



RESORT DIRECTORY



Dear Guests:

It is with great pleasure that we welcome you to Couples Resorts on our beautiful island of Jamaica.

We look forward to transforming every moment of your visit with us into a memory you will treasure for a lifetime.

The entire Couples Resorts family is here to ensure that you enjoy a relaxing and romantic vacation with the person you love. Delight in the privacy of our pristine beaches, explore the lush landscape of our resorts, pamper yourselves with award-winning spa treatments, and savor the finest cuisine Jamaica has to offer.

Our expert Guest Services team would be delighted to make any special arrangements — from private gourmet dinners under the stars to thrilling one-of-a-kind excursions around the island to festive beach celebrations with family and friends.

We are honored that you have chosen Couples Resorts as your home away from home — and welcome you with open arms to the most enchanting place on earth!

One love,



Lee Issa
Chairman, Couples Resorts



Tower Isle | Sans Souci | Swept Away | Negril

Couples.com

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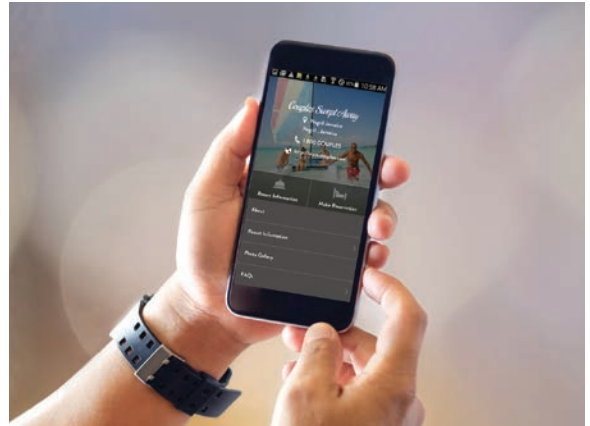
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COUPLES APP



WE ARE AT YOUR SERVICE
TAKE YOUR VISIT TO
ANOTHER LEVEL

Check-in, unpack, relax and then scan this QR code. Make dinner reservations, ask housekeeping for extra towels or shampoo, receive the most recent activity schedules, and check the property map. You can even send digital postcards to friends and more! Use the app for every need and want while you stay with us.



ENTERTAINMENT

The Resident Band plays at the Palms Restaurant, and features a special performer every evening.



Every Monday

6:00 pm – a Manager's Welcome Cocktail Reception is hosted in the Great House building by the Aura Lounge.

Every Friday

Enjoy Jamaica Night with world-class entertainment.

INDOOR GAMES

Play a round of backgammon, cards, dominoes, as well as billiards. A variety of board games are also at hand.

POOLS AND JACUZZIS

The resort offers access to three pools: The lap pool in the 10-acre sports complex. The main pool in the Water Sports area. The swim up pool bar by the Scotch Bonnet.

One Jacuzzi is located at the Sports Complex, one at the Palms Pool Deck, two on either side of the resort swim up pool and the fourth Jacuzzi in the center of the property.

FITNESS CENTER

The fitness center is fully equipped with treadmills, bikes and Arc Trainers. A complete range of free weights and Cybex machines are also available. A separate aerobic area hosts step aerobics, couples massage therapy classes and yoga classes, taught by a rotating roster of international instructors.

WATER SPORTS

Couples Swept Away offers a wide range of exceptional water sports equipment and complimentary instructions by our qualified staff. Dive into windsurfing, kayaking, paddle boarding, Hobie Cat sailing, snorkeling, scuba diving, waterskiing, and glass bottom boat rides.

Subject to change without notice.

RESORT SERVICES

MEDICAL FACILITIES

A qualified nurse is available to attend to minor illnesses and injuries. A limited supply of medical items are also available. The hotel may arrange for the services of a doctor at an additional cost.

IN-ROOM BEACH TOWELS

Two beach towels are provided for your convenience. These may be exchanged at the Water Sports Centre and at the Towel Hut located close to the Pool Bar.

