



HAWKS CAY RESORT®

Welcome to Your Villa at Hawks Cay Resort

We're delighted to have you with us. As part of our partnership with The Everglades Foundation, we encourage all guests to help preserve the natural beauty of the Florida Keys during their stay. For assistance at any time, please call **305-743-7000**.

Housekeeping

Your villa has been thoroughly cleaned and sanitized prior to arrival. Housekeeping services are available upon request and must be scheduled at least **24 hours in advance**. Services include:

- Fresh towels
- Amenity replenishment
- Trash removal

To request service, call **305-743-7000** or visit the Front Desk.

Living Comfortably in the Keys

Duck Key's tropical climate can attract ants and other pests. To help prevent this:

- Keep doors and windows closed
- Store food in sealed containers or the refrigerator
- Rinse dirty dishes promptly
- Request trash pickup when needed

Air Conditioning

To keep your villa comfortable and energy-efficient:

- Keep doors and windows closed
- Close blinds during the hottest part of the day
- Do not set the thermostat below **72°F**

Please note that indoor temperatures may rise slightly during peak daytime heat.

Refrigerator

Your refrigerator has been cleaned and reset for your arrival. It may take a few hours to fully cool room-temperature beverages and food items. Avoid overloading the refrigerator for best performance.

Smoking & Pets

Hawks Cay Resort is a **smoke-free and pet-free property**, including villa interiors and outdoor areas. A **\$250 deep-cleaning fee** will be charged if evidence of smoking, vaping, or pets is found in the villa.

Grills & Open Flames

For safety reasons, barbecues, grills, and open flames are not permitted in or around the villas.

Parking

- Maximum of **2 vehicles per villa**
- Please park in designated parking areas only
- Parking on grass is prohibited

Trailer Parking

Boat trailers must be parked in designated trailer parking areas and checked in with the Marina Office (8:00 AM–5:00 PM).

For assistance, contact the Marina at **Ext. 1511**.

Check-Out

Check-out time is **11:00 AM**.

Before departing, please notify us by dialing **0** from your villa phone or calling **305-743-7000**. Your notification helps our housekeeping team prepare for incoming guests.

Villa Care

Each villa is privately owned and inspected after departure. Guests may be charged for:

- Damages
- Missing items
- Excessive cleaning
- Moving outdoor furniture

Thank you for treating your villa with care and helping us maintain a wonderful experience for all guests. We hope you enjoy your stay in paradise!

THANK YOU!

SCAN THIS QR CODE TO TEXT WITH US!

