



TREECASA

NICARAGUA

GUEST

**INFORMATION
BOOK**



01

Welcome to **Nicaragua**

Nicaragua is the largest country in Central America. The landscape is tropical and diverse with more than 400 volcanic structures, two large lakes, and the second largest rain forest in the western hemisphere after the Amazon basin.

The diverse habitats (over 70 unique ecosystems) allow for a tremendous variety of mammals, birds, insects, reptiles, amphibians and sea life. Orchids, bromeliads, and precious hardwoods all flourish in Nicaragua and there are still remote places that have yet to be severely impacted by human presence.



01

Welcome to **Nicaragua**

SAN JUAN DEL SUR

San Juan del Sur is a municipality and coastal town on the Pacific Ocean, in the Rivas department in southwest Nicaragua. It is located 140 kilometres (87 mi) south of Managua. San Juan del Sur is popular among surfers and is a vacation spot for many Nicaraguan families and foreign tourists.

The coastline is characterized with many horse-shoe shaped bays and western facing beaches, many still uncrowded. The most popular beaches are a short drive from TreeCasa and include Playa Maderas, Playa Hermosa and Playa Remanso. With a little exploration, you can find many others.

CHRIST OF THE MERCY

A statue of the Christ of the Mercy sits above town on the northern end of the bay on one of the highest points and is one of the tallest Jesus statues in the world. It is possible to hike up for a visit.

**There are many other sites and attractions nearby. Please check our activity book to discover other local experiences.*

