



A VISITOR GUIDE

FOR GUESTS WITH AUTISM SPECTRUM DISORDER
OR OTHER COGNITIVE CHALLENGES

MARGARITAVILLE
ISLAND RESERVE BY KARISMA
CAP CANA 

TABLE OF CONTENTS

About This Guide	1
Preparing For Your Visit	2
Important General Information	3-4
Lost Person Help and Other Safety Information	5
Outdoor, Entrance, and Public Areas	6
Pools and Recreation	7
Rooms and Accommodations	8
Restaurants and Food Service	9-10
Further Information	11



The information in this guide has been prepared by Autism Double-Checked in order to assist visitors with ASD when visiting Margaritaville Island Reserve Cap Cana. For neurodiverse visitors, please make use of the information that may relate to your visit. For neurotypical parents, caregivers, or traveling companions, please make use of this to assist the special guest that you are accompanying.

THROUGHOUT THIS GUIDE, WE MAKE USE OF THE FOLLOWING SENSORY ISSUES ADVISORY TRIANGLES



SAFETY



CROWDS



**WAITING OR
DURATION**



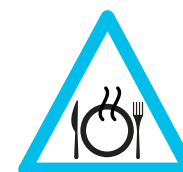
**BODY
AWARENESS**



NOISE



LIGHTING



**TASTE OR
SMELL**



**HEAT OR
COLD**



MAKE USE OF THE HOTEL WEBSITES AT:

<https://www.karismahotels.com/margaritaville-island-reserve-resorts/margaritaville-island-reserve-cap-cana-hammock>

<https://www.karismahotels.com/margaritaville-island-reserve-resorts/margaritaville-island-reserveresorts-cap-cana-wave>



CROWDS

December to March are the busiest months

August to September are the quietest months

Weekdays (Sunday afternoons to Thursday) are quieter

Weekends (Friday night to Sunday) are busier

Visitors who have problems with crowds may wish to take this information into account when planning a visit.



ADDRESS

PLAYA JUANILLO, CAP CANA, DOMINICAN REPUBLIC

PHONE NUMBER

(809) 469 7260

WEBSITE

[HTTPS://WWW.KARISMAHOTELS.COM/MARGARITAVILLE-ISLAND-RESERVE-RESORTS/MARGARITAVILLE-ISLAND-RESERVE-CAP-CANA-HAMMOCK](https://www.karismahotels.com/margaritaville-island-reserve-resorts/margaritaville-island-reserve-cap-cana-hammock)

[HTTPS://WWW.KARISMAHOTELS.COM/MARGARITAVILLE-ISLAND-RESERVE-RESORTS/MARGARITAVILLE-ISLAND-RESERVE-RESORTS-CAP-CANA-WAVE](https://www.karismahotels.com/margaritaville-island-reserve-resorts/margaritaville-island-reserve-resorts-cap-cana-wave)

BOOKING METHOD

USE WEBSITE ABOVE OR CALL 1-866-527-4762

NEAREST AIRPORT

PUNTA CANA INTERNATIONAL AIRPORT (CUN) | 12.8 KM/7.9 MILES

LA ROMANA INTERNATIONAL AIRPORT (LRM) | 78.8 KM/49.0 MILES

NEAREST ER

DOCTOR ON SITE 24 HOURS

NEAREST PHARMACY

CAROL

NUMBER
OF ROOMS
519

NUMBER OF
RESTAURANTS
10

NUMBER
OF FLOORS
6

NUMBER
OF BARS
5



WAITING OR DURATION

CHECK-IN TIME
3 PM

CHECK-OUT TIME
12 PM

- Guests arriving earlier or departing later, than normal times may request early check-in or late checkout. These will be handled on a “best efforts” basis, subject to availability, and cannot be guaranteed.
- Normal check-in does not normally involve long delays. For visitors who may have problems with even minor delays, you may check in online prior to arrival.



