



## Membership Program

Monthly or Annual Fee facilitated to Owners in order to have access to a number of services and amenities available at the Vik properties in Uruguay (Estancia Vik and Bahia Vik)

Fee: USD 3000 per person (to be confirmed)

Fee: USD 5000 per house with a maximum of 5 people\*

Extra person daily use rate: USD 100 per person per day

## About the services

Vik Retreats offers a wide variety of services and amenities for the members, Housekeeping and Maintenance, Food & Beverages, Miscellaneous and Human Resources. The owner that subscribe the membership will have full access to the amenities and services below described, complimentary or pay per use basis according to the Menu listed by Vik Retreats.

## Description of Services & Amenities

### Amenities

- Spa & Fitness Centre:** Members will have access to the facilities located in Bahia Vik and Estancia Vik.

*Bahia Vik Spa* with 2 to 4 treatment rooms and Fitness Centre with basic number of equipment.

Treatments and personal trainer are not included and upon availability, for prices, please see Spa menu.

*Estancia Vik Spa* with 1 (one) treatment room, wet and dry sauna, and Fitness Centre with basic equipment.

Treatments and personal trainer are not included and upon availability, for prices, please see Spa menu.
- Pool & Beach:** We will provide access for the members to the facilities, pool, lounge chairs and towels. Services in these areas are according to the season and hotel's hours of operation and availability. Pool & Beach club is located at Bahia Vik; member will also have access to Pool services at Estancia Vik. Pool facilities and services at Playa Vik are not included in the membership package.

The hotel will inform 48 hours in advance in case of closing of any of these facilities for maintenance, repairs, private functions or special events.

3. Grass Tennis Courts: located at Estancia Vik, members will enjoy of the facilities of 2 (two) tennis courts. The use of the courts will have to be booked through the Estancia Vik concierge and is upon availability. Equipment provided: racquets, balls, and towels. Tennis classes or clinics are not included, please check menu for more information.
4. Watersports: member will have the right to use equipment available in Bahia and Estancia Vik and will have to book through Experience Concierge. User upon signing a waiver will be able to use kayaks and canoes. For members under 12 years old, an adult will be required to supervise the activity.
5. Horse back riding: this activity is performed at Estancia Vik and is included with the membership; reservations will have to be done through Experience concierge and is upon availability. Guide/instructor will supervise the activity.
6. Polo: Please check Polo menu for charges
7. Golf Driving Range: Free of charge
8. Trap Shooting: Upcoming
9. Bow & Archery Sports: Upcoming

### **Services Description**

The Vik Retreats are unique in offering a portfolio with world class service that will make your time in Jose Ignacio an experience unlike any other.

### **Housekeeping, Laundry & Maintenance**

- Unit Arrival Service: includes the cleaning of the entire unit, interior and exterior glasses, set up of terraces and pool, washing linens, set up beds and complete bathrooms including amenities (shampoo, conditioner, bath gel, lotion and soap). Service will have to be required 72 hours in advance.
- Unit Occupied Service: Daily cleaning service, changing linens, make up beds, arrange belongings, empty trash cans, vacuuming, dusting, dish washing and storing (does not include dish washer soap), reposition of amenities, toilet papers. Glass cleaning interior only. Arrangement of pool area.
- Nightly Refresh Service: Evening service to freshen up bathrooms, change towels, arrange items in the rooms, open up beds and fold linens, dim lights in the bedrooms and washrooms, close drapery and black outs, leave common areas in order, remove garbage.