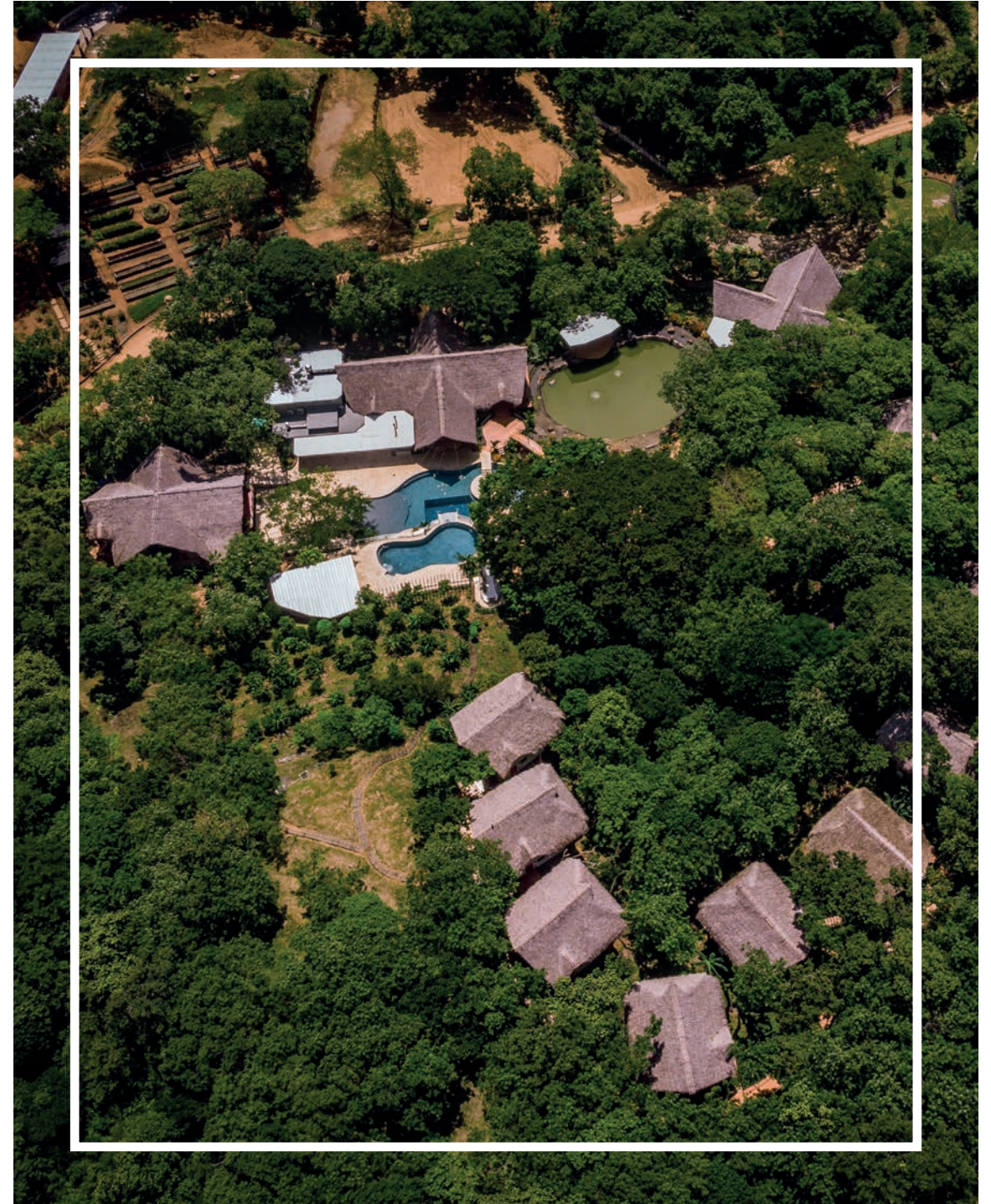
02

About TreeCasa

TreeCasa was forged from a collaborative vision to create a space of immersive and interactive experiences unlike any other. Exploring, discovering, connecting, and creating are what we are all about. If we have the opportunity to surprise and delight our guests in some unique way, then we consider our mission a success.

TreeCasa is situated in the tropical forest in the hills just to the North and above San Juan del Sur, approximately 5 minutes inland from the ocean. This region is sometimes referred to as Nicaragua's Emerald Coast.

At TreeCasa Resort, one can experience the harmony of eco-friendly architecture nestled in the surrounding forest. While the resort is on about 10 acres, TreeCasa is a partner in the over 300 acres of private land that surrounds the resort, much of which is designated as reserve and green areas. With over 20km of hiking, biking, and horse trails, the chances of seeing something interesting during your outing is high.



02

About TreeCasa

OUR STORY

Back in 2006, a group of visionaries came together on Nicaragua's Emerald Coast.

They were inspired by the confluence of people and place and they endeavored to create a different kind of community for sustainable living...one dedicated for the long haul and taking into account both the desires of people and the planet. So, a large piece of land was acquired called El Encanto del Sur with the vision of creating a space in balance with nature and local culture.

While exploring the land, they came across two giant Ceiba trees seemingly married to each other with their branches and trunks touching and intertwined.

The Ceiba is considered one of the most sacred trees in Mesoamerican tradition for energetically connecting the cosmos, earth and world below. The Ceibas became an anchor point, and the creation of the resort began with people contributing with a variety of skills...creators of all types from visionaries to problem-solvers, and designers to tree-house builders...all aligned in a common interest. To surprise and delight.

You can see the Ceiba trees off to the side of the pool at the restaurant holding one of the largest tree-supported platforms in the world. If you choose to climb up to the platform, you can get to know the Ceiba's a bit closer.



02

About TreeCasa

OUR VISION

Sustainability

TreeCasa thrives with a firm understanding that any infrastructure will be an inextricable part of a wider ecosystem. We take care to honor this relationship in all we do. We always actualize our vision for a more sustainable world.

Wellness

It's a dynamic process of change. TreeCasa promotes the many facets of wellness including healthy eating, connective mind body and spirit experiences, healing, as well as opportunities to roll up your sleeves and get involved.

Exploration and discovery

We believe in the power of play, discovery and astonishment. Unique adventures connect us more deeply to the world around us. Rich experiences shape the way we see and move through the world. Experience, exploration and discovery form the core of TreeCasa.

Community

TreeCasa is part of a vibrant community that is building enduring relationships between the environment, people and place. We foster a culture of dynamic collaboration with local and international people to promote a network of continual learning and growth.

Our goal is to connect diverse experiences, energy and resources to support a healthy, robust ecosystem.

Our collaborative programs focus on the fundamental aspects of growing a sustainable community through connective experiences.



03

Useful Information



FRONT DESK (RECEPTION)

7.00 am to 10.00 pm

Phone/ Whatsapp: +505 8329 0591

Email: info@treecasaresort.com



NIGHT MANAGER

10.00 pm to 7.00 am

Phone/ Whatsapp: +505 8329 0591



03

Useful Information



RESTAURANT HOURS

The restaurant is open for breakfast daily
from **7.30 am to 10.30 am.**

The full kitchen reopens for lunch/dinner service at **12.00 pm**

The bar remains open between breakfast and lunch. Local fruit and pastries are available during this time.