HEAT OR COLD

- Indoor public areas are all air conditioned and the prevailing temperature is set to a level that is comfortable for people without sensitivity to heat or cold.
- Rooms have thermostatic temperature control.
- For individuals who are sensitive to cold it may help to have extra clothing layers when inside buildings.
- For individuals who are sensitive to heat, they will need their lightest possible clothing while outside and, possibly, when inside.



SAFETY

- If a family member gets lost, report to a member of the front desk staff and ask them to request an alert to all staff members who may be able to assist in searching.
- Give them as much information as possible including gender, age, race, clothing description, last known location, direction of travel, if known, and communication abilities (verbal/non-verbal/understands verbal communication).
- It is recommended that you have a recent photo available on your mobile device so that you can share it with the resort team.
- In normal circumstances GPS functions throughout the premises and there are no “blind spots.”
- Stay at the front desk. This will enable the resort team to locate you as soon as possible once your family member has been located.
- A temporary hanging door alarm is available for use during your stay. There is no charge for this but a deposit will be required.
- All rooms open directly to an outside walkway. All rooms have either a balcony, a patio, a swim-up patio or private pool. All have a lockable door. Ground floor rooms also have a lockable gate.
- China and drinking glasses can be changed for paper and plastic upon request (e.g., cups for coffee maker). If this is your preference, please request prior to your arrival. If that is not possible, please request it at check-in.
- The minibar in your room can be emptied upon request.



NOISE

Background sound in most public areas is low volume music and normal conversational levels are possible. During busy times, the conversation of other guests may be the loudest sound. People with sensitivity to noise may need to use noise-cancelling headphones. Resort staff can assist you with locating quieter areas, should the need arise.



**BODY
AWARENESS**

Parts of the lobby area and the lounge areas feature high ceilings.



LIGHTING

Indoor public areas are lit by LED/incandescent lighting with limited numbers of spotlights. There are no strobe or flashing lights and should be suitable to everybody except those with very high levels of light sensitivity.



SAFETY



**BODY
AWARENESS**



NOISE

POOLS

- Pools are outdoor and not heated. Hot tubs are available.
- Pool is entered by stairs with handrails.
- A lifeguard is on duty.
- Diving is not permitted.
- Entertainment at the pool can sometimes be loud.

KIDS CLUB

- Kids club is open 7 days per week at no extra charge.
- Age limits for kid's club are 4 to 12 years.

RECREATION AREAS

- Tennis, pickleball, fitness center, pool games and beach games are available at no extra charge.
- Spa and beauty salon are available and are not included.. Prices vary according to treatment.



SAFETY

All rooms have a lockable door which accesses a balcony, patio or a swim-up patio. Ground floor rooms also have a lockable safety gate. Temporary alarms are available for use during your stay.



BODY AWARENESS

- Connecting rooms are available.
- All rooms offer seating in addition to bedding.
- All showers feature both a handheld shower head in addition to a fixed ceiling/wall-mounted shower head.



LIGHTING

All rooms have blackout curtains. All rooms have multiple lighting sources which are operated by switches. It should be possible to achieve most lighting levels desired.



NOISE

In general terms, the quietest rooms are:

- | | |
|-----------|-----------|
| 4001-4011 | 4301-4311 |
| 4101-4111 | 4401-4411 |
| 4201-4211 | 4501-4511 |

In Family Paradise Suites and Paradise Swim-up Suites



IN-ROOM DINING

INTERNATIONAL CUISINE

24 hours
Room Service

SERVICE TYPE
Service Trolley

SPECIAL DIETARY

Available on request    

WAIT TIME
N/A

PRE-ORDERING
N/A

LIGHTING
Room Lighting

SOUND
Room Sound

BEACH HOUSE

INTERNATIONAL CUISINE INCLUDING
DOMINICAN AND MEXICAN
7:00 am to 11:00 am / 12:30 pm to 4:00 pm
6:00 pm to 10:00 pm

