

Dear Guest,

It is our pleasure to welcome you to Dream Valley Belize. We trust that your stay with us will be both enjoyable and memorable.

Dream Valley Belize sits alongside the Belize River, just 20 minutes outside of the capital city Belmopan in the quiet village of Teakettle; our charming rainforest retreat prides itself by putting our guests at one with nature. Our Dream Valley property consists of a total of 30 rooms of various designs from basic king room to suite with hot tub, a bar/restaurant, lounge area, two swimming pools and a wellness spa service, these and much more all sit amidst 96 lush acres of serene tropical landscape, designed to evoke luxury and tranquility.

We strive to provide our guests with an exceptionally clean, comfortable and convenient resort experience. To ensure safety and comfort of all our guests during their stay, we have included some guidelines, services and activities which are detailed in this booklet.

If you have a suggestion on how to improve our service or to recognize outstanding performance by our staff, please feel free to let us know at dreamvalleyresort@gmail.com. We'd love to hear from you!

Again, we thank you for choosing Dream Valley Belize for your vacation and it is our pleasure to serve you.

We wish you a pleasant stay!

General On-site and Hotel Policies

International Guest Service WhatsApp: +501-822-2001

Local Guest Service WhatsApp: +501-672-7733 French + Spanish WhatsApp: +1 - 954-931-5823

After-hours 8:00 PM - 6:00 AM: WhatsApp: +501-822-2001 Security Team

FREE Wi-Fi ACCESS: Access to our Wi-Fi is free for our registered guests. The hotel Wi-Fi access code is subject to change without notice. Wi-Fi signals are subject to change without notice depending on the room's location, the status of our Wi-Fi-equipment, and interference from other local wireless signals.

Riverfront Rooms and Suites: Dr3@mV@773y

Juntos Cottage: Jungle2023@#

GUEST POLICIES

GUEST REGISTRATION: We require valid contact information from the guest making the reservations including first and last name, address, phone number, email and signature. The names of all guests occupying the room must be registered as well.

CHECK-IN REQUIREMENTS: Guests must be at least 18 years of age to check in at Dream Valley Belize. In the interests of security and to prevent fraud, guests are required to confirm their identity by providing their valid government issued photo identification (Passport and/or Identification Card (IC)) at check-in.

CHECK-IN TIME: 3:00PM

CHECK-OUT PROCEDURE: Check-out time is 11:00AM. Please check-out with Front Desk so that housekeeping may begin cleaning your room as soon as possible. If you require a later check-out, please contact Front Desk by 9:00 AM on the date of your departure and we will do our best to accommodate your request. In the case of late check out after 12:00 PM and until 6:00 pm - an additional charge of 50% of the room rate per night is charged

PAYMENT FOR ACCOMMODATION & SERVICES:

Payment for accommodation can be made via any of the following: cash, by bank transfer, or debit and credit cards: MasterCard, and Visa.

All prices are in US Dollar - US \$1.00 = BZ \$2.00

Additionally, the guest pays a hotel tax of 9%, A 12.5% General Sale tax and 11.25% Gratuity charge.

SPECIAL REQUESTS: We will make every effort to honor special requests such as a specific room number, room decoration, adjacent rooms, roll-away beds, etc. upon your arrival. All special requests are noted on reservations and we will do our best to accommodate. However, the availability of these items cannot be guaranteed in advance.

TERMS AND CONDITIONS: If you have any suggestion on hotel service or if you have any technical problem in your room, please be free to inform us at your earliest convenience. In case of late notice for any complaints that you might have, when the Guest Service has no chance to react, those situations will not be considered as a reason for accommodation or service rate discount

ONSITE POLICIES

RESTAURANT SERVICE:

Dream Valley Belize has created a unique environment to enjoy the views of the beautiful Belize River while tasting one of our specialties. We have a variety of international and local dishes.

RESTAURANT HOURS

Breakfast Available Daily
7:00 AM - 10:00 AM
Daily complimentary coffee
Daily complimentary purified water refill

Light Menu between Lunch and Dinner - With Reservation

Lunch Daily 11:30 AM - 3:00 PM

Dinner Daily 4:00 PM - 8:00 PM

• With Reservation; Walk-ins or Visitors are welcome by availability

PARKING: All vehicles are parked at the risk of the owner. Dream Valley Belize shall not assume liability or responsibility for any vehicle, occupants, or contents while operated or parked near the hotel property. Parking is located within designated area primarily adjacent to our Public and Office areas,

- Guests are not allowed to park in front of their rooms, on the lawn.
- Guests are not allowed to block our single lane vehicle pathway.
- Guests are asked to maintain an average speed of 10 mph within the property

