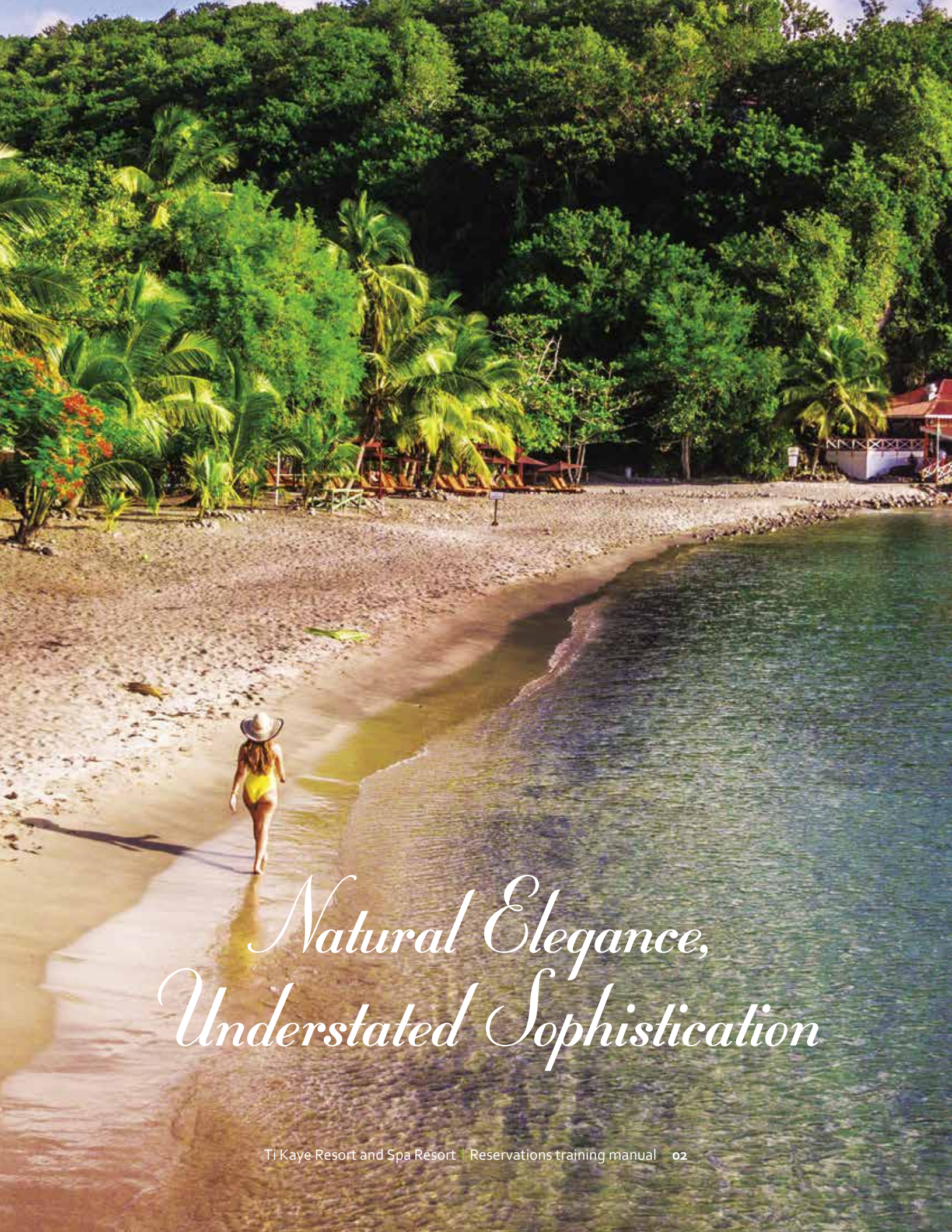


The logo for TIKAYE RESORT & SPA is centered in a dark brown square. It features a stylized mountain range icon above the word "TIKAYE" in a bold, white, sans-serif font. Below "TIKAYE" is the text "RESORT & SPA" in a smaller, white, sans-serif font.

