



CASA MAYA CARTAGENA

Guest Arrival Guide

Everything you need before your stay in Cartagena.

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Thank you for choosing Casa Maya. This guide is designed to help you prepare for your stay, understand the house, and make your arrival as smooth as possible.

At a Glance

Bedrooms	11
Bathrooms	12 (11 ensuite)
Sleeps	Up to 22 Guests
Pool	Rooftop Pool
Jacuzzi	Rooftop Jacuzzi
Location	Historic Center
Service	Butler + Housekeeping, Served Daily
Breakfast	Continental (arranged in advance)

Before You Travel

Casa Maya Address

Calle Segunda de Badillo #36-12, Centro Histórico, Cartagena de Indias, Bolívar, Colombia

Important: Please use your own personal phone number on immigration forms.

From Cartagena Airport

- Distance: approximately 5 km
- Travel time: approximately 15–20 minutes
- By taxi: approximately 20,000–30,000 COP (fares can change — please confirm current pricing on arrival)
- Landmark: located at an iconic four-way corner in the historic city center

Airport transfers: For groups arriving together, group transportation is available. We highly suggest organizing transport through a concierge in advance, since immigration processing times can vary.

Arrival & Check-In

Check-In	3:00 p.m.
Check-Out	11:00 a.m.

- **Early arrivals:** If your flight arrives early, we are happy to store your luggage until the villa is ready.
- **Late departures:** When availability permits, late departures can often be accommodated — please ask in advance.
- **Concierges:** If you are using a concierge, they will be granted early access to stock your fridge and prepare for your arrival.

Access & Security

Access to Casa Maya

- Ring the doorbell
- Our doorman will open the door and assist with your luggage

The property features digital room locks, private room safes, and controlled front-door access, with 24-hour onsite support. Additional access details and any backup arrangements will be provided directly by our team at check-in.

Your Villa — Included During Your Stay

- Rooftop pool
- Rooftop jacuzzi
- Rooftop dining
- High-speed WiFi
- Air conditioning
- Smart TVs
- Fully equipped kitchen with BBQ
- Daily housekeeping
- 24-hour butler

What's Provided

Bedrooms

- Fresh linens
- Comfortable pillows
- Smart TV
- Room safe
- Digital lock

Bathrooms

- Soap, shampoo, and conditioner
- Hot water
- Towels
- Hair dryers available

Kitchen

Fully equipped for group meals.

Living Room

Air conditioning, sound systems with built-in speakers, and a big-screen TV with movies and sports channels.

Stay Connected

High-speed WiFi is available throughout the property, including bedrooms, the living room, dining areas, the rooftop, pool area, and jacuzzi level. Your network name and password will be provided at check-in.

Wired room workstations: Need a more stable connection for work or video calls? Each bedroom has a workstation with wired internet access available. Ethernet cables can be provided on request.

Neighborhood Guide

One of the greatest advantages of Casa Maya is its location. Situated in the center of Cartagena's Historic Center, nearly everything you may need during your stay is just a short walk away.

- ATM — about 1 minute walk
- Pharmacy — about 1 minute walk
- Grocery store — about 1 minute walk
- Currency exchange — about 1 minute walk
- Cafés — about 1 minute walk
- Restaurants — about 1 minute walk
- Nightlife — about 1 minute walk
- National monuments — all around

Cartagena Weather

Cartagena enjoys warm tropical weather year-round, with temperatures typically ranging from 26°C to 34°C (79°F–93°F). Expect sunshine, humidity, and warm evenings throughout most of the year.

What to pack:

- Lightweight clothing
- Swimwear
- Sunglasses
- Hat
- Sunscreen
- Comfortable walking shoes

Evening attire: Many upscale restaurants and nightlife venues require collared shirts and proper footwear.

House Guidelines

We want all guests to enjoy Casa Maya comfortably and respectfully. Please follow the guidelines below so the house, staff, and neighbors are respected throughout your stay.

- **Noise:** Please keep rooftop noise reasonable after 11:00 p.m.
- **Balconies:** Do not throw anything from balconies or rooftop areas.
- **Smoking:** No smoking inside the property. Smoking is allowed in outdoor areas — please request an ashtray and dispose of cigarette waste properly. Hookahs are strictly forbidden.
- **Pool & jacuzzi:** No glass inside the pool or jacuzzi.
- **Damages:** Please report any damages immediately.

Events & Visitors

Only registered guests included in the reservation are permitted to stay overnight. Any visitors, events, chefs, DJs, decorators, outside staff, or additional service providers must be approved in advance.

Additional security and event-management requirements may apply depending on attendance. Please discuss your plans with us before arrival.

Key Contacts

Included during your stay:

- 24-hour door staff
- Daily housekeeping
- Property support
- Maintenance assistance

Management: Dan — +57 320 531 8491

Emergency assistance: 123 (Police / Ambulance / Fire)

Villa WiFi & speaker system details: provided at check-in.

How the Villa Works

WiFi & Workstations

High-speed WiFi is available throughout Casa Maya. Each bedroom also includes a workstation with a wired internet connection, recommended for video calls, important meetings, or any work that requires extra stability.

