift Shop (Shades) - 43590
Guest Services - 42140 /42141
Housekeeping/Laundry - 44020
Nurse's Station - 43190

Operator - 0
Photo Shop - 43612
Scuba - 44080
Spa & Salon - 44070
Tour Desk - 43600
Water Sports - 44090
Weddings - 43270

RESORT PHONE SERVICES

Local Calls: 981 + 876+NUMBER

Local Calls to Cellular: 98 + 1 + number

International Calls to U.S.A. / Canada / Caribbean:
9 + 113 + 011 + country code + area code + number

International:
98 + 011 + country code + area code + number

Toll-Free Calls Overseas: 981131 + 1 + Toll-Free number
(Service charge US\$2.00 for connection)

Note: Not all 1-800-numbers are Toll-Free from Jamaica.

HOTEL INFORMATION

Hotel Number: 876.957.5960

Toll-Free 1.800.COUPLES

Hotel Fax Number: 876.957.5858

TELEVISION CHANNELS

3	IN HOUSE CHANNEL	88	BET
4	ISSA TRUST FOUNDATION	89	MTV
60	ABC	90	JAMAICA TRAVEL CHANNEL
61	CBS	91	TLC
62	FOX	92	DW
63	NBC	93	TV5
64	PBS	94	FLOW 1
65	BBC WORLD	100	CCTN
66	CNN	101	ZEE TV
67	HLN	102	CARTOON NETWORK
68	BLOOMBERG TV	103	HUB (DISCOVERY KIDS)
69	CVM	104	NICKELODEON US
70	TVJ	105	DISNEY CHANNEL
71	CBC	106	TBN
72	CITY TV	107	TVJ SPORTS NETWORK
73	KTLA	108	FLOW SPORTS 1
74	WGN	109	HBO PLUS E
75	WPIX	110	HBO PLUS W
76	TBS	111	HBO MUNDI
77	MY9	112	HBO FAMILY
78	CALA WEATHER	114	FOX1
79	A&E	117	SPORTSMAX
80	LIFETIME	118	SPORTSMAX2
81	ESPN CARIBBEAN	119	FLOW SPORTS 2
82	ESPN 2	120	RUSH
83	GOLF CHANNEL		
85	DISCOVERY		
86	DISCOVERY WORLD		
87	TNT		

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

DINING & DRINKS

HELICONIA GRILL

Snacks & Grill Day: 11:00 am – 6:00 pm

Snacks & Grill Night: 10:30 pm – 5:00 am

A La Carte Bistro Dinner & Grill: 7:00 pm – 10:00 pm

Dress Code: Casual

Reservations: Not Required

Closed: Monday for Returning Guest Dinner

LYCHEE

Asian Fusion

Dinner: 6:00 pm – 9:30 pm

Dress code: Resort Casual

Reservations: Not Required

Closed: Saturdays

OTAHEITE

Caribbean Fusion

Dinner: 6:15 pm, 7:00 pm, 8:00 pm and 8:45 pm

Dress code: 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.

Reservations: Please dial ext 42140

Closed: Thursdays

CASSAVA TERRACE RESTAURANT

Continental Breakfast: 5:30 am – 7:30 am

Full Buffet Breakfast: 7:30 am – 10:30 am

Lunch: 12:30 pm – 2:30 pm

Dinner: 6:30 pm – 10:00 pm



Special Buffets

Ala Carte Night: 6:30 pm – 9:30 pm

Monday Night: 7:00 pm – 10:00 pm

Thursday Beach Party: 6:30 pm – 10:00 pm

Saturday Night: 6:30 pm – 10:00 pm

Dress Code: Casual

Reservations: Not Required

IN ROOM DINING

Continental Breakfast: 6:30 am – 10:00 am

BAR SERVICES

Swim-Up Pool Bar: 10:00 am – 7:00 pm

Beach Bar: 10:00 am – midnight

The Terrace Bar: 12:30 pm – 3:00 pm

and 6:30 pm – 11:00 pm

Piano Bar: 6:00 pm – 2:00 am

Au Natural Beach Bar: 10:00 am – 5:00 pm

In Room Mini Bar Service 10:00 am – 5:00 pm daily. Please hang card outside your room door before 1:00 am

OTHER DINING OUTLETS

Java Coffee Shop: 7:00 am – 10:00 pm

Veggie Bar: 11:00 am – 5:00 pm

Subject to change without notice.