Breakfast: **7.30 am to 10.30 am**

Lunch and Dinner: **12.00 pm to 9.30 pm**

Bar: **7.30 am to 10.00 pm**

**We do not yet offer room service. If you have any special requests, please feel free to ask reception.*



03

Useful Information



POOL HOURS

9.00 am to 7.00 pm

No lifeguard on duty
Swimwear required



PLAY.. IN OUR MULTI LEVEL
POOLS WITH
WATERFALL LEAP AND SLIDE





04

For your peace of mind and security



SECURITY

TreeCasa has a private 24-hour security service to ensure the safety and comfort of our guests.



IN-ROOM SAFE

For your convenience and peace of mind, all rooms are equipped with an in-room safe for your valuables. The safe key is located on the keychain with your room key.



IMPORTANT PHONE NUMBERS

* These numbers will not work with Whatsapp or international numbers

Nicaragua country code: **505**

International access code: **00**

Police: **118**

Ambulance: **128**

Fire department: **115** from cell phones or **911**

Red Cross: **128**

Managua Airport: **+505 2276 9180**



04

For your peace of **mind and security**



EMBASSY CONTACTS

US Embassy (Managua)

Phone: +505 2252 7100

French Embassy

Phone: +505 2270 2956

Spanish Embassy

Phone: +505 2276 0966 / 505 2276 0967

German Embassy

Phone: +505 2255 6920

Others Embassy or Consulates

<https://www.embassypages.com/nicaragua>



04

For your peace of **mind and security**



HEALTH

Hospital San Juan del Sur

Address: NIC-16, San Juan del Sur.

Hours: 24/7

Phone: 2568 2320



PRIVATE DOCTOR

In case you would need a doctor, please contact the reception.

Ensuring the well being of our customers, we will do our best to respond to your request as soon as possible..

**Extra costs are to be expected for the consultation of a private doctor at the hotel.*

05

Bar & Restaurant



OUR RESTAURANT AND KITCHEN

With our garden only steps away, farm-to-table has never been so fresh and inviting. Greens from the garden, house-made breads, and the catch of the day from local artisanal fishermen. Local, homemade ingredients are the foundation of our kitchen.



RESTAURANT HOURS

The restaurant is open for breakfast daily from **7.30 am to 10.30 am**

The full kitchen reopens for lunch/dinner service at **12.00 pm**

The bar remains open between breakfast and lunch. Local fruit and pastries are available during this time.

Breakfast: **7.30 am to 10.30 am**

Lunch and Dinner: **12.00 pm to 9.30 pm**

Bar: **7.30 am to 10.00 pm**



OUR BAR

Think of our bar as bringing Brooklyn to the jungle. Our bar curator created our cocktail program to accent the best of the Big Apple. Featuring big city flavors with the exotic fresh ingredients of Nicaragua.

Bar Service:

7.30 am to 10.00 pm



05

Bar & Restaurant



WEDNESDAY SMOKE & SPIRITS

Join TreeCasa in our weekly tribute to outdoor cooking and craft cocktails. Featuring wood-fired brick oven pizza and specials from the grill and smoker as well as a vast selection of spirit and cocktails.

Smoke & Spirits: **12.00 pm to 9.00 pm**
Happy Hour: **12.00 pm to 6.00 pm**



SUNDAY “PARRILLADAS”

11.30 am to 9.00 pm

Enjoy this Nicaraguan specialty poolside. An extravagant convergence of indigenous Native American, Spanish, and Creole cuisines.

Parrilladas, also known as “Asado” in Nicaragua, and “Barbecue” in many other cultures, is a traditional culinary treat perfect to share with friends and family. At TreeCasa, we bring you both innovation and tradition.

Please join us on Sunday to create and enjoy unforgettable moments around our Parrilla.



05

Bar & Restaurant



PRIVATE DINNERS

TreeCasa provides a myriad of perfect settings for your private dinner. Surprise your partner or delight your family or group with an exquisite meal tailored to your unique tastes. By the pond or high in the trees, let our chef create a delightful experience for your palate!

Inquire at reception for more information.





