



# House manual

[www.taliesinmustique.com](http://www.taliesinmustique.com)

## Welcome to Taliesin

To maximise your enjoyment of the Taliesin experience, our house manager Laverne will take you through the operation of the various equipment and facilities. You can refer to this manual to gain further useful information. Your relaxation and enjoyment is our first priority, so please contact any member of house staff if you have any queries or concerns.

### Airlines

For information on private aircraft or shared charters to Barbados, Canouan, St Lucia, Martinique and other Caribbean islands please refer to the Mustique Guest Services Booklet.

### Activities

There are many activities available for your enjoyment e.g. boat day trips and sailing, fishing, walking, hiking, horseback riding, picnicking, tennis, golfing, water sports, (scuba diving, snorkelling, sailing etc.) and the playing fields include basketball, cricket, netball and soccer facilities.

Further information on these activities can be found in the Mustique Guest Services Booklet.

For the children there are monkey bars, swings, see-saw, slide and more at the playground (located behind the Bamboo Church).

The Mustique Company also organises children activities and outdoor family films. Please check with the Mustique Company offices on availability and schedule.

Golf is available on Canouan.

Please contact Laverne should you need assistance.

### Afternoon Staff Rest Period

The house staff will take a rest period of three hours during the day. The rest period is generally taken between 2 pm and 5 pm or 3 pm to 6 pm each day. Laverne will discuss your requirements with you.

Please respect this at all times

## Air Conditioning

The air conditioning units are operated using the remote controls found near the light switches. If you wish to operate the units, we recommend using the following procedures:

- Press the **on/off** button.
- Set the fan speed as required
- Set the mode to **cool...**
- Set the temperature as required – 21-24°C is usually comfortable.

To help prevent condensation occurring in the rooms and to ensure the units work efficiently, please ensure that all doors and windows are kept shut during operation.

When the air conditioning is switched off, the louvers to the room should be opened and all doors and windows should be kept shut for at least two hours to enable the room temperature to increase, before the glazed doors and windows are opened. This procedure will be followed by the house staff during their morning house keeping duties.

If you require assistance with the air conditioning, please ask a member of house staff.

## Babysitters

Babysitting services can be arranged through the Mustique Company. Please contact Laverne if you require this service.

## Beaches

The following beaches are suitable for swimming, snorkelling and other beach activities.

Britannia, Endeavour, Gelliceaux Bay, Lagoon Bay, L'Ansecoy, Macaroni and Simplicity.

**WARNING.** It is prohibited to swim at Pasture Bay due to strong undertow

## Beach Shower

The house has a shower located to the north side of the garage to enable you to wash off residue sand from the beach.

## Boutiques

There are number of boutiques situated on the island, details can be found in the Mustique Guest Services Booklet.

## Check Out

Check-out time is 12 noon. We will accommodate a later time if possible.

## Church services

The Mustique Christian Assembly is located in Lovell Village. All are invited. Sunday service begins at 11am.

## Computer Services

Taliesin has complete wireless broadband internet coverage for your enjoyment. Printing facilities are also available in the study or via Laverne.

If you require any assistance with your computer equipment, please contact Laverne.

## Costs

The following costs are not included in the villa rental. These costs will have to be settled before your departure.

- Activities / Trips / Babysitting etc.
- Breakages.
- Cost of food and beverages.
- Dry cleaning (normal laundry service is included).
- Fuel for vehicles.
- Landline telephone calls.
- Special order tropical flowers and bouquets.

Accounts with the boutiques, Cotton House Hotel, Basils Bar & Restaurant, The Firefly, and Coreas's general store must be settled with these businesses directly.

Your accounts must be settled prior to departing the island. Laverne or the Mustique Company will assist you in any queries you may have.

## Tipping Guide

The Mustique Company is currently recommending a discretionary tip of up to 5% of the rental value divided among the staff. The tip can be divided according to seniority. Laverne can provide envelopes with names and positions.

## Credit Cards

Credit cards such as Visa, MasterCard and American Express are generally accepted at the restaurants, boutiques and supermarket.

