SAVANNAH BEACH CLUB
HOTEL

HOTEL GUEST SERVICES DIRECTORY

WELCOME TO
THE SAVANNAH BEACH CLUB HOTEL

Welcome to the beautiful island of Barbados and thank you for choosing The Savannah Beach Club Hotel for your holiday accommodation in beautiful Barbados.

Whether you are visiting for business or pleasure, the Savannah team is at your service to ensure we have exceeded your expectations. It is our desire to create those memories that make you want to come back, as we thrive to deliver great service in a relaxed and safe atmosphere in our tropical paradise. We are proud to introduce you to our Hotel, the staff, and our management team. For those of you who have visited before, welcome home!

Our dedicated team is committed to making your stay an enjoyable and memorable experience. Should you have any questions or any special requests, please feel free to approach any team member for assistance; we like to think of ourselves as ambassadors of the Hotel and beautiful island of Barbados.

Please dial 0 to contact a Hotel Ambassador with any special requests or comments.

We invite you to relax and enjoy your stay!

Warm regards,
The Hotel Management Team and Staff

In an effort to better meet your needs and acquaint you with the management team, we would like to introduce you to the following persons:

General Manager:	Mr. Rodcliff Massiah
Front Desk Manager:	Ms. Jenefia Codrington
Executive Chef:	Mr. Jeremy Dupire
F&B Manager:	Mr. Wren Miller
Maintenance Manager:	Mr. Leroy Higgins
Hotel Accountant:	Ms. Nikita Walcott
Security & Health & Safety Manager	Mr. Delwyn Moseley
Housekeeping Manager	Ms. Cherrylamm Phillips
Kids Club Manager	Ms. Kerri Phillips

Please do not hesitate to approach us for anything; we are always at your service!

PLEASE NOTE:
This guide, the content and information contained within is subject to change at any time deemed necessary for the Hotel's smooth operation and discretion.

USEFUL INFORMATION

ADDRESS

Please travel with the Hotel's contact information at all times.

SAVANNAH BEACH CLUB HOTEL
Hastings, Christ Church, Barbados
Tel: + 1 (246) 228-3800
Fax: + 1 (246) 228-4385
Email: frontdesk@savannahbarbados.com
Web: www.savannahbarbados.com

TELEPHONE & INTERNET

IN-HOUSE DIRECTORY

Room to Room	5 + Room Number
Front Desk/ Phone Operator	0
Reservations	4432
Local Calls	Dial 9 then the 7 digit local number
Housekeeping	3828
Rachael's Restaurant & Bar	3847
Drifters Beach Bar & Grill	3849

Note: Some of these numbers have already been programmed on your room phone.

INTERNATIONAL DIALING (Station to Station)

USA, Canada and Caribbean	Dial 9 + 1 + Area Code + Number
United Kingdom and Europe	Dial 9 + 011 + Country Code + Area Code + Number
South America	Dial 9 + 011 + Country Code + Area Code + Number

Note: "0" must not be dialled when it is the first digit of an area code.
Country codes may be found in the in-room phone directory.

Example: To call the UK – Dial 9 + 011 + 44 + Area Code + 123 4567

International rates are based charges determined by the telephone company, the destination dialled, length of call and hotel surcharges.

VOICEMAIL RETRIEVAL

Press the message button and enter 5 + your room number.
To clear your messages please follow the voice prompts.

TELEPHONE RATES

Local Call	BDS $1.00
Caribbean	BDS$ 4.00 per min
United States	BDS$ 2.80 per min
Canada	BDS$ 2.80 per min
United Kingdom	BDS$ 2.50 per min

INTERNET SERVICES

Complimentary Internet is offered via wireless or cable to all rooms and public areas.

To join the wireless network, search and join the "Savannah Guest" network on your device or phone. The password is Welcome2SBH!

The wireless service does vary from room to room or location on property. We try to provide the best speeds and bandwidth available on the island, but we are limited based on our service provider.