06 Welcome Center

Our shuttles depart and arrive at our Welcome Center, conveniently located in the heart of San Juan del Sur. Our Welcome Center is a clean, safe, and peaceful area to wait for your shuttle. Our knowledgeable staff is happy to provide you with information about local activities, restaurants, and anything else you might like to know to improve your stay.



WELCOME CENTER HOURS:

8.30 am to 4.30 pm
Monday to Sunday.



07

Shuttle schedule

**Please contact reception for more information or to make a reservation.*

Phone/ Whatsapp: 505 8329 0591

TreeCasa offers complimentary shuttle service to and from San Juan del Sur, Playa Mixcal, and local destinations to provide our guests every opportunity to explore the area.

To take advantage of our complimentary shuttle service, please contact reception to make a reservation.

**Please, if you are part of a group, call us or inform the driver in advance to ensure an appropriate vehicle.*



WELCOME CENTER



11:30 am - Monday through Sunday
2:30 pm - Monday through Sunday
4:30 pm - Monday through Sunday
7:30 pm - Monday through Sunday

● 20 - 25 min

TREECASA



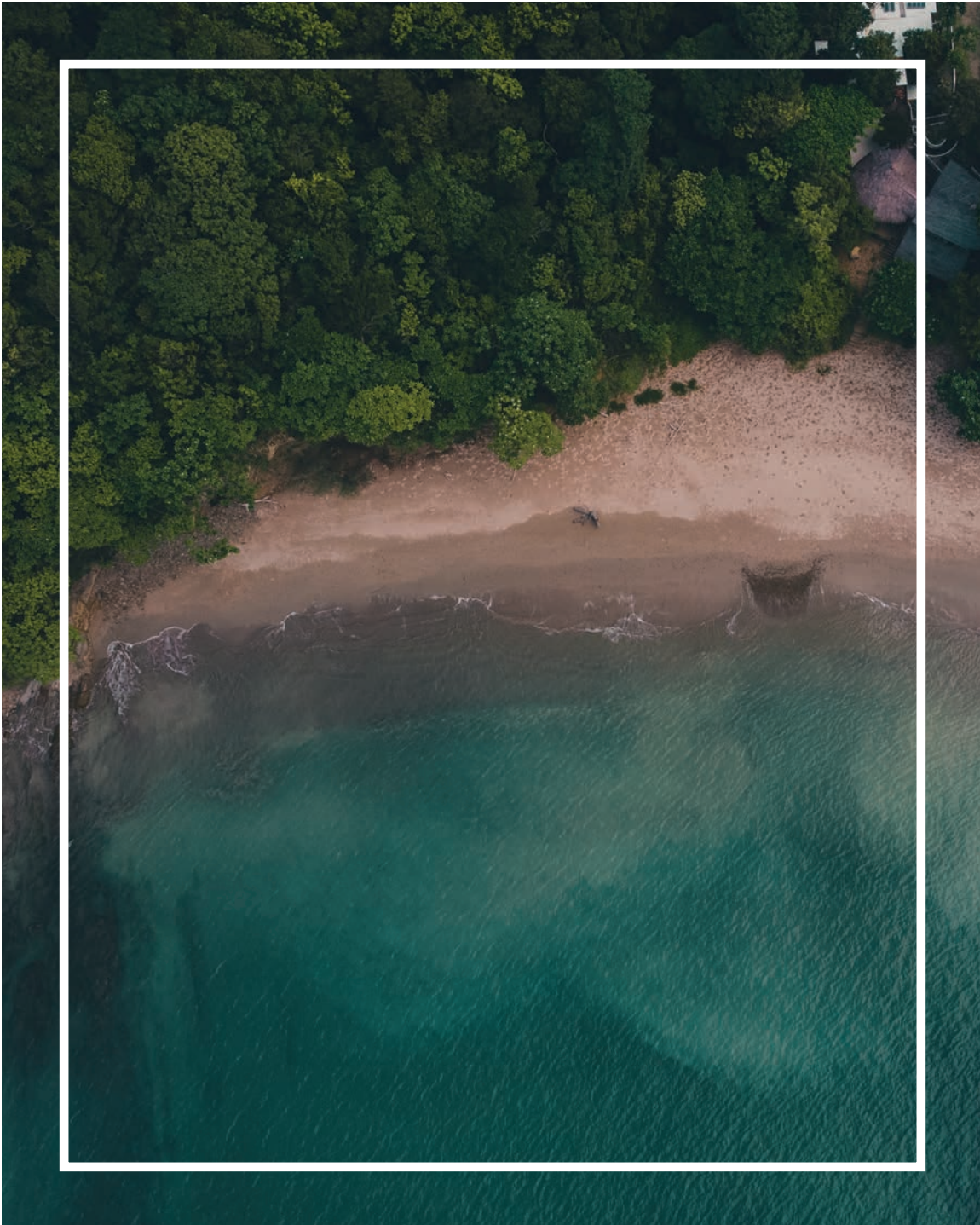
TREECASA



11:00 am - Monday through Sunday
2:00 pm - Monday through Sunday
4:00 pm - Monday through Sunday
7:00 pm - Monday through Sunday

● 20 - 25 min

WELCOME CENTER



07 Shuttle schedule



TREECASA RESORT TO PLAYA MIXCAL

Please contact reception to reserve a shuttle to our exclusive beach, Playa Mixcal.

MORNING

Departure: **9.00 am**

Return: **11 am**

AFTERNOON