PHOTO SHOP

Our in-house photographers enjoys capturing special candid moments that reflect your vacation experience. Visit with them in the Photo Shop located in the Great House Lobby to view and make your purchase during the hours of 8:00 am – 10:00 pm.

CURRENCY EXCHANGE

Located Upstairs the Main Lobby, the Currency Exchange exchanges your currency to Jamaican dollars. Open daily: 8:30 am – 3:30 pm. An ATM dispensing US currency is located in the main Lobby beside Guest Services.

RESORT SHOPS

The Resort Shops

Open daily: 8:00 am – 8:00 pm

The Gift Shop and Logo Shop

Located in the Great House lobby, for Jamaican gifts and fashions

Dis N Dat Gift Shop

Located in the Main Lobby.



Subject to change without notice

WATER SPORTS AND SCUBA

Enjoy our selection of the best water sports equipment and complimentary instruction.

Please inquire at the Water Sports Centre or call ext 45351, (ext 45350 for Scuba Diving) from 8:00 am – 4:00 pm.



WATER SPORTS ACTIVITIES

Hobie Cat & Sunfish Sailing

Daily: 8:00 am – 4:00 pm

Instruction: 10:00 am and 2:00 pm

Waterskiing

Daily: 8:30 am – 12:00 pm and

1:30 pm – 4:00 pm

Instruction: 9:00 am and 1:30 pm

Windsurfing

Daily: 8:00 am – 4:00 pm

Instruction: 10:00 am and 2:00 pm

Kayaking / Paddle Boarding & Pedal Boats

Daily: 8:00 am – 4:00 pm

Sign up required 1 day in advance at the Water Sports Centre for below activities.

Snorkeling

Daily: 11:00 am, 1:30 pm and 3:00 pm.

Glass Bottom Boat Rides

Daily: 9:30 am

Catamaran Sail Cruise

Offered Mondays, Tuesdays, Wednesdays, Fridays and Saturdays. Sign up and boarding pass required at the Guest Services Desk or Tour Desk.

Subject to change without notice.

SCUBA ACTIVITIES

Certified Dives

Sunday – Friday: One-tank dives 8:30 am and 1:00 pm

Saturday: Two tank dive at 9:00 am

The morning dives on Sunday, Tuesday and Thursday are for advanced divers and above only.

PADI Certification, Night Dives, Night Glass Bottom And Night Snorkeling

Please inquire for schedule and cost at the Water Sports Centre.

Beginner's Dive

Resort Course: Mondays – Fridays

Sign up required 1 day in advance.



Note: Activities and schedule are subject to change.

COMPLIMENTARY OFF SITE EXCURSIONS

RUTLAND CRAFT MARKET IN NEGRIL

A shuttle departs every Thursday at 2:00 pm. Meet in the Great House Lobby 10 minutes prior to departure time. No registration required.

BAR ON THE CLIFFS (PUSH CART)

A shuttle departs every Sundays and Thursdays at 5:00pm. Meet in the Great House Lobby 10 minutes prior to departure time. No registration required. Meet at Great House lobby.

SUNSET CATAMARAN CRUISE

Our sunset catamaran cruise picks you up directly at the Water Sports Centre and sails to Jamaica's West End. Inquire at the Guest Services or Tour Desk for the schedule and reserve your spot. Swim suit, towel and boarding pass required.

NEGRIL HILLS GOLF CLUB

Daily complimentary shuttle departs from the Great House lobby at 8:05 am and 1:05 pm. Green fees are included but caddies are mandatory. Caddies, rental cart, clubs and balls are also available at an additional cost. Registration is required at the Guest Services or Tour Desk.

Note: Activities and schedule are subject to change.



ADDITIONAL OFF RESORT EXCURSIONS

Please inquire at the Tour Desk located in the Great House Lobby for schedule and costs.