OTHER IMPORTANT NUMBERS & CONTACTS

Emergency Numbers	
Police Emergency	211
Fire	311
Directory Assistance	411
Ambulance	511
Queen Elizabeth Hospital	436-6450
Sandy Crest Medical (Emergency)	419-4911
Central Emergency Relief Organisation	427-8513

Airlines	
Airport Switchboard	536-1302
Air Canada	428-1635
American Airlines	428-4170
British Airways	1-800-247-9297
Caribbean Airways	1-800-744-2225
Delta Airlines	1-800-221-1212
LIAT	1-888-844-5428
US Airways	1-800-622-1015
Virgin Atlantic	228-4886

Attractions & Services		
Island Safari Jeep Tours	429-5337	www.islandsafari.bb
Sun Car Rental	434-8440	www.carhire.tv
National Car Rental	434-8450	
Suntours Taxi Services	434-8430	www.suntoursbarbados.com
Seafari	429-5337	www.thrillerboats.com
Harrison's Cave	417-3700	www.harrisonscave.com
Arlington House Museum	422-4064	

Note: Remember you must dial 9 to call a number outside the hotel

BEAUTIFUL BARBADOS

HISTORY OF BARBADOS

Barbados is the eastern-most Caribbean island. It is located at 13.4N, 54.4W. The island, which is less than one million years old, was created by the collision of the Atlantic crustal and Caribbean plates, along with a volcanic eruption. Later coral formed, accumulating to approximately 300 feet. It is geologically unique, being actually two land masses that merged together over the years.

EARLY HISTORY

Arawaks were the first people to land and settle in Barbados. Paddling long dugout canoes they crossed oceans and currents that challenge modern sailing vessels.

They made their new home in Barbados along the coast, developing an uninhabited island into an agricultural site by growing cotton, cassava, corn, peanuts, guavas, and papaws (papaya).

The Arawaks inhabited Barbados until 1200 when they were attacked and conquered by the Caribs, a warlike and savage people who were rumoured to have barbecued their captives and washed them down with cassava beer. The Caribs inhabited the island until 1492.

The island gets its name from the Portuguese who named it Los Barbados (bearded-ones) presumably, after the island's fig trees, which roots hang down from the branches and have a beard-like appearance. This name would remain throughout the rest of Barbados' history.

Despite the Caribs' ruthless warlike abilities, the island was taken over by the Spanish in 1492. The Spanish killed off the Caribs through war, the contagious European smallpox and tuberculosis. The Spanish never settled the island but moved on in search of some of the larger islands for developing.

THE ENGLISH COLONISATION

A new period in Barbados's history began when the first English ship touched the island on May 14th 1625 under the command of Captain John Powell. The island was therefore claimed on behalf of King James I.

On February 17th 1627, English colonisation began when Captain Henry Powell landed with a party of 80 settlers and 10 slaves, who were capture en-route from a trading vessel, to occupy and settle the island. This expedition established the city of Holetown in 1627, formerly known as Jamestown. Thus began a long period of English rule that lasted 339 years and gained the island the name of "Little England".

AN INDEPENDENT NATION (1966 - PRESENT)

Barbados remained under British rule until internal autonomy was granted in 1961. Barbados gained full independence on November 30th 1966, under the leadership of the late Errol Walton Barrow of the D.L.P. Barbados is a member of the Commonwealth. British customs and traditions remain strong here, as does the African influence. The colourful history, which makes Barbados what it is, combines an English afternoon tea with African foods making for a unique blend.

THE SAVANNAH BEACH HOTEL HISTORY

Situated in the historic Garrison area, the presently known Savannah Beach Hotel was built in the mid 1700's as the canteen for the British soldiers garrisoned there. From the early 1800's it was known as "Sheriff's House" and in 1887 it was opened as the Seaview Hotel.

It was opened by Mrs. Piggott in 1887, but it had a checkered history. In 1997, the Seaview Hotel was taken over by Gems of Barbados. During 1998, the building was refurbished with 21 rooms and it was renamed "The Savannah Hotel". By 2001, the number of rooms expanded to 100, the Boucan Wine Bar and Restaurant, Meeting Rooms and Conference facilities. In December 2011 it was acquired by MW Sun Hotels Inc. and renamed "The Savannah Beach Hotel."