DINING - THEMED NIGHTS

MONDAY NIGHT

Manager's Cocktail Party | 6:30 pm – 7:00 pm
at Grand Staircase or Swing Deck (if rain)

Repeaters Cocktail Party | 7:00 pm – 7:30 pm
at Piano Bar

Lobster Night | July 1 through March 31
All Restaurants will serve lobster specialties

TUESDAY NIGHT

Wine & Cheese Cocktail Party | 6:30 pm – 7:30 pm
at the Piano Bar

THURSDAY NIGHT

Beach Party | 6:30 pm

FRIDAY NIGHT

Sunset Toast | Times will vary
at the beach

Subject to change without notice.



IN ROOM DINING MENU

Continental Breakfast daily 6:30 am – 10:00 am

Please dial **The Hotel Operator at ext 0** to place your order. Menu is subject to change.

DINNER MENU (SUITES ONLY)

Served from 6:30 pm – 8:30 pm

For guests staying in Garden or Beachfront Suites, a special in-room dining menu is offered.

SOUP DU JOUR

Ask for Today's Selection

SALAD

Jerk Chicken Caesar Salad

Hearty Romaine Lettuce, Garlic Croutons, Parmesan Cheese

MAIN COURSE

Caribbean Grilled Snapper

Seasoned Rice, Caper Butter Sauce

Grilled Striploin

Garlic Mashed Potatoes, Mushroom, Seared Market Vegetables

Couples In House Burger

Toasted Bun, Grilled Mushrooms, Lettuce, Tomato, Pickles, Onions, Chipotle Mayo

DESSERT

Couples Cheese Cake

Mango Coulis, Chocolate Curls

Tropical Fruit Salad

Mint Yogurt



CELEBRATION PACKAGES

The following packages are available through Guest Services at an additional cost.

HONEYMOON DECORATION FROM \$80

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

ROMANTIC BREAKFAST IN ROOM FROM \$50 / BEACH \$75

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

CANDLELIGHT BEACH / TREE HOUSE FROM \$250

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

PRIVATE SUNSET BOAT CRUISE - PRICE UPON REQUEST

What better way to soak up the fiery hues of a Caribbean sunset than on board your private yacht with a drink in hand? Sample tropical fruit delicacies and sail to Jamaica's West End, waving to the happy crowds along the way. We time the return perfectly, bringing you home under a glorious canopy of color.

*Please contact Guest Services for details. Prices are subject to change. *Prices are in US currency.*



ROMANCE PACKAGES

Contact **Guest Services** at ext **42140**, 8:30 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

JUST BECAUSE – \$139

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

FOREVER YOURS – \$339

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

MAGICAL HONEYMOON MEMORIES – \$439

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



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

PHOTO SHOP | DIAL 43612

Relive a favorite moment from your romantic getaway with a keepsake photo. Couples Negril 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 43580

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 44070

No stay at Couples Negril 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 organic therapy rooms, an open-air thatched hut on the beach, or in the tucked away intimacy of the Tree House.



GUEST SERVICES | DIAL 42140

Allow us to guide you through a world of indulgent experiences. Our Guest Services 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 is at hand to provide their complimentary service. Please call the front desk to be transferred. Should you require more serious medical assistance, there is also 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 at midday. 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's Station immediately.

ATTIRE/ACCESSORIES

For off-site excursions, it is advisable to be fully informed on the activity you will be taking part in and as such prepare to enjoy, by being appropriately attired from head to toe, that is, in the appropriate footwear, clothing and head gear.



EMERGENCY & DISASTER PREPAREDNESS

HURRICANE WATCH

A hurricane watch is announced when a hurricane is about thirty-six hours away. The General Manager and Couples Resorts team will make an official announcement as soon as a hurricane watch is announced. It is advisable to check in with the Front Desk for the latest information and to ensure that your home address, telephone number and other contact information is on file.

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 cupboard 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.



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://VisitIssaTrustFoundation.com)