VIDEO OBSERVATION & SECURITY: Video surveillance cameras monitor the all public areas of the hotel. All information is recorded, checked in on digital media and stored. Security personnel surveillance is carried out to ensure the safety of guests, their property, as well as the property of the hotel, **in case of an emergency** a member of the security team can be found at the Guest Arrival area from 8:00 PM TO 6:00 AM

ROOM POLICIES

MAXIMUM OCCUPANCY: Room occupancy requirements are based on fire code/fire safety restrictions. If you exceed the maximum number of guests allowed, you will be asked to secure another guest room for proper accommodations or vacate the hotel. Room rates are listed for single / double occupancy.

VISITORS: No visitors after 7:00PM. Visitors must notify Guest Service upon their arrival. Visitors must be accompanied by the registered guest at all times. As a registered guest, you are responsible for your visitor at all times, and may be charged an Extra Person fee for guests on property after 7:00PM.

AIR CONDITION: All rooms have air conditioning. Please note that air condition does not work if windows are opened or if windows are not properly closed

NON-SMOKING: Dream Valley Belize is a 100% smoke-free hotel. For safety and to assure that our facility is not exposed to items or actions that create an odor which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture, we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility.

HOUSEKEEPING / ROOM INSPECTION: Housekeeping is provided daily between the hours of 9:00AM to 4:00PM. This is a 100 % NON-SMOKING hotel (see above for what is included as "smoking"). Rooms are cleaned and inspected daily and a detailed log is maintained on each room and linen.

- LINEN CHANGING: Your comfort is very important to us. For guests staying
 multiple nights, bed linen is changed every other day please ask Guest Service
 for assistance. We hope our guests will assist us in decreasing our environmental
 impact and water use by reusing towels as much as possible, however, if new
 towels are needed, please leave them on the floor of your room and we will
 replace them. Please contact our Guest Service staff if you have any additional
 questions or concerns.
- DO-NOT DISTURB & ACCESS TO ROOMS: To provide all of our guests with an
 exceptionally clean and safe hotel experience, Our Housekeeping Staff will honor
 the "Do Not Disturb" door hanger once during a twenty-four hour period indicating
 that the room is occupied, Management reserves the right to enter a room with a
 known status of "Do Not Disturb" for reasonable purposes, such as an
 emergency, housekeeping, maintenance, verify that the room, its furnishings, and
 mechanical equipment are intact, or to address or prevent a violation of our Hotel
 Policies / House Rules.
- **LAUNDRY:** Wash and fold laundry service is provided daily for guests who need to have their clothes washed and folded quickly. With this service, guests can drop off their dirty clothes at the Guest Service Area and have them returned clean and folded within a few hours US \$25.00 per pound.

CANCELLATION POLICY:

- Full Payment is due 15 days prior arrival
- All Packages are non-refundable and not transferable
- No refund will be due upon Arrival, early Departure or in case of NO SHOW
- Group booking requires at 30%. Deposit non-refundable (5 or more rooms/cabin)
- We do recommend to insure your trip with Allianz -https://www.allianztravelinsurance.com/

TELEVISION:

SMART TV:

- 1. Power ON
- 2. Select the HOME button to access your favorite streaming services
- 3. Located in the center of the remote is the directional button/pad use to navigate menus and make selections

NOTE: All local appliances and devices operate on 110 Voltage

THINGS TO DO

SPA SERVICES:

After a day full of adventures, unwind in our quiet spa with the touch of gentle hands to help you rejuvenate and to really energize your senses and become attuned with your natural surroundings.

Spa menu: Full body massage, Deep tissue, Aromatherapy, Swedish, Hot Stone, Bamboo.

45 Minutes Massage Session: US \$95.63 per person tax included 60 Minutes Massage Session: US \$135.00 per person tax included 75 Minutes Massage Session: US \$168.75 per person tax included

Facial: US \$84.38 per person tax included Manicure & Pedicure: US \$61.88 per person tax included

Waxing Services

Legs: US \$67.50 | Underarm: US \$61.88 | Bikini US \$84.38 | Brazilian US \$112.50

ONSITE MICRO TOURS:

1 Hour River Canoe Tour **US \$25.00 tax included**

45 Minutes Night Hike **US \$10.00 tax included**

Bike cycle service **FREE ACCESS**

CHANGES & MODIFICATION TO THE HOTEL POLICY / HOUSE RULES: Dream Valley Belize reserves the right to amend, modify, change, cancel, vary or add to these Hotel Policies / House Rules or the arrangements and content featured on our website at any time without prior.