Originally, the main building consisted of two adjacent houses, but the easternmost building is the one of major architectural interest. It is lavishly built, largely of English ballast bricks with a central hallway and double balconies, exactly like the single houses of Charleston, North Carolina. Its ornate cast-iron balconies are reminiscent of New Orleans and are of North American design; however the massive door hinges resemble the British Garrison buildings. The cannon embedded in the wall at the front of the hotel marks the division between two buildings which were joined to form one hotel. The double staircase at the end of the main corridor is typical of buildings built in the Victorian era. Because the glimpse of a lady's ankle could stir the passion of a man, ladies and gentlemen used separate staircases. The Annex was originally the home of the Adjunct General and was later turned into a restaurant.

The furniture in the lobby typifies what may have been found in an old plantation Great House. The property has several water features, including "drip-stones" which were an integral part of the old plantations. Traditionally, these three coral pots were suspended one above the other. The water percolated from the top one through the middle one and was collected in the bottom pot which was glazed. This dripping process helped to cool the water, providing clean and cool water for the family.

This hotel was one of the most frequented on the island. Its popularity was due to its convenient and delightful location, within easy reach of Bridgetown and the Hastings Rocks; there was excellent sea-bathing a short distance from the premises. The establishment was comfortable, the service competent and the cuisine first-class.

AREA BEACH & BEACHES

The beach at the Hotel is known as Drill Hall Beach. Some bajans, (as we proudly call ourselves) typically the surfers that you may see riding the waves at times, call it Brandon's Beach. On the Beach guests may enjoy the use of beach chairs, and a limited array of complimentary beach sports. Motorised activities are not part of the Hotel, and if guests pursue them, it is at your own risk.

To the right of the Hotels beach is a short walk to the Hilton Beach Hotel and surrounding beaches.

If you walk to the left side of the Hotels Beach, you will eventually meet the South Coast's BoardWalk. This Board Walk runs from Hastings all the way to Accra Beach, and is good for strolling or taking a nice run amongst the seaside. The Boardwalk is also decorated with many bars and restaurants. We do not advise to use the boardwalk after dark, as it is not fully lit and not always patrolled by police.

BANKS/BANKING

Most banks are open from 8:00 am – 3:00 pm Monday – Friday.

BEACH TOWELS

Beach towels are provided for your use. In an effort to conserve the environment we operate a 'GREEN PROGRAM' for our beach towels. This means they will be placed in a cupboard by Drifters Restaurant where you can take one when needed.

When you are ready to change your towel, simply leave it on the bathroom floor or place it in the bin provided by Drifters Restaurant.

Thank you for your cooperation as we endeavour to 'GO GREEN'.

In the event that a towel is lost, a charge of USD $20.00 per towel will be automatically billed to your room. Should you require new towels earlier, please visit, or contact the Housekeeping or Front Desk. EXT. 3828 or 3829

CREDIT CARDS

Savannah Beach Club Hotel accepts the following main credit cards:

A credit card authorization is required from you upon arrival for incidentals. US $200.00

will be accepted as a deposit in lieu of a credit card. Personal cheques are NOT accepted.

CURRENCY EXCHANGE

The hotel accepts the EC dollar, the Pound, US and Canadian dollars. If you need to change small amounts of cash our Front Desk Ambassador will be more than willing to assist when possible.

DRESS CODE IN HOTEL RESTAURANTS

The Drifter's Bar & Grill dress code is casual and relaxed. We do ask when dining that gentlemen wear shirts and dry clothing and that ladies cover their swimsuits.

After 6:30 p.m. a smart dress is expected in the Hotel Restaurants; that is, no sleeveless shirts or hats are allowed in the dining room or bar area. Gentlemen in Dress shorts with a polo or button shirt are accepted.

Casual dining is acceptable at Drifters Bar & Grill. It is strongly recommended that shoes be worn in all restaurants and throughout the property.

DRINKING WATER

Owing to the island's natural coral structure, Barbados is known for having pure natural drinking water from the tap. Bottled water can be purchased from the bar or gift shop.

DRUGS

Savannah Beach Club Hotel has a zero tolerance policy for all illegal drugs and substances. Any person(s) selling, purchasing or consuming these substances will be reported to the authorities and evicted from the hotel. No compensation will be offered under these circumstances.