## Currency

The local currency in Mustique is the Eastern Caribbean Dollar. The accounts department at the Mustique Company office will change traveller's cheques and some currencies but will not accept personal cheques. US dollars are widely accepted.

## Departure Tax

A departure tax (per person) of \$50 Eastern Caribbean Dollars US\$19 is payable at immigration on all international flights departing Mustique.

## Dining

The house has 4 dining areas for your enjoyment as follows:

- Main dining room – for up to 10 adults + 4 children
- Secondary dining – for up to 14 people.
- Top entertainment deck – for up to 14 people. (Great for dining under the stars)
- Pool deck – up to 10 adults + 4 children.

If you require additional guests for dining or parties and the numbers exceed the above, then an additional charge for extra staff and equipment will apply.

†At Lagoon, Macaroni and Pasture Bay we can serve you a picnic / barbeque at one of the Mustique island †picnic huts.

Laverne will discuss with you on a daily basis your preferred locations for eating and times for serving.

†subject to pre-booking via the Mustique Company.

## Dress

No jacket and ties are required anywhere on the island. Smart casual dress is desired at the island restaurants and Mustique Company cocktail party.

## Drinking Water

Most guests prefer bottled water which is widely available at the house.

## Electrical Sockets

Taliesin House runs on 220 volt, 50 cycle system. The electrical sockets accept a 3-pin plug, identical to the UK mainland. Each bedroom also contains a 110 volt adaptor plug for your use.

If you require any further adaptors for your electrical appliances, please inform a member of house staff.

## Emergency and Medical Procedures

In the event of discovering a fire at Taliesin, please make your way to the garage forecourt or guest parking areas and inform a member of house staff.

The house staff are trained in the use of all emergency fire-fighting equipment in the house. ***Please do not attempt to fight any fire yourself.***

If you require medical assistance, please inform a member of staff or alternatively the local doctor on Ext.8353. The local clinic is situated next to the Mustique Company Offices and has the following opening hours:

Monday to Friday: 8:00 a.m. – 12:00 noon and 2:30 p.m. – 4:00 p.m.

Wednesday and Saturday: 8:00 a.m. – 12:00 noon.

In the event of an emergency please dial “8111” (for doctor, fire, security and police).

## Entertainment on Island

The house staff will keep you informed of ‘What’s Happening’ on Mustique during your stay.

## Entertainment Systems

Please ask Laverne if you have any requirements.

Each room has a step-by-step guide in how to use the entertainment systems and you will be taken through their operation by Laverne during your induction. If you should require any further assistance in their use, please contact a member of house staff.

## Food

Your villa is provisioned with a start up supply of food and beverages for your first dinner and breakfast. This will be charged to your account. On your day of arrival Laverne will meet with you to discuss your dietary and beverage requirements

and serving times. The house staff will then order your food and beverages on your behalf and charge it to your account.

Our resident chef and house staff will prepare and serve all meals to you during your stay.

## **Florist**

Additional tropical flowers and bouquets for special occasions can be ordered on your behalf via Laverne from florists in St Vincent.

## **Gym Equipment**

The gym at Taliesin comes equipped with dumb-bell free weights, a multi-gym, running machine, recumbent cycle, rower and stepper.

If you are unfamiliar with any of the machines or require a refresher course, please contact Laverne who will give an induction into their use. For your own safety, please do not attempt to use the machines if you are unfamiliar with their operation.

## **House Maintenance Requests**

If there are any maintenance problems, please advise Laverne.

## **Island Restaurants**

A range of restaurants are available on the island as follows:

- Basils Beach Bar & Restaurant Ext 8350
- Cotton House and Beach Cafe Ext 8697
- Firefly ext 8414

Please refer to Mustique Guest Service Booklet for further information.

## **Library**

Taliesin has a library of books, CD's and DVD's for your enjoyment, located in the office.

Alternatively the Mustique Community Library, which is adjacent to the primary school, has over 7000 fiction and non-fiction books, an extensive reference section and a range of DVD's to rent.

A book exchange scheme also operates adjacent to the Check-In desk at the airport.

## Lost Property

Should you find that you have left something at the house please contact Laverne at the following email address [taliesinmustique@aol.com](mailto:taliesinmustique@aol.com) giving a description of the items missing / lost.