DOLPHIN COVE EXPERIENCE

Experience these amazing animals up close and personal at Dolphin Cove. From swimming with the dolphins to a shark encounter, this is an experience not to be missed.

BLACK RIVER SAFARI & Y.S. FALLS TOUR

Take a boat ride amidst rare plants and wild life down the Black River. Then plunge into the cool waters at the spectacular Y.S. Falls. Talk to our Tour Desk Representative about the Appleton Rum Tour/Pelican Bar.

MAYFIELD FALLS & RAFTING COMBO

Journey through rural towns and villages to one of Jamaica's best waterscapes. Relax under the waterfalls or soak in one of 20 natural mineral springs.

OCHO RIOS COMBO (RAFTING/DUNN'S RIVER FALLS)

Spend the day gliding gently down 3 miles of river on a 30 ft bamboo raft, take a turn on Tarzan's swing and enjoy a dip in the water, followed by a visit to spectacular Dunn's River Falls.

DUNN'S RIVER FALLS/DOLPHIN COVE

'Swim with' the dolphins, followed by a visit to Dunn's River Falls, one of Jamaica's national treasures.

CANOPY ZIPLINE GLIDING TOUR

Explore the rainforest, river canyon and mountains via zipline and intermittent nature walks. The highlight of the tour — the "inter-parish express" zipline — carries you at over 35 mph across 360 meters of jungle canopy.

Subject to change without notice

EXPLORE JAMAICA - ADDITIONAL OFF RESORT EXCURSIONS

Please contact the Tour Desk for schedules and costs.

HORSEBACK RIDE N' SWIM

Ride through the beautiful Blue Hole Estate, through the lush evergreen mountains to the picturesque coastline, passing the magnificent ruins of a 1700's Sugar Estate.

4 X 4 JEEP SAFARI

Experience the local cultural whilst surround by spectacular views. Stop at a former slave hospital converted into a church in 1846 and see the ruins of a sugar factory dating back to 1700's. Pause for breath at a river where you can take a refreshing dip.

LETHE BAMBOO RAFTING / ZIP LINE & RAFTING COMBO / A DAY IN THE COUNTRY

Your adventure starts with a 6x6 off-road safari. The excitement continues as you zipline through the rainforest, across a 250 ft jungle bridge.

ATV SAFARI

Journey along rugged dirt trails on a 4-wheel bike up to 2,200 ft above sea level. Ride through rural communities and see how the locals live.

RICK'S CAFÉ

Head to Negril's favorite spot for sunset drinks, cliff diving and live Reggae music.

NEGRIL HILITE

Explore the lighthouse and duty free shopping in Negril, followed by a visit to Rick's Café to watch the sunset.

JAMWEST ADVENTURES

A one stop tour site for several different tours whether you combine tours or do it single. Situated in the heart of the countryside a mere 30 minutes away. Ask about the Super Deal.

Subject to change without notice



TELEPHONE INFORMATION

Operator - 0

Bureau De Change - 45381

Entertainment Office - Dial 0

Front Desk - 45310/45385

Guest Services - 45317/45352

Gift Shop (logo) - 45335

Main Gift Shop - 45373

Gift Shop (Dis & Dat) - 45743

Housekeeping/Laundry - Dial 0

Nurse's Station - 45362

Photo Shop - 45397

Scuba - 45350

Spa & Salon - 45387

Tour Desk - 45325

Water Sports - 45351

Weddings - 45375

Sports Complex - 45367

Room Service - 45344

RESORT PHONE SERVICES

Local Calls: 9 + 1 + 876 + #

Calls to U.S.A. / Canada / Caribbean:

9 + 113 + 1 + area code + number

International:

9 + 011 + country code + area code + number

Toll-Free Calls Overseas: 9 + 1 + Toll-Free number

(Service charge US\$2.00 for connection)

Note: Not All 1-800-Numbers Are Toll-Free From Jamaica.