ELECTRIC POWER

110/ 220 Volts – 50 Cycle A/C, should you require an adaptor, please contact the front desk.

ELEVATORS

The elevators are located between the Conference Room and Waterfall, on the Hotels Western side. Please follow all directional and safety signs.

ENVIRONMENT & CONSERVATION

Savannah Beach Club Hotel is committed to the preservation of our environment. We would therefore appreciate your assistance in the following areas:

Turn off your lights and air-conditioning when leaving your room. Please do not leave the air-conditioning running when doors and windows are opened. If you set your air-conditioning below 20 degrees C it will cause condensation.

Report any leaks immediately

Maximise the utilisation of your beach and bathroom towels

When at the beach remember that coral reefs are home to thousands of sea creatures, so when snorkelling, diving or on boat trips, please do not damage the reef or dispose of trash in the ocean.

EVACUATION

In cases of fire or emergency please seek the nearest exit and follow emergency directional signage throughout the hotel. Please do not use Elevators.

When you are certain you are safe, dial the front desk and follow the instructions given by the hotels' personnel.

GIFT SHOP

The Nixs & Naxs Gift Shop is conveniently located for you in the courtyard and offers a wide array of keep-sakes for your vacation. There is also a selection of clothing available for sale.

GOLF

The Savannah Beach Hotel enjoys a preferred status at the Barbados Golf and Country Club. We would be delighted to book your tee times at the front desk.

GUEST COMMENT CARD

We ask you take a few minutes to fill out our online guest comment form that will be sent to you post departure, we do appreciate your honest review. as we use your feedback to help us improve our services.

GRATUITIES

Gratuities are at your discretion. If you wish to leave a gratuity for an individual you may do so directly; but if you wish to leave for a department or the entire team of staff, we have provided a form and envelope that is available at the Front Desk.

HAIR DRYERS

Hair dryers are available in all rooms.

HOUSEKEEPING

Daily room attendant service is provided. Towels are changed every day & sheets are changed every 3 days. To be an environmentally friendly hotel, please hang towels that you do not require to be changed; if you require change, you may leave them on the bathroom floor. We'll be happy to help you with any items needed that may not be in your room. DIAL EXT. 0

IN-ROOM SAFETY DEPOSIT BOXES & VALUABLES

Complementary safe

All accommodation rooms here at the Savannah Beach Club Hotel are provided with a complementary safe. It is advised to use them to store your passports, cash and valuables.

Instructions for the use of the safes are in the room. If you are having difficulty locking or unlocking your safe, don't hesitate to call the Front desk for assistance.

Please take the same precautions as you would at home. Do not leave any valuables outside or unattended on property on the beach or off property. Valuables should be kept in the safe provided in each room. Keep doors and windows closed and locked if leaving the accommodations. Savannah Beach Club Hotel will not accept any responsibility or liability for loss of valuables when safes provided in the room are not used.

To programme your in-room safe please follow these instructions:

1. Your in-room safe's door should be found open.
2. Behind the safe door, where the door hinge is located, you will find a reset button.
3. Press the reset button; two beeps will sound and the "proceed" light will illuminate.
4. Type in your personal code (4 digits).
5. Press "A" or "B" to activate code.

To re-open the door:

1. Type in your personal code.
2. Press "A" or "B".
3. Door is unlocked

Please leave box open at your departure

Note: If the battery light on the safe is illuminated, please inform Front Desk to have the battery changed. EXT. 0

FOR YOUR SAFETY

Remember to exercise the same level of personal security awareness as you would in your country.

BEACHES

Although a great number of the beaches on the south and west coast are popular with locals and visitors, please be aware that some of them do not have lifeguards. Also some of them do not carry warning flags; therefore, it is advisable to be extremely careful as we do experience some very strong currents.

Swimming is not recommended on the eastern beaches where the currents are extremely strong.

While enjoying our beaches it is strongly advised to avoid locals peddling illegal drugs. The uses of illegal drugs do carry severe penalties if caught.

Try to avoid isolated areas on our beaches and don't carry large amounts of cash or jewelry.

DRIVING VEHICLES FOR HIRE

Things to be aware of if you decide to rent a vehicle

While driving please keep your doors locked.