Laverne will contact you and advise you if they have been found.

The house staff will collect any odd shoes, items of clothing etc and leave them on the left as you enter the pool deck activity room.

## Laundry

The maids in the morning and evenings will collect your laundry from the designated laundry baskets in the guest shower rooms and will wash and iron your clothes. The clean laundry will be returned to your bedroom wardrobes. Please advise Laverne if any laundry items require special cleaning.

Dry cleaning can be arranged on your behalf via Laverne, from dry cleaning companies in St. Vincent.

## Sliding Glazed Doors

The mid-level dining room and pool deck activity room have sliding glass doors to help control the circulation of air within each area.

Each door panel is operated individually and moved along the track in turn.

To open a panel, the following steps should be followed:

- Lift and turn the locking handle 180° in an anti-clockwise direction on the panel to be moved and the adjacent panel. Please do not force the handle.
- Slide the panel along the track to its furthest position.
- Repeat the steps above until the required number of panels are in position.
- To close panels, the steps above should be reversed.

***We recommend that you contact a member of staff if you require the doors to be opened or closed and that they are never operated during severe or inclement weather.***

## Mail / Postage / Faxes

You will be advised of any incoming mail.

Courier services (DHL / FedEx) are available through St Vincent.  
Postcards and stamps may be bought and mailed from the Mustique Company offices.

Faxes can be sent from the house via Laverne.

The house postal address is as follows:

Taliesin  
C/O Mustique Company Ltd  
PO Box 349  
Kingstown  
St Vincent and the Grenadines  
West Indies

Tel + 1784 4888157  
Email taliesinmustique@aol.com

## **Manchineel Trees**

These trees are poisonous and mainly found on or behind the beach. The tree bears small, green fruit (like an apple), which turn yellow when ripe and are sweet smelling. These contain a dangerous acid and must not be eaten. Also, the sap from the trees can cause itching and burning. Red rings have been painted around most of the trees, by the Mustique Company, but there are some they may have missed. Please be careful. If you are not sure do not touch.

## **Maps / Walking, Fitness & Nature Trails**

Mustique is a fantastic place to explore by car or on foot.

Island nature walking / fitness trail maps are available in the study or online at our website.

## **Master Suite Bath Tub**

The master suite contains a luxurious 'Seaside' bathtub where you can lie down, relax and enjoy the majestic views from your bedroom.

To operate the bathtub, please use the following instructions:

- Open the panel at the front of the bathtub to expose the control ledge.
- Close the bathtub waste using the circular chrome handle on the left of the control ledge.
- Fill the bathtub to the desired level using the taps to the right of the control ledge.

The bathtub has a number of optional functions to enhance your bath experience. These are controlled using the waterproof remote control, and will operate once the bathtub has been filled. The current function will be displayed on the display panel in the bathtub. An explanation of each function is given below:

- **On/off button**  
This switches the control panel at the bath side on and off enabling the functions to be used.
- **Blower**  
This switches the blower function on and off. To adjust the blower air flow or time settings, use the direction arrows and enter button.
- **Waterlight**  
This switches the waterlight function (waterfall) on and off. To adjust the duration of the waterlight, use the direction arrows and enter button.
- **Sunlight**  
This switches the underwater lights on and off.
- **Moonlight**  
This switches the rim lighting beneath the bathtub on and off.
- **Heater**  
This switches the heater function on and off, *once the waterlight function is activated*. This will keep the water in the bathtub at a steady temperature.
- **Info**  
This function controls the language and clock setting on the display panel.

If you require any further assistance with the bathtub, please contact Laverne.

Upon request we will prepare the bath for you. Indulge yourself by ordering a bottle of champagne on ice.

## Mobile / Cellular Coverage

Mobile / cellular coverage: Mustique has GSM cellular coverage compatible with multi band handsets. Your cellular service must have roaming capabilities. Non GSM handsets (Verizon/NEXTEL) will not work on Mustique.

## Mosquito Control

Mosquitoes are an unavoidable consequence of any holiday to the Caribbean.

In order to help control mosquitoes, each bedroom is protected by a mosquito net which your house staff will deploy each evening. The use of the air conditioning units will also reduce the mosquito activity during the night.