RECOMMENDED OFF-SITE TOURS

XUNANTUNICH MAYAN TEMPLE

Xunantunich or Maiden of the Rock is situated on the Western Highway across the river from the village of San Jose Succoth. This major ceremonial center can be reached by ferry daily and it is only 1.5 Kilometer (one mile) from some lovely rapids of the Mopan River. The center is composed of six major plazas surrounded by more than 25 temples and palaces. We highly recommend that you make the steep, but short, 130ft climb to the top of El Castillo. This vantage point provides a breathtaking, 360-degree, panoramic view over the jungle canopy of the Macal, Mopan and Belize River valleys, as well as a vast area of the Guatemala Peten District.

STARTS AT: US \$123.75 per person tax included

Departures: 8:30 AM

Drive distance: 1 Hour and 6 minutes

Duration: 5 Hours

Fitness: Easy to Moderate with optional moderate climbing

Dress: Dress Short or long pants and comfortable footwear - short sleeve lengths **What to Bring Along:** Hat, sunscreen, water, insect repellant, camera, and raingear if

needed.

NOTE: Tour can be combined with Cahal Pech, Iquana project, Cave tube, Barton

Creek, Big Rock Waterfalls and Horseback

ACTUN TUNICHIL MUKNAL - ATM CAVE:

Located in the heart of the Belizean Rainforest in the Tapir Mountain Nature Reserve, this cave was a sacred place to the prehistoric Maya of Belize, who first began to use the entrance during the early classic period. It was not until the late terminal classic period that the Maya traveled deeper into the Cave to conduct their ceremonies. The cave system consists of a series of chambers, ending in a large Cathedral where sacrificial ceremonies once took place. Here lie those individuals sacrificed to the gods of the underworld. Visitors to this cave have the opportunity to travel into the Maya past and witness a living museum where the human sacrifices and artifacts can be viewed in their original context.

STARTS AT: US \$155.00 per person tax included

Departures: 8:45 AM

Drive Distance: 40 minutes

Duration: Full day

Fitness: Fit to moderate with climbing and swimming

Dress: Long pants and sturdy protective footwear - sleeve lengths optional **What to bring Along:** Socks*, Hat, extra clothes, water, and insect repellant.

NOTE: Children under 10 are not allowed to do this tour and absolutely NO cameras are allowed within the cave

CAVE TUBE:

Located within the Nohoch Chen Reserve on the Western Highway, Cave tubing is perhaps one of Belize's most popular adventures! Start with a jungle trail walk learning about the medicinal and traditional uses of the rainforest plants and trees. Explore a dry cave en route to the cave entrance. Splash in from above or gently ease into your tube. then enter an exciting realm where rivers

disappear into the underworld as you float on inner tubes with only your headlamp to lead the way. Glide past entrances from

above, filtering mists of jungle light, as you float through underground river caves sparkling with mica-studded stalactites and stalagmites.

STARTS AT: US \$120.00 per person tax included

Departures: 8:30 AM OR 11:00 AM

Drive Distance: 45-minutes

Duration: 5 Hours

Fitness: Moderate - must have the ability to maneuver in inner tubes on water **Dress:** Long or short pants sturdy protective footwear recommended. (Due to the aquatic nature of the tour, expect clothing to get wet. A change of dry clothing is

suggested)

What to Bring Along: Hat, sunscreen, water, insect repellant, camera and raingear if

needed.

NOTE: Tour can also be combined with Zipline. Belize Zoo or Xunantunich

BARTON CREEK CAVE CANOE

Barton Creek is a remote cave which, like many of the subterranean caverns of Belize was used by the ancient Mayan people for

ceremonial purposes. This is a relaxed yet exciting canoe trip inside a mountain on an ancient waterway where you can observe

grand cathedral ceilings in the cave as well as numerous formations and stalactites and stalagmites.

STARTS AT: US \$135.00 per person tax included

Departures: Daily at 8:00 a.m. – 8:30 a.m.