Don't place personal belongings and valuables in the seats or where they can be easily reached. You should consider placing them on the floor or in the boot of the vehicle.

Don't stop for pedestrians flagging you down for a ride.

Parking is prohibited on most streets in the city of Bridgetown. Please use paid parking areas. There is a monetary fine for illegal parking.

While driving be aware that pedestrians walk on the roads; sidewalks are not provided on the majority of roadways.

INSECTS

Due to its tropical climate Barbados is home to a few pests namely mosquitoes and sand flies. Please wear repellent if they bother you and your room can be sprayed upon request.

IRON & IRONING BOARDS

For your convenience, irons and ironing boards are already in your suite.

KEY CARDS

Most suite keys are electronic, but some are still traditional locks. Please do not place the magnetic keys next to any magnetic objects or cellular phones as it will interfere with the coding of the key card. At departure please leave the key cards at the Front Desk. Should you forget and take them home with you, kindly mail them back to us. There is a charge of US$25.00 for each card not returned on checkout.

LOCATION

We are located on the Southern side of Bridgetown, and in the Historical Garrison Savannah Area. We are within quick and easy access to Bridgetown, the Island's Capital, South Coast Beaches, the Barbados National Museum, George Washington House, and the Garrison Savannah Horse racing track, as well as many interesting locations and attractions island wide. Speak to any member of staff for queries or more information on Barbados and the area.

LOST & FOUND

Please contact a guest services ambassador at the front desk if any items have been misplaced.

MAINTENANCE

Savannah Beach Club Hotel is run to the highest standards but at times maintenance issues unfortunately do occur. Please do not hesitate to report any issues / concerns immediately so that they can be rectified as soon as possible. Our team members are always happy to help provide the best holiday possible. EXT 0

NON-RESIDENT GUESTS

Management requests that you declare any non-resident guests to the Front Desk. Guests entertaining visitors must do so in the hotel's public areas, and not in your room. Any food or drink given to unregistered guests will be charged to your room bill, this includes guests who are staying on the All-Inclusive package.

NON- MOTORISED BEACH ACTIVITY

Please see our beach/pool attendants for non-motorised beach sports and activities.

PARKING

Free parking is provided but vehicles and contents are left at your own risk.

POOLS

We offer two (2) magnificent pools to choose from to swim in and relax at. Our secondary pool with its swim up bar is located at the Drifters Beach Bar. The dramatically sculptured main pool appears to wind through the centre of the property and is crossed by bridges.

RESTAURANTS

Rachel's our main restaurant has a twist on Caribbean gourmet dining. Open 7 days weekly for buffet breakfast and dinner, and a' la carte dinner 5 days weekly. Breakfast is served from 7:30am to 10am. Dinner is served from 6.30p to 9:30p; reservations are strongly recommended for dinner.

Drifters Beach Bar is open daily for buffet lunch and 5 days weekly for buffet dinner. Lunch serves a wide range of bajan specialties, barbecue, pastas, grilled fish and burgers. Dinner service is usually themed around different cuisines including Mexican, Indian, Chinese as well as Caribbean cuisine. Reservations are strongly recommended for dinner. Drifters Bar is open daily from 10am to 1am.

ChopStix our Asian Fusion restaurant is open 3 days weekly for dinner or drinks from 6.30pm to 9pm . We serve a wide range of sushi, sashimi and an array of noodles. Reservations are strongly recommended for dinner.

Afternoon tea will be served daily in Drifters Beach Bar daily from 4.00pm to 5.00pm.

SECURITY

Savannah Beach Hotels provides security throughout the day. The hotel is also monitored via CCTV Cameras in all public and general areas. At night, a night receptionist/ security officer is located at the front desk to look after your every need and emergencies (Dial 0). The night receptionist has no access to cash.

SMOKING

Smoking is banned in all public enclosed areas and all hotel rooms. The fine for smoking in public is US $250.00 or imprisonment for 12 months, or both. The Hotel will charge a mandatory non-refundable deep cleaning fee of $250.00 US Dollars to persons that smoke in the Hotel Rooms.