Mosquitoes are most active during dawn and dusk and especially prevalent around sources of standing water. If you are susceptible to mosquito bites it is highly advisable that you use an insect repellent as you travel around the island to help prevent bites.

The island's bars during the early part of the evenings can experience mosquitoes.

Repellent is available around the house, if in doubt please ask Laverne for advice.

### **Mustique Guest Services Booklet**

A copy of this document is available in the study or on our website for your reference.

### **Packing / Unpacking**

Upon request, the maid will unpack / pack your suitcases.

### **Pool and Table Tennis Tables**

The activity room contains a pool table and table tennis tables and a range of games.

Should you require new chalk or table tennis balls please contact a member of the house staff.

### **Safety Deposit Boxes**

Each bedroom is equipped with its own safety deposit box in which we recommend you store your valuables. Instructions for their use are located in each bedroom. Laverne will instruct you in their operation during the house induction.

If you have any issues with your safety deposit box, please contact Laverne.

### **Smoking**

Please refrain from smoking in the bedrooms and play room.

Ash trays have been placed in the communal areas for your convenience.

## Spa Pool

The spa pool is located on the lower deck level and is a wonderful way to relax after a dip in the swimming pool or in the early evening with a glass of wine or rum punch.

The spa pool is controlled by the press pad located on the edge of the spa. The four buttons indicated control the following operations:

### 1. Jet pump

This controls the speed of the air jets around the inside edge of the spa. Press once for high speed air jets. Press again to return to normal air speed.

### 2. Water feature (not applicable to guests)

The water feature switches the overflow of the swimming pool infinity edge on. This is generally used to maintain the level of the pool and as a maintenance facility.

### 3. Heater

The heater controls the temperature of the spa pool. To switch the heater on press the heater button once and again to switch the heater off. The heater will switch itself off when the temperature reaches 37° c.

Please speak to any member of the house staff if you have any issues with the spa / pool controls.

## Spa Treatments and Massage

The Cotton House Hotel spa has an extensive range of spa treatments for your enjoyment.

The Cotton House spa can be contacted on extension 8442.

Massages can be arranged at the house. Please contact Laverne should you require this service.

## Special Events

We can help with organising a special event or party. This could include local bands, DJ and photographer, subject to availability and an additional cost for staff and equipment

## Tea, Coffee and Drinks

Tea coffee and drink facilities are available at the pool level adjacent to the gym changing area.

## Telephone System

Each bedroom and the living area(s) in Taliesin are connected to our external / internal telephone system.

Each room with a telephone has a step-by-step user guide. Laverne will instruct you in their operation during the house induction.

All non local calls from Mustique from your telephone extension will be charged to your account.

## Toilets

Please refrain from flushing any personal items down the toilets because this will disrupt the house sewage system. Please use the sanitary bags provided in the shower rooms / toilets.

## Towels

Towels for the pool are available on the pool deck. Towels are also available for the beach in the garage.

Please refrain from using the shower room / bath towels at the beach and Pool.

Water is scarce on Mustique. To save resources please place towels you are happy to re-use back on the towel rails or in the baskets by the pool or garage.

## Useful Information

The following information is contained in the Appendix to this manual for your reference:

- House floor plans.
- Island map.
- Mustique nature and fitness trail.
- Mustique Guest Services Booklet.

## Vehicles

Taliesin has two Kawasaki Mules and a small Jeep at your disposal during your stay. These will be maintained and fueled by the house staff for your enjoyment.

If you require any additional vehicles during your stay, please discuss your requirements with the house manager.

Drivers must have a valid international licence and a temporary St Vincent driving licence (available at customs) as without this you are uninsured. The Villa rentals department will provide details of all current conditions / restrictions / insurance excesses upon arrival.

Mules may also be rented directly from Mustique Mechanical Services on ext. 8555/8716.

### **Website**

We regularly update our website. Why not check it out at the following address:  
[www.taliesinmustique.com](http://www.taliesinmustique.com)

# Appendices

- Taliesin House floor plans.
- Island map.
- Mustique nature and fitness trail.
- Mustique Guest Services Booklet (see front).