Indoor/Outdoor Seating
Seats 270

SERVICE TYPE
Table/Hi-top/Banquette

SPECIAL DIETARY

Upon request    

WAIT TIME
1 Minute

PRE-ORDERING
NOT possible

LIGHTING
Natural light/LED/Moderate Level

SOUND
Guest conversation

BOATHOUSE

INTERNATIONAL CUISINE

7:00 am to 11:00 am / 12:30 pm to 4:00 pm
6:00 pm to 10:00 pm
Indoor/Outdoor Seating
Seats 250

SERVICE TYPE
Table/Hi-top/Banquette

SPECIAL DIETARY

Upon Request    

WAIT TIME
1 Minute

PRE-ORDERING
NOT possible

LIGHTING
Natural light/LED/Moderate Level

SOUND
Guest Conversation

RUM RUNNERS

DOMINICAN/CARIBBEAN CUISINE

12:00 pm to 5:00 pm / 6:00 pm to 10:00 pm
Indoor/Outdoor Seating
Seats 178
SERVICE TYPE
Table plus salad bar

SPECIAL DIETARY

Upon Request    

WAIT TIME
5 - 25 Minutes

PRE-ORDERING
NOT possible

LIGHTING
Natural light/LED/Moderate Level

SOUND
Guest Conversation

CHEESEBURGER IN PARADISE

GRILL

11:30 am to 5:00 pm
Indoor/Outdoor Seating
Seats 42

SERVICE TYPE
Table

SPECIAL DIETARY

Upon Request    

WAIT TIME
5 - 25 Minutes

PRE-ORDERING
NOT possible

LIGHTING
Natural light/LED/Moderate Level

SOUND
Guest Conversation

LANDSHARK

BREWERY/GRILL

12:00 pm to 5:00 pm / 6:00 pm to 10:00 pm
Indoor/Outdoor Seating
Seats 119

SERVICE TYPE
Table

SPECIAL DIETARY

Upon Request    

WAIT TIME
5 - 25 Minutes

PRE-ORDERING
NOT possible

LIGHTING
Natural light/LED/Moderate Level

SOUND
Guest Conversation

KOS

MEDITERRANEAN CUISINE

12:30 pm to 4:00 pm / 6:00 pm to 10:00 pm

Indoor/Outdoor Seating

Seats 168

SERVICE TYPE

Table plus salad bar

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 25 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation

FRANK & LOLA'S

ITALIAN CUISINE

6:00 pm - 10:00 pm

Indoor/Outdoor Seating

Seats 204

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 25 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation

JWB

STEAKHOUSE

6:00 pm - 10:00 pm

Indoor Seating

Seats 158

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 25 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation

MON SO WI

PAN ASIAN CUISINE

6:00 pm - 10:00 pm

Indoor/Outdoor Seating

Seats 96

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 25 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation



A-LAM-BIK

INTERNATIONAL CUISINE

6:00 pm - 10:00 pm / Reservations required

Indoor Seating

SERVICE TYPE

Table

SPECIAL DIETARY

Upon Request    

WAIT TIME

5 - 25 Minutes

PRE-ORDERING

NOT possible

LIGHTING

Natural light/LED/Moderate Level

SOUND

Guest Conversation



WAITING OR DURATION

Wait times are likely maximum times.



TASTE OR SMELL



CASEIN-FREE



SOY-FREE



GLUTEN-FREE



VEGETARIAN



FURTHER INFORMATION ABOUT THE AUTISM DOUBLE-CHECKED
PROGRAM CAN BE OBTAINED FROM

AUTISM DOUBLE-CHECKED LLC

156 Seaside Avenue, Suite 250 | Stamford, CT 06902

www.AutismChecked.com

(203) 750-0000



This guide has been prepared in order to give as much information as possible so that parents or care-givers can provide the added assistance that visitors with ASD may require. If, during a visit, you should encounter a sensory challenge that has not been addressed, please contact Autism Double-Checked, and let us know of any suggested additional inclusions.