Drive Distance: 1 hour 30 minutes

Duration: 5 Hours

Fitness: Easy to Moderate with optional climbing

Dress: Short or long pants and comfortable footwear - short sleeve lengths

drive from

NOTE: This tour can be combining with Xunantunich and includes 1 stop at the Orange Gallery

CARARCOL MAYAN Rio on Pool & Rio Frio Cave

This is a fantastic site to visit, set high on the Vaca Plateau, in the heart of the Chiquibul Forest Reserve (a subtropical forest south of San Ignacio near the Guatemalan border). Caracol is accessed through the Mountain Pine Ridge, a beautiful area with flowing rivers and hidden limestone caves. After touring the ruins, refresh yourself with drinks and a picnic lunch. We then continue back through the Pine Ridge area where we take a break at the Rio On Pools, a series of natural swimming holes, to cool down and relax in the clear water. We will also visit the Rio Frio Cave, which has the largest entrance of any cave in Belize

STARTS AT: US \$174.00 per person tax included

Departures: Daily at 7:00 a.m. **Drive Distance:** 2 Hours 16 minutes

Duration: Full day

Fitness: Moderate with climbing

Dress: Short or long pants and comfortable footwear - short sleeve lengths **What to Bring Along:** Hat, sunscreen, water, insect repellant, camera

MOUNTAIN PINE RIDGE ADVENTURE TOUR Rio on Pool, Rio Frio Cave & Big Rock Waterfall

This stunning and unique natural habitat is home to numerous bird and mammal species and is a great place for birdwatching and enjoying the peace of the natural environment. The first feature of the reserve that we will explore is the Rio Frio Cave, the source of the Rio Frio river and the largest cave entrance in Belize. Our next stop is the Rio On Pools, a series of shimmering natural swimming holes and rock water-slides that allow for cooling relaxation and meditation, the fabulous Big Rock Falls, a 150-foot waterfall on Privassion Creek. Here, the cool spray of mist from the waterfall refreshes swimmers in the clear, deep pool below. This is a day of hiking, spelunking, and swimming with opportunities for wildlife watching not to be missed! Truly a nature lover's haven

STARTS AT: US \$151.88 per person tax included

Departures: 8:00 AM

Drive Distance: 45-minutes

Duration: 5 Hours **Fitness:** Moderate

Dress: Long or short pants sturdy protective footwear recommended. (Due to the aquatic nature of the tour, expect clothing to get wet. A change of dry clothing is suggested)

What to Bring Along: Hat, sunscreen, water, insect repellant, camera and raingear if needed.

INLAND BULE HOLE BIRDIING

Belize is a birdwatcher's paradise! As many as 587 birds have been recorded in Belize and, of these, approximately 20 percent are migrants from North America. Every year new species is being documented expert birdwatching guides will point out tiny iridescent hummingbirds, impressive raptors, and various migratory and endemic songbirds. One of the best places to go on a Belize birding tour is St. Herman's Blue Hole National Park, a beautiful protected area along the scenic Hummingbird Highway

STARTS AT: US \$135.00 per person tax included

Departures: 5:00 AM

Drive Distance: 45-minutes

Duration: 5 Hours **Fitness:** Moderate -

Dress: Long or short pants sturdy protective footwear recommended. (Due to the aquatic nature of the tour, expect clothing to get wet. A change of dry clothing is

suggested)

What to Bring Along: Hat, sunscreen, water, insect repellant, camera and raingear if

needed.

NOTICE: Any modification to these Hotel Policies / House Rules that occurs before your departure is considered a part of your reservation's agreement with us. A copy of these Hotel Policies / House Rules is located on our website, and available from Guest Services upon request.

Dream Valley Belize makes its best efforts to ensure that all the information that appears on its website is accurate. However, no warranty, expressed or implied, is given that the information provided on this website is error free. Dream Valley Belize does not accept liability for any errors and/or omissions, and reserves the right to change the information published at any time and without notice.

GENERAL DETAILS:

LOCATION:

Highway to the hotel: Drive time 6 minutes

Nearest City: Belmopan City - Drive time 22 minutes

Nearest Gas Station: Westar Truck Stop - Drive time 14 minutes

Nearest Supermarket:

• ATM Supermarket - Drive time 10 minutes

• The Mall - Drive time 18 minutes

ROOM TYPE AMENITIES

STUDIO - RIVERFRONT: This room category has (2) rooms come with a king size bed, two (2) rooms of with 2 queen size bed, all rooms offer the possible of adding a twin-size bed. Each building measures 40 x 40 and has its very own private deck. The rooms are equipped with the following:

- 32" LED Tv
- Free Wi-Fi
- Flashlight
- Mini fridge
- AC Unit

- Safe
- Toiletries
- Daily cleaning service
- Hair dryer
- Instant coffee & electric kettle
- Spacious Shower and Tub

SUITE - RIVERFRONT: Dream Valley Belize offers 2 Owner Suite Cabanas immersed in the jungle with a beautiful view of the Belize river and 2 Royal Suite. Each suite measure at 65 x 65 sq. ft., each suite comes with a one king size bed with the possibility of adding an additional double size bed.