Departure: **2 pm**

Return: **4 pm**

Only available for customers staying in the hotel *
Los viajes a playa se agendan para el dia siguiente
despues de su check in.

08

Laundry service / Housekeeping



LAUNDRY SERVICE

TreeCasa offers laundry service.
Hours: de 9:00 am to 2:00 pm

A laundry/valet bag and price list are located in your closet.

If you wish to use our laundry service, please place your clothes in the bag and notify reception.

Phone/ Whatsapp: +505 8329 0591.

Items picked up between **9.00 am and 2.00 pm** will be returned the same day. Items picked up after **2.00 pm** will be returned the following day.

**Please refer to the price list for more information or contact reception.*



08

Laundry service / Housekeeping



HOUSEKEEPING

Our housekeeping staff cleans all guest rooms daily.

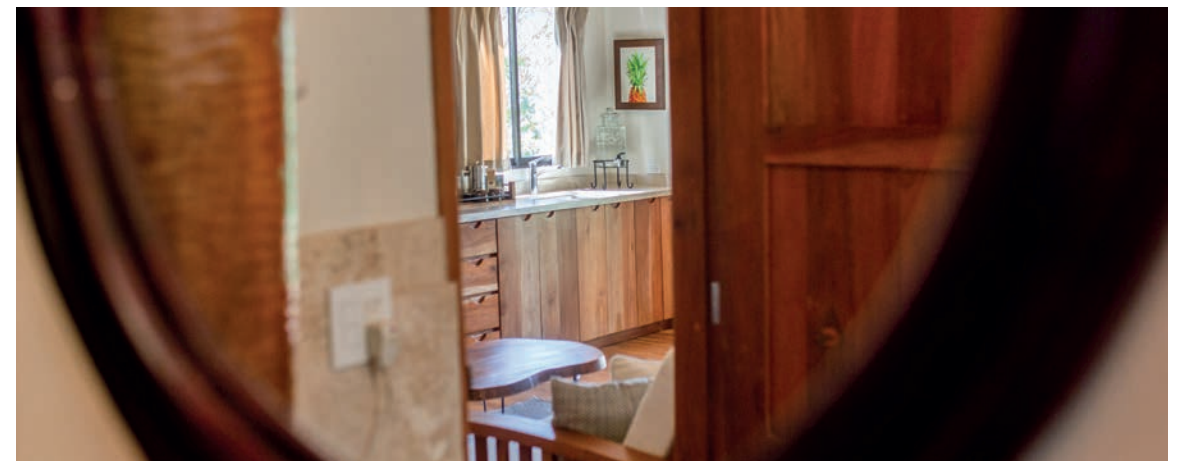
As part of TreeCasa's commitment to environmental conservation, bed linens are changed every 3 days unless otherwise requested.

To request a change of bed linens, please place the request sign located on the bedside table on the bed.

To request clean bath towels, place them on the floor.

If you do not wish to have Housekeeping services, please place the "Do Not Disturb" sign on your door. This will notify our cleaning staff to return the following day. Please contact reception if you have a specific hour you would prefer to have your room cleaned.

Please contact reception for any special requests, such as an iron, clean towels, an ironing board, or extra bedding at 505 8329 0591.