SUNBURNS

To avoid ruining your holidays please wear a good sun block and avoid excessive sun exposure especially between the hours of 11 am – 2 pm when the sun is at its hottest. An excellent after sun lotion is provided in your room. If you run out of the complimentary sample it is available for purchase at the Nixs & Naxs Gift Shop.

TAXIS

Taxis can be organised at the Front Desk. Dial EXT 0

TELEVISION

Cable television is provided in your rooms with a few channels for your enjoyment.

Television Stations

0.1001	MSNBC
20.1002	AMC
20.1003	HGTV
20.1004	COLA WESTERNS
21.2001	FOX SPORTS
21.2002	STADIUM SPORTS
21.2003	ESPN
21.2004	CNN INTERNATIONAL
21.2005	BBC NEWS
22.3001	TV8
22.2002	TVO KIDS
22.3005	CITY TV
22.3006	CBC TORONTO
23.4001	CBS
23.4002	WPIX
23.4003	ABC

THE GREEN MONKEY

The Drill Hall Beach area is a famous place to see the island's green monkey. On occasion you may see them on the beach. Please do not feed the monkeys or attempt to pet them as these animals are wild and untamed and you do so at your own risk.

USE & MISUSE OF FACILITIES

Your room is equipped for maximum comfort. If you destroy, break or remove any article(s) from your room, you will be charged for this article at replacement value. Report items that are missing, cracked or broken to the Housekeeper or Front desk. Unreported damaged items may be charged to your room or credit card; if it is without doubt that an occupant of your room caused the damage.

WAKE UP CALLS

Should you require a wake-up call, please call the Front Desk by dialling EXT 0.

WEDDINGS

We host several theme weddings in our courtyard, on the beach or indoors. Please ask at the front desk to set up an appointment with our Wedding Coordinator.

VENDORS

Vendors are not to be invited onto the property for any reason. All beaches in Barbados are public; therefore you may be approached at the beach by vendors who can become over-enthusiastic on occasions. If you do not wish to inspect their goods, just say “no thank you”. Any purchases made from these vendors are at your own risk.

****Also, please avoid using the aloe plant in its natural form, this is sold by vendors at the beach, as it causes permanent stains on fabrics and clothing.****

ACTIVITIES

Below is our list of daily fun activities run by our very own activities and guest services coordinator. Please join us for one or more of these activities to add a bit of fun to your already awesome day. Please bare in mind that all activities are subject to change due to weather conditions. If you have a medical condition or suffer from any illness, please let your instructor know in advance so we can make your experience more comfortable and enjoyable.

ACTIVITY PLANNER

All activities are subject to change.

Mondays

Time	Activity	Meeting Point
8:30 AM	Morning Walk	Beach
11:00 AM	Aqua Aerobics	pool
2:00 PM	Dominoes \ Jenga	Beach Deck

Tuesdays

Time	Activity	Meeting Point
8:30 AM	Power Walk	Beach
11:00 AM	Swimming / Pebbles Beach	Beach
2:00 PM	Table Tennis: Coaching / Playing	Games Room

Wednesdays

Time	Activity	Meeting Point
8:30 AM	Heritage Walk	Lobby
11:00 AM	Darts	Games Room
2:00 PM	Karaoke	Games Room

Thursdays

Time	Activity	Meeting Point
8:30 AM	Morning Walk	Beach
10:00 AM	Lawn Tennis	Drifters
2:00 PM	Pot Painting / $10 Usd	Gazebo

Fridays

Time	Activity	Meeting Point
8:30 AM	Morning Walk	Beach
10:00 AM	Bridgetown Scooter Tour / $30 Usd	Lobby
2:00 PM	How to speak Bajan	Lawn

ACTIVITY PLANNER

Saturdays

Time	Activity	Meeting Point
8:30 AM	Suntan Relax	Pool \ Beach
2:00 PM	Pool/Snooker	Games Room
4:00 - 5:00 PM	Afternoon Tea	Drifters

Sundays

Time	Activity	Meeting Point
10:00 AM	Suntan Relax	Pool \ Beach
2:00 PM	Table Tennis	Games Room
4:00 - 5:00 PM	Afternoon Tea	Drifters

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Hastings, Christ Church, Barbados T: 246.434.3800 I F: 246.228.4385. www.savannahbarbados.com