Access & Security

The main entrance uses a doorman and digital lock system. Each bedroom also has its own digital lock for privacy, and the house has room safes where guests can store personal items. Please keep doors closed when entering or leaving the property.

Air Conditioning

Each bedroom has air conditioning. Please keep doors and windows closed while the A/C is running, and turn it off when leaving the room for long periods.

Housekeeping

Daily housekeeping is included. The team will help refresh bedrooms, bathrooms, towels, and common areas. Please keep personal belongings organized so the staff can clean efficiently. For any special requests, speak with the onsite team.

Rooftop Pool & Jacuzzi

The rooftop pool and jacuzzi are private for Casa Maya guests. Avoid glass near the water and please shower before using the pool or jacuzzi. The jacuzzi may require time to heat, so please notify the onsite team in advance when you would like to use it.

Kitchen, Dining & Drinks

The house has a kitchen, dining areas, and social spaces for guest use. If you would like breakfast, chef service, drinks, or special meals arranged, please ask in advance so we can help coordinate.

Music & Noise

Please keep music at a respectful level, especially late at night, and follow any guidance from the onsite team so we can remain considerate of our neighbors.

Towels & Linens

Bath towels are provided in the bedrooms. Pool towels are available for rooftop use. Please do not take towels outside the property. If fresh towels are needed, ask the housekeeping or onsite team.

Onsite Support: Casa Maya has 24-hour onsite support. The team can assist with access, house questions, amenities, maintenance issues, local recommendations, and coordination with approved services. If something is not working as expected, please let us know early so we can resolve it during your stay.

Frequently Asked Questions

What time is check-in and check-out?

Check-in is 3:00 p.m. and check-out is 11:00 a.m. If you need an early arrival or late departure, please let us know in advance. We will always try to help, but this depends on availability and the cleaning schedule.

Can we leave luggage before check-in?

Luggage storage may be possible if the house is ready or if our team can safely receive your bags before check-in. Please request this in advance so we can confirm whether it is available on your arrival day.

Are towels and linens provided?

Yes. Bath towels and linens are provided. Pool towels are also available for rooftop use.

Is daily housekeeping included?

Yes. Daily housekeeping is included to refresh bedrooms, bathrooms, towels, and common areas. Please keep personal items organized so the team can clean efficiently.

Are there room safes?

Yes. Bedrooms include room safes for personal items. We recommend using the safe for passports, cash, jewelry, and other valuables.

How does the jacuzzi work?

The jacuzzi uses hot water and may need time to heat. Please let the onsite team know in advance when you would like it prepared.

Is breakfast included?

We offer a continental breakfast. If a more extensive breakfast is required, please ask in advance so we can confirm options and availability.

Can we hire a chef?

Yes, chef service can be arranged with advance notice. Outside chefs or service providers must be approved before entering the property, which helps us coordinate access, kitchen use, timing, and house rules.

Is there 24-hour support at the property?

Yes. Casa Maya has 24-hour onsite support. The team can assist with access, house questions, maintenance issues, amenities, and general support during your stay.

Who should we contact if something is not working?

Please inform the butler as soon as possible. Letting us know early gives us the best chance to resolve any issue during your stay.

Is the property suitable for remote work?

Yes. Casa Maya has reliable internet, workstations in each bedroom, and wired internet connections for guests who need a more stable connection for work or meetings.

Is the area walkable?

Yes. Casa Maya is located in Cartagena's Historic Center, close to restaurants, cafés, plazas, rooftop bars, boutique shops, nightlife, museums, churches, and historic landmarks. Most places within the Old City are within walking distance.

Is the area safe?

Casa Maya is located in one of the most central and walkable areas of the Historic Center. As in any busy tourist destination, we recommend using normal travel precautions, keeping valuables secure, and following guidance from the onsite team.

Is there parking?

Casa Maya does not have private onsite parking. If you are arriving by car, please ask in advance and we can help advise on nearby parking options or the easiest drop-off point.

Is smoking allowed?

Smoking is not permitted inside bedrooms or indoor areas. Smoking is allowed in outdoor areas — please request an ashtray and dispose of cigarette waste properly. Hookahs are strictly forbidden.

Is the rooftop private?

Yes. The rooftop pool, jacuzzi, dining areas, and lounge spaces are private for Casa Maya guests during the stay.

Can we invite visitors?

Only registered guests included in the reservation are permitted to stay overnight. Any daytime visitors must be registered with the onsite team before entering the property. Casa Maya reserves the right to deny entry to any visitor who may pose a risk to guests, staff, neighbors, or the property.

Can we host an event or party?

Events, parties, DJs, decorators, outside staff, or additional service providers must be approved in advance. Casa Maya is located in Cartagena's Historic Center, so we ask guests to respect the property, staff, and neighbors at all times.

What if our group size changes?

Please let us know in advance if your group size changes after booking. Casa Maya is prepared according to the number of confirmed guests, including staffing, linens, towels, and service requirements. Additional guests may be accepted within the property's approved capacity, but must be approved before arrival and may be subject to an extra guest fee. Unregistered overnight guests are not permitted.