09 Language

Our staff at TreeCasa is in the process of learning English. Please be patient, as it takes time to learn a new language. Spanish is the national language of Nicaragua. Latin American Spanish pronunciation is easy, as there is a clear and consistent relationship between what you see written and how it's pronounced. Also, most sounds have equivalents in English.

Here are a few phrases you may find useful and helpful during your stay.



BASICS

Hello - Hola

Goodbye - Adiós

How are you? - Qué tal?

Fine, thanks - Bien, gracias

Excuse me - Perdón

Sorry - Lo siento

Please - Por favor

Thank you - Gracias

You are welcome - De nada

Yes / No - Si / No

My name is... - Me llamo...

What's your name? - Cómo se llama usted? (pol).

Cómo te llamas? Do you speak english? - Habla inglés?

I don't understand - Yo no entiendo

I'm tired - Estoy cansado



09

Language



LODGING

Hotel - Hotel

Air Conditioner - Aire acondicionado

Bathroom - Baño

Bed - Cama

Window - Ventana



DIRECTIONS

Where's...? - Dónde esta...?

What's the address? -Cuál es la dirección?

Can you show me? - Me lo puede indicar?

At the corner - En la esquina

At the traffic light - En el semáforo

Behind - Detrás de

In front of / Across From - Enfrente de

Left - Izquierda

Next to - Al lado de

Opposite - Frente a

Right - Derecha

Straight ahead - Recto



09 Language



EATING & DRINKING

The menu please? - Puedo ver el menú, por favor?

Do you have a vegetarian food? - Tienen comida vegetariana?

That was delicious - Estaba buenísimo

Cheers! - Salud!

The bill please - La cuenta por favor

Bottle - Botella

Breakfast - Desayuno

Lunch - Almuerzo

Dinner - Cena

Glass - Vaso

Hangover - Goma

I have an allergy - Tengo una alergia

I don't eat - Yo no como.....f



EMERGENCIES

Help - Ayuda

Go away - Vete / Andate

Call...! - Llame a...!

I'm lost - Estoy perdido/a

I'm ill - Estoy enfermo/a

Where are the toilets? - Dónde están los baños?

I have an allergy - Tengo una alergia

09

Language



TIME & DATE

What time is it? - Qué hora es?

It's 10 o'clock - Son las diez

Morning - Mañana

Afternoon - Tarde

Evening - Noche

Yesterday - Ayer

Today - Hoy

Tomorrow - Mañana



NICA SLANG

Here's a small selection of Nicaraguan slang.

Bitcha - Beer

Chocho - wow

Chunche - A whatchamacallit, thingy

Cuecho - A gossip

Dale pues - Let's do this! / Go for it!

Diacachimba - super cool

Dominguear - To dress up

No hay falla - No problem

Palmada/ palmado - broke/ boring

Solo mata sos - I don't believe you

Tuani - Cool/ Excellent



10

Pool rules



POOL SCHEDULE

9.00 am to 7.00 pm

No lifeguard on duty
Proper swimwear required

POOL RULES

Please wear clothing made of polyester, nylon, spandex, elastane, speedline, streamline, polydridge,

Lycra, Denim, jeans and dryfit clothes are prohibited.

The slide area is smooth, exercise extreme caution.

We do not offer lifeguard service.

The center of the pool is 3m deep, take care of your children and people who cannot swim.

No shoes in the pool.

No glass in and near the pool.

No diapers.



10

Pool rules



Shower before entering the pool.

Favor ducharse antes de ingresar a la piscina.



Swimwear must be worn in the pool.

Solamente calzonetas y traje de baño.



Children under 12 years old must be accompanied by an adult.

Niños menores de 12 años deberán estar acompañados de un adulto.



Glass or breakable containers are not permitted.

Botellas o artículos de vidrio no se permiten en el área de la piscina.



Pool towels must be returned at the reception.

Las toallas de piscina deberán ser devueltas en la recepción.