HOTEL INFORMATION

Hotel Number: (876) 957.4061

Toll-Free 1.800.COUPLES

Hotel Fax Number: (876) 957.4060



Subject to change without notice

TELEVISION CHANNELS

3	IN HOUSE CHANNEL	86	DISCOVERY WORLD
4	ISSA TRUST FOUNDATION	87	TNT
60	ABC	88	BET
61	CBS	89	MTV
62	FOX	90	JAMAICA TRAVEL CHANNEL
63	NBC	91	TLC
64	PBS	92	DW
65	BBC WORLD	93	TV5
66	CNN	94	FLOW 1
67	HLN	100	CCTN
68	BLOOMBERG TV	101	ZEE TV
69	CVM	102	CARTOON NETWORK
70	TVJ	103	HUB (DISCOVERY KIDS)
71	CBC	104	NICKELODEON US
72	CITY TV	105	DISNEY CHANNEL
73	KTLA	106	TBN
74	WGN	107	TVJ SPORTS NETWORK
75	WPIX	108	FLOW SPORTS 1
76	TBS	109	HBO PLUS E
77	MY9	110	HBO PLUS W
78	CALA WEATHER	111	HBO MUNDI
79	A&E	112	HBO FAMILY
80	LIFETIME	117	SPORTSMAX
81	ESPN CARIBBEAN	118	SPORTSMAX2
82	ESPN 2	119	FLOW SPORTS 2
83	GOLF CHANNEL	120	RUSH
85	DISCOVERY		

Channels are subject to change by the service provider without prior notice.

DINING & DRINKS

THE PALMS

International Cuisine

Continental Breakfast: 5:30 am – 7:30 am

Full Buffet Breakfast: 7:30 am – 10:30 am

Lunch: 12:30 pm – 2:30 pm

A La Carte Dinner: Tuesday, Thursdays & Saturdays:
6:30 pm – 10:00 pm

Special Buffets

Monday - International: 6:30 pm – 10:00 pm

Wednesday - Mediterranean: 6:30 pm – 10:00 pm

Friday - Jamaican Beach Party: 7:00 pm – 10:00 pm

Sunday - Italian: 6:30 pm – 10:00 pm

Dress Code: Resort Casual

Reservations: Not Required

PATOIS PATIO

Fine Latin & Caribbean Cuisine

A La Carte Dinner: 6:30 pm – 10:00 pm

Dress code: Resort Casual (evening)

Reservations: Not Required

Closed: Monday

LEMONGRASS

Asian Cuisine

A La Carte Dinner: 6:30 pm – 9:00 pm

Dress code: Resort Casual

Reservations: Required — please dial
ext 45352 & 45317 and book 3 days in advance

Closed: Friday

FEATHERS

Continental Fine Dining

A La Carte Dinner: 6:00 pm – 8:45 pm

Dress code: Elegant Casual (No shorts, caps or
tank tops – collared shirt and dress pants or Jeans
required for gentlemen)

Reservations: Required — please dial ext 45352 &
45317 and book 3 days in advance

Closed: Sunday

SEAGRAPES

Vegetarian Café

Daily: 11:00 am – 6:00 pm

SCOTCH BONNET

Caribbean Snacks/Grill

Daily: 11:00 am – 6:30 pm

Dinner: 7:00 pm – 9:30 pm

Late Night Snack: 10:30 pm – 5:30 am

IN ROOM DINING

Continental Breakfast: 6:30 am – 10:30 am

BAR SERVICES

Wellness Bar: 8:00 am – 7:00 pm

Swim-up Pool Bar: 10:00 am – 6:30 pm

Sunset Bar: 10:00 am – 6:30 pm

Bamboo Bar: 10:00 am – 6:30 pm

Main Bar: 10:00 am – 11:00 pm

Patois Bar: 6:00 pm – 11:00 pm

Martini Bar (Closed Friday): 6:00 pm – 11:00 pm

Aura Bar: 8:00 pm – 2:00 am

Mondays: 6:30 pm – 2:00 am

Tuesday to Sunday: 8:30 pm – 2:00 am

Subject to change without notice

DINING - THEMED NIGHTS

MONDAY

Manager's Cocktail Party | 6:00 pm

Repeat Guest Dinner | 7:00 pm

An invitation will be issued

FRIDAY

Jamaica Night | 7:00 pm

Subject to change without notice

SATURDAY

Lobster Night | July 1 through March 31

All Restaurants will serve lobster specialties



CELEBRATION PACKAGES

The following packages are available through our Guest Services Desk at an additional cost.