- Unit Departure Service: General cleaning of the unit after guest departure, remove all garbage, stripping of beds and bathrooms, linen and terry send to laundry, turn off AC, heaters, cleaning of refrigerator and dumping food remnants, storing of pool items and cleaning of glasses in the interior of the unit only. Return and storage of clean linens and terry.
- Vacant Unit Service: Service provided when owner is not present, includes opening of the windows and doors for ventilation, water circulation through heaters, open all taps, dusting, and water the interior plants. Report maintenance issues to owner. This service does not include cleaning of mildew in the walls and carpet shampoo. Service recommended at least once a month.
- Deep Cleaning Service: Detailed cleaning service in the entire unit, dusting, cleaning areas with humidity and mold, removal of drapery to send for laundry, moving furniture, cleaning of rugs and carpets, cleaning of tile and grout, cleaning of wooden floors, windows exterior and interior, dry cleaning of pillows, feather beds and duvets and mattress rotation. Service does not include the laundry cost of any of the above items. Service does not include polishing of tile or wooden floors. Recommended at least once a year.
- Laundry Service clothing: Laundry slips will be provided by the Hotel with price list. Requests before 10 am will be delivered in 24 hours. We do not provide Express Service.
- Laundry Service Linens & Terry: Service provided within 48 hours. Items have to be necessarily marked and placed in a separated bag. Hotel price list will be provided.
- Dry Cleaning: Laundry slips will be provided by the Hotel with price list. Requests before 10 am will be delivered in 24 hours. We do not provide Express Service.
- Pressing: Laundry slips will be provided by the Hotel with price list. Requests before 10 am will be delivered by 6pm on the same day. We do not provide Express Service.
- Maintenance On Call: Technician available in case of any needs, small repairs, malfunctioning, adjusting, fixing, tools. Does not include materials. Service is limited, for plumbing issues, gas, water heaters, AC, electromagnetics, digital, IT, we will provide a list of vendors with the contact information.
- Maintenance Monthly Service: Preventive maintenance in the entire unit. Replacing light bulbs, cleaning AC filters, adjusting and fixing features, water temperature, check for leaks, small repairs, touch ups walls and doors, electricity, small plumbing issues, TV, cable, internet, Wi-Fi, telephone. Does not include materials. Owner will be informed about larger works to be done in the unit. A list of vendors with the contact information will be provided.

#### Important Information about the services above

- Services do not include landscaping and pool maintenance
- Garbage is removed to unit container only
- Cleaning of exterior windows is an outsourced service not included
- Flowers and floral arrangements are not included
- Cleaning Supplies are included in all housekeeping services
- For Daily linen change in the unit is necessary to have 4 par stocks
- A delivery fee of USD 15 will be added to laundry and dry cleaning services bills

## Food & Beverages

- Room Service: Hotel will provide a room service menu that will be changed according to the season, with options for breakfast, lunch and dinner as well as a list of beverages available at the Retreat. Orders will have to be done through hotel call center with 1 hour in advance in order to be able to deliver the order efficiently. There is a minimum order of USD 50 (fifty United State dollars). During low season the Hotel may not offer this service.
- Catering: members will be able to plan special events, parties, cocktails and receptions in their own units through Bahia Vik catering services.

## Miscellaneous

- Concierge Service: Working closely with you, our Experience Concierge will plan your activities to detail, with itineraries tailored to your needs. Unmatched level of personal service available for your convenience. Air Tickets, car rental, restaurant reservations, excursions, special requests and a number of services that will make your time in Jose Ignacio effortless, perfect and uniquely yours.
- Polo Classes: Our Experience concierge will arrange private polo lessons in different levels at our Polo field in Estancia Vik; learn the basics and more through coached chucker with rated professionals. Check availability and menu prices.
- Tennis Classes: Our tennis program is design for you for the maximum enjoyment and skill improvement. The tennis professional will customize a program to suit your needs. Check availability and menu prices.
- Pharmacy Service: Our Concierge will arrange the purchase of items needed. Check menu for delivery prices.
- Newspaper delivery: Daily delivery of local and international newspapers, check menu for prices and type of newspapers available.
- Horse Stables Rental: Boxes available for rent check availability and prices.
- Horse Boarding: Full board is offered to the members, horses will be fed and watered, also stalled will be cleaned consistently. Food supplements are not included and have to be provided by horse owner. Horses will be taken outside for exercise regularly. Veterinarian cost and medicines are not included.
- Grocery Shopping: We will make your stay much easier and more convenient, provide the Concierge the list and we will have the groceries delivered to your unit. Check menu for prices.
- Car Wash: Send your car to wash by calling our concierge, check menu for prices.

## Human Resources

- Staff: We offer a solution for those special days or events that you plan in your residence, well trained international staff available to provide hotel experiences at

your own home. Cooks, waiter, bartender, butler or steward. Check availability and menu prices.