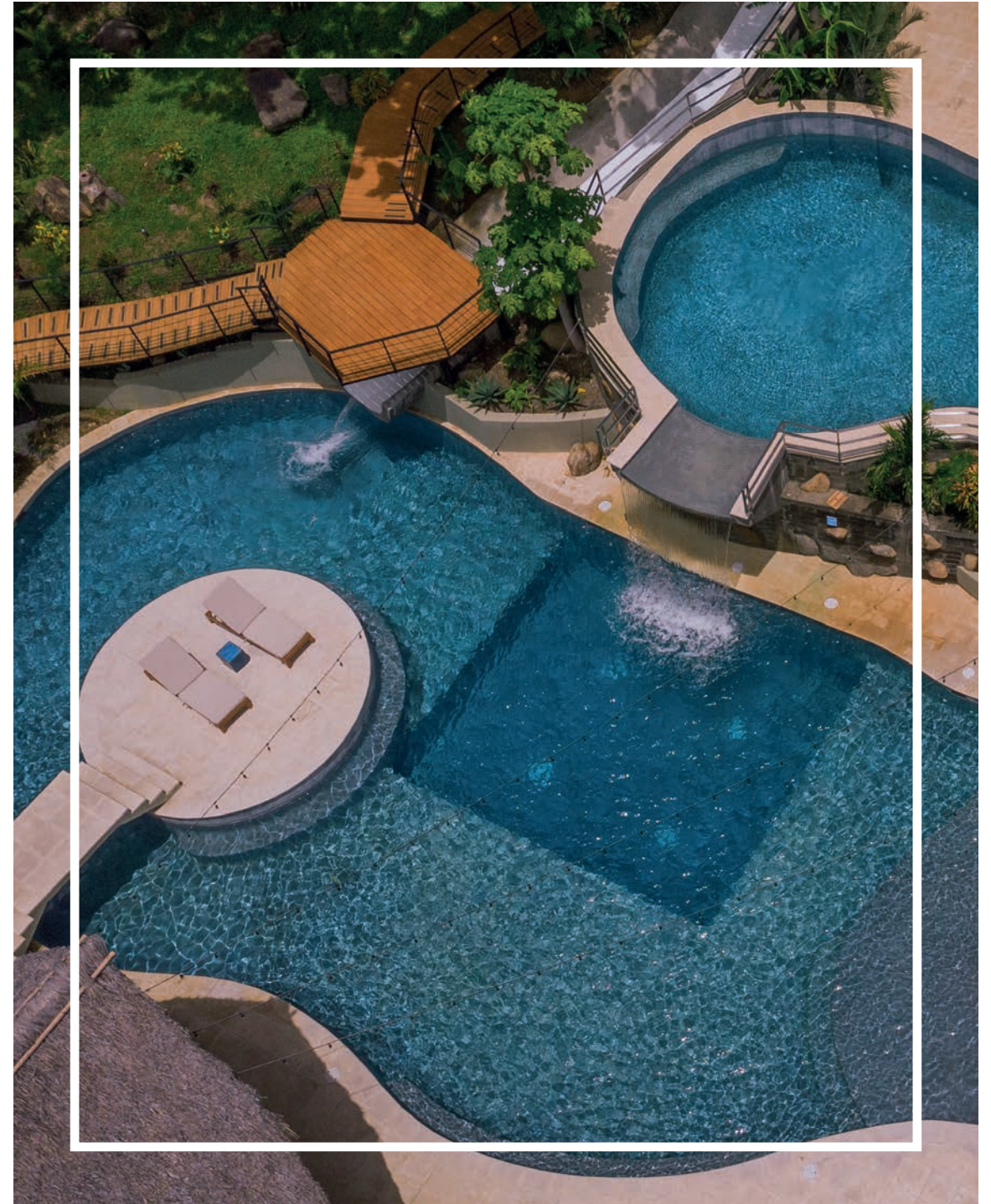
TreeCasa is not responsible for missing objects or accidents.

TreeCasa no se hace responsable de objetos perdidos y/o accidentes.



No lifeguard on duty.

No ofrecemos servicio de salvavidas.



10

Rooms rules



BEFORE ENTERING OUR CUSTOMERS, OUR TEAM ENSURE THAT AN INVENTORY HAS BEEN MADE. UPON RETURN OF THE ROOM, IN THE EVENT OF BREAKAGE, DAMAGE OR LACK OF ANY MATERIAL PRESENT IN A TREECASA RESORT NICARAGUA ROOM, THE HOTEL WILL TAKE THE RIGHT TO INVOICE THE CUSTOMER OF THE ROOM TO REPLACE HIS PROPERTY.





TREECASA

NICARAGUA