HONEYMOON DECORATION FROM \$80

Transform your room with candles, rose petals and a bottle of sparkling wine for two.

ROMANTIC BREAKFAST IN ROOM FROM \$50

Wake up to Mimosas and a delicious breakfast of Eggs Benedict, smoked salmon, fresh pastries and fresh tropical fruit platter.

CANDLELIGHT BEACH / GARDEN DINNER FROM \$250

For the ultimate romantic evening, allow our culinary team to create a private candle-lit meal for you under the stars complete with a delectable four course Caribbean inspired cuisine and the soothing sounds of the waves lapping onto the beach.

PRIVATE SUNSET BOAT CRUISE - PRICE UPON REQUEST

What better way to soak up the fiery hues of a Caribbean sunset than on board your private boat with a drink in hand? Sample tropical fruit delicacies and sail to Jamaica's West End, waving to the happy crowds along the way. We time the return perfectly, bringing you home under a glorious canopy of color.

Please contact Guest Services for details. Prices are subject to change and are in US dollars.



ROMANCE PACKAGES

Make it magical with one of the following super special combined packages:



EASY TING – \$50

Kick off your stay with a bottle of sparkling wine and a sweet plate of petit fours

JUST BECAUSE – \$139

This package features fresh tropical flowers, a bottle of sparkling wine, a \$100 spa gift certificate, and a \$25 gift shop certificate

FOREVER YOURS – \$339

Toast true love with this package featuring fresh tropical flowers, sparkling wine, private dinner for two, a \$100 spa gift certificate, and \$50 gift shop certificate



MAGICAL HONEYMOON MEMORIES – \$439

Fuel a romantic stay with this package featuring fresh tropical flowers, sparkling wine, a 25-min couples massage, private dinner for two, a \$100 spa gift certificate, and \$50 gift shop certificate

*Prices are subject to change. *Prices are in US currency.*

PHOTO SHOP | DIAL 45397

Relive a favorite moment from your romantic getaway with a keepsake photo. Couples Swept Away welcomes you with a complimentary photo shoot at the resort location of your choosing. Call us or visit the Photo Shop to book your complimentary session today! Photos are at a cost.



GIFT SHOP | DIAL 45373

Our well-stocked Gift Shop features a curated assortment of souvenirs and special keepsakes to remind you of your stay or surprise loved ones back home. Highlights include Jamaican Blue Mountain coffee, island spirits, logo items, locally made clothes, hand-crafted jewelry and art made by local artisans. We invite you to stop by the Gift Shop today.



SPA | DIAL 45387

Intimate and softly lit, everything about the Spa at Couples Swept Away is designed to evoke a luxurious feeling of calm. Eight private treatment rooms align a long Buddha plunge pool, while the eucalyptus steam room and showers are mere steps away. An indulgent menu of services includes massage, body wraps and body scrubs all using local ingredients such as ginger, lemon grass and sugar cane. Our experienced therapists also enhance every treatment with our signature line of nourishing oils and essences.



GUEST SERVICES | DIAL 45352/45317

Allow us to guide you through a world of indulgent experiences. Our Guest Services stands ready to assist in adding an extra special touch to your vacation. From fresh tropical flowers to chilled Champagne, we've got plenty of memorable and romantic ways to further enhance your stay.