- 42" LED Tv
- Free Wi-Fi
- Flashlight
- Mini Fridae
- AC Unit
- Ceiling fan
- Safe

- Toiletries
- Hair dryer
- Daily cleaning service
- Hot Tub
- Sitting area
- Instant coffee and electric kettle
- Spacious Shower and tub

JUNTOS COTTAGE ROOM TYPES:

King Room Garden View:

- 1 King size bed
- Shared/Private patio
- Air condition unit
- Toiletries
- Hot & cold shower

Junior Suite with Kitchenette - Garden View:

- 3 Single bed
- Shared/Private patio
- Air condition unit
- Toiletries
- Hot & cold shower
- Miniature fridge
- Coffee/Tea maker*
- Toaster*
- Countertop stove

- Coffee/Tea maker*
- Maximum of two adult are allowed in the room type
- No Alternative Bedding Option
- Kitchen utensils
- Hammock
- Half living rooms
- Pool view
- Maximum of three adults are allowed in the room.
- Alternative Bedding Option:
 1 King Bed & 1 Single Bed Ideal for two adult and two children

Family Cottage - Garden View: Includes full access to both rooms, both bathrooms and living area.

- Two bedrooms
- Two hot & cold showers
- Countertop stove
- Air condition units
- Coffee/Tea maker*
- Toaster*
- Toiletries
- Kitchen utensils
- Half living room area
- Patio area

- Miniature fridge
- Hammock
- Maximum of six people are allowed in this cabin.
- Alternative Bedding Option:
 1 King Bed & 1 Twin Bed in each room OR
 1 King Bed, I Twin Bed & 3 Twin Bed

ADD-ONS

- Coffee/Tea Maker, Toaster, Hairdryer a refundable cash deposit of US 25.00 is required
- Laundry Service US \$25.00 per pound

Full Cottage and Junior Suite only

Upon arrival Juntos provides you with complimentary water and a tea, coffee and sugar tray. Please note that this is a one-time complimentary service, and items will not be replenished throughout your stay.

FAQ

What is the best way to travel to the hotel from the airport?

 Philip Goldson International (BZE) is approximately 57 miles from the property in an hour and fifteen minutes. Private transfer service is offered upon request for a fee. Please email dreamvalleyresort@gmail.com to schedule.

Traveling with Children under 18?

 Please visit TravelBelize.org; children traveling with one parent require a notarized letter of authority from the other parent indicating travel consent.

Immigration

 Dream Valley addresses Teakettle Village 20 minutes from Belmopan. We recommend installing WhatsApp on your phone, the best way to communicate in Belize even if you have an international plan.

What accommodation type is available?

- Dream Valley Belize offers several options with accommodation based on budget and season; Dream Valley has 2 pools one at each end of the properties.
- Family Cottages / Garden Room 5 min walking distance from Main Area, Restaurant, etc....
- King Studio, Queen Studio and Suites on the river You can opt to purchase a room only, room and breakfast only, room with full board option i.e.

Is it safe to drink tap water?

• Tap water goes through the standard filter and chlorinated process and is safe to drink.

Is there WI-FI or Internet service?

• Wi-Fi is available throughout the property, with the fastest upload and download speed been available within the main area restaurant, lounge, bar and pool.

Recommendation, What to Bring.

 Water shoes, UV shirts, Mosquitoes Repellent, sunscreen and pair of socks for certain excursion any Medication or Allergy Pill

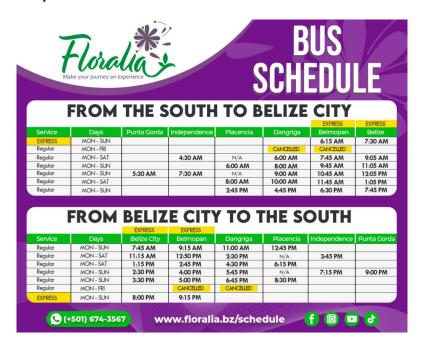
Is there an additional occupancy fee?

For the King Studios and River Suites, each reservation covers up to two guests.
 Adding \$45per night for each additional guest

What taxes will I need to pay?

- There are a standard 9% Hotel tax for accommodation and a standard 12.5% GST or General
- Sales Tax on all meals, transfer and tours. Dream Valley Belize also adds a 11.25% Service Charge on all accommodation and meal charge as a gratuity.
- Are dinner reservations required for restaurants? Is there a dress code?
- Dining reservations are welcome but not mandatory, the restaurant offers international and local dishes with daily hours from 7AM to 10AM – 3PM to 8PM (flexible hours based on house occupancy), Dress code is casual throughout the resort.

Independent Transportation





Ferry Services