COUPLES RESORTS ENVIRONMENTAL POLICY

Couples Resorts is committed to protecting and preserving the environmental resources and natural beauty of Jamaica—the island we call home. To that end, we have implemented the following across all of our resorts:

- Compliance with all environmental laws & regulations - we do not allow smoking under any roof which includes room balconies. Smoking is allowed in designated areas on property. These areas are noted on the property map.
- Executive and management level implementation of all policies
- Active conservation of energy, water and all scarce natural resources
- Ongoing educational and training programs for staff
- Invitation to all vendors and suppliers to join our environmental efforts
- Clear communication of all policies and regulations to staff and guests
- Active reduction of air emissions, waste water, solid waste and pollution
- Active monitoring of our policies and their environmental impact
- Employment of locals from neighboring communities
- Annual review of the environmental and social sustainability policy



HEALTH & SAFETY INFORMATION

HEALTH & SAFETY

During your stay at Couples Resorts, we want to ensure your safety and well being at all times. Please be aware of the following information and health tips.

MEDICAL ASSISTANCE

In the case of minor illnesses or injuries, our attentive nursing staff is at hand to provide their complimentary service. Please call the front desk to be transferred. Should you require more serious medical assistance, there is also a doctor on call, at an additional cost.

SUNBATHING TIPS

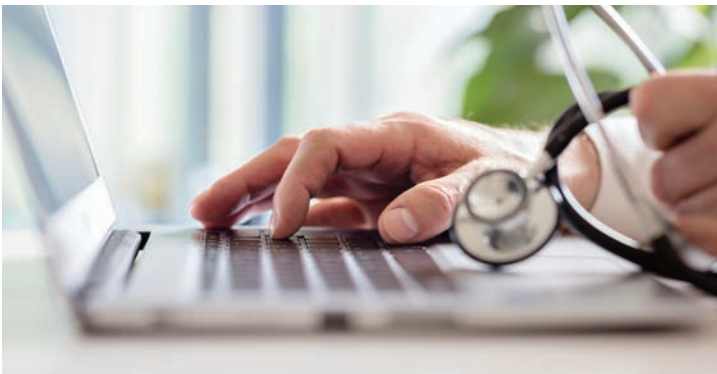
We recommend avoiding direct and unprotected exposure to the sun, particularly between 10:00 am and 2:00 pm. It is advisable to always use sunscreen, preferably a waterproof brand. Dehydration can be a problem due to the intense heat at midday. This condition may be exaggerated with heavy alcohol consumption. Please drink plenty of fluids, especially water, throughout the day.

TRAVELLER'S DIARRHEA

Some guests may develop diarrhea due to changes in diet or travel to a new area. We recommend that you visit the Resident Nurse should this occur. He/She will make dietary and medication recommendations suited to your condition. Self-medication may not be the best solution, so please seek advice immediately.

INSECT BITES AND MARINE HAZARDS

While visiting a tropical country, you may be exposed to flying insects such as mosquitoes or sand flies in the mornings and at twilight. Applying insect repellent is an excellent guard against insect bites. If you step on a sea urchin or are stung by a jellyfish please visit the Nurse's Station immediately.



EMERGENCY & DISASTER PREPAREDNESS

HURRICANE PLAN

A hurricane does not happen often in this part of the Caribbean, but meteorologists have determined that the period between June and November is when they are most likely to develop. We have taken every precaution to ensure your safety, and want to equip you with the most helpful information in the event of a hurricane.

WHAT IS A HURRICANE?

A hurricane is an intense storm with winds of over 75 miles per hour. It is usually accompanied with heavy rain, and sometimes high seas.

PHASES OF A HURRICANE

When a hurricane is in an area, there are three phases in which it is brought to our attention. These are hurricane alert, hurricane watch and hurricane warning.

HURRICANE ALERT

This means that hurricane is in the general vicinity and though it may be several hundred miles away, it is heading towards our location. During this phase, the hurricane may change course and go elsewhere. You will be advised by our General Manager and team when a hurricane alert is announced. Updates will be made available from the Front Desk.



HURRICANE WATCH

A hurricane watch is announced when a hurricane is about thirty-six hours away. Our General Manager and Couples Resorts team will make an official announcement as soon as the watch is announced. At this time you should read this brochure again and make sure that you and your spouse are briefed. It is advisable to check in with the Front Desk for the latest information. Also, ensure that your home address, telephone numbers and contacts are on file at the Front Desk.

HURRICANE WARNING

A hurricane warning is announced when a hurricane is expected to strike our location within 24 hours. You will be advised of a hurricane warning by our General Manager and team. As soon as the warning is confirmed, you should do the following:

1. Secure your passport and other travel documents in your room safe along with any other important papers. Make sure to put money, jewelry and other valuables in your room safe. The hotel cannot be held liable for valuables not deposited in the safe.
2. You may find it convenient to settle your bills at this time; it will make it much simpler and easier for you in case there are any disruptions after the hurricane. Pack a small bag with essential personal items such as medication, towels, contact lenses, toiletries, and one change of clothing.
3. Pack away all your clothes and non-essential personal items in your suitcases, and put the suitcases in plastic garbage bags. Housekeeping will supply these for you. Seal the plastic bags with masking tape provided, and put them in the cupboard in your room. Lock your room and take the key with you.
4. Go to the designated hurricane shelter as soon as you are told to do so. The hurricane shelter is located in the Executive Offices and lobby. Remain in the shelter and stay away from glass windows and doors at all times. Do not go out until you are told to do so.
5. Trained staff members will be assigned to help you find the shelter and manage safely during the hurricane. Please follow their instructions.



EARTHQUAKES

Earthquakes are unpredictable and strike without warning. They range in intensity from slight tremors to great shocks and may last from a few seconds to as long as five minutes. Aftershocks may come in a series over a period of several days.

In the event of an earthquake, please follow these critical action steps.

1. Stay calm.
2. Stand in a doorway or crouch under a solid desk or table away from windows or glass dividers.
3. Stay away from buildings, trees, telephone and electric lines.
4. Wear shoes and protective clothing.
5. Cooperate fully with any instructions from the resort's safety team and relief organizations.
6. Do NOT use the telephone.
7. Do NOT go into damaged areas unless authorized by appropriate personnel.

FIRE PLAN

For Fires in Room

In the event of a fire in your room, please follow these critical action steps.

1. Stay calm.
2. Do NOT shout "fire".
3. Call the telephone operator at extension "0" to secure help, if time allows.
4. If you have time, place a moist cloth over your nose and mouth to prevent the inhalation of excess smoke.
5. If an easy exit from the room is impeded due to the presence of heavy smoke, crawl along the floor to access an exit.
6. Do NOT attempt to fight the fire.
7. Do NOT waste time packing or unpacking anything.
8. Move towards your exit as quickly and as safely as possible.

For Fires Outside of Room

In the event of a fire outside your room, please follow these critical action steps

1. Stay calm.
2. Do NOT shout "fire".
3. If fire or smoke is detected on your block, immediately call the telephone operator at extension "0", and report the location you spotted the fire. If you are not in danger, pull the fire alarm located at the end of your block.
4. Remain in your room until a safety marshal comes to remove you.
5. Do NOT attempt to fight the fire.
6. Closely follow the instructions provided to you by the safety marshal.
7. Do NOT waste time packing or unpacking anything.
8. Do NOT make unnecessary phone calls.
9. Be ready to move quickly and orderly during any evacuation process.



The Issa Trust Foundation was established in 2005 by Couples Resorts as a nonprofit organization. The mission of the Foundation is to provide a system of prevention, health promotion and education, community health improvement and other services to promote well-being and development for the people of Jamaica. The Foundation strives to provide an environment conducive to the educational needs of children in collaboration with other community resources. Together, through educational and professional programs, we will work with, and advocate for families to provide a safe, nurturing and permanent home for children.

[Visit IssaTrustFoundation.com](http://IssaTrustFoundation.com)