TIKAYE
RESORT & SPA

A romantic couple is shown in a tropical setting. The man is shirtless and sitting on the edge of a swimming pool, while the woman is sitting on his shoulders, embracing him. They are on a wooden deck with a white railing. The background is filled with lush tropical vegetation, including palm trees and other greenery, under a soft, golden sunset sky. The pool's water is clear and reflects the surrounding environment.

**TRAVEL PARTNER
RESERVATIONS TRAINING MANUAL**



*Natural Elegance,
Understated Sophistication*



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Stay with Confidence



The evolution of Ti Kaye



I get asked this question quite often so I felt that I should include this story and do away with the cookie cutter introduction. I hope I can tell it without boring everyone.

This journey started in 1991 when the land came up for sale by a friend's father, Vincent Devaux. I was in my early twenties then and had little to my name. I did however recognize a good deal when I saw one. I knew where the property was since I would frequent the bay on friends boats and seeing as I was also a diver, I saw value in the property being in front of the bay where the wreck was and reefs, later to become a marine reserve. I eventually convinced my father to lend me the money on a handshake, completely unsecured, a feat rarely happening anymore, even with kin. I did eventually repay him after 4 years and with great effort; nothing motivates one as debt does. Once done, I held on to it and had no idea what to do with it aside from allow the value to creep up and perhaps sell it for much more than I purchased it for. In those days there was no road, electricity or water available and most people told me that my grandchildren would thank me. I disagreed. Over the years I did get tempting offers to sell, but luckily I knew that selling would mean me spending the money on frivolity, therefore I never accepted any of the offers.

After many years I decided to take a shot at doing a resort development myself and sat one night in my home office (in my garage, as all stories like this start) and listed all the barriers that were in my way and would have to be overcome before I could proceed. I quickly set about researching them and one by one crossing them off the list. I recall the list being 13 items long, the road access being first on the list.

The last thing on the list was "what do I build?" and for that I didn't require much research, I just followed my desires, intuition and my heart, I conceptualized Ti Kaye the way it is now because it's the sort of place I would go on vacation. I felt secure in the idea that there would be others in the world that shared the same opinion as I on the topic of where to stay on vacation and that there would be sufficient of us to fill a small resort.

Once the concept had gelled in my mind, I then sought out the assistance of my then father-in-law, the late Wayne Brown, to help me refine the concept and who also gave me advice on building, seeing as I had no experience. Wayne and I remained friends always and now that he is gone I miss him more than I can put into words. I owe a lot to quite a few people who assisted me along the way, and

they will forever have my gratitude.

The risk was huge but I felt that I would rather try and fail than spend the rest of my life wondering "what if?". Fortunately, and despite the shoe string budget I started with, the resort made it and has become quite reputable. This is not entirely due to location or design but also in a large part to service. I truly think I am blessed with some of the best staff in any resort on the island and the Caribbean. They really do understand what it's all about and try their best to make your stay with us the best you will ever have. Most of the staff come from the surrounding areas. There is something real and charming about people that grew up and live in the rural parts of St. Lucia. Take that outlook to life plus some resort training and you have something very special.

Nick Pinnock
Owner

RESORT MAP



- 1 Front Desk (reception, tours and concierge)
- 2 Gift Shop
- 3 Kai Manjé Restaurant
- 4 Kai Manjé Lounge
- 5 Kai Manjé Bar
- 6 The Joli Joli Deck
- 7 Ti Kave
- 8 Guest Swimming Pool
- 9 Kai KoKo Spa
- 10 Ti Manjé Beach Bar & Grill
- 11 Island Divers
- 12 Over the Water Yoga Deck
- 13 Gym



Anse Cochon | Saint Lucia





Welcome to Ti Kaye Resort & Spa - an award-winning adults-only resort located above the secluded cove of Anse Cochon, on the legendary island of Saint Lucia

Nestled along the cliff side Ti Kaye overlooks the serene waters and silver sand of the secluded beach below.

The resort is often described as 'inspired by nature', as each cottage is purposely built into the landscape, drawing from the beauty of its lush natural surroundings.

We boast amazing personable staff, an award-winning culinary experience, incredible Spa treatments, and superb diving and snorkeling all in one unforgettable experience.

With only 33 rooms all built in the typical Creole gingerbread style it is the ultimate destination for romance and relaxation, with stunning views across the Caribbean Sea from virtually every location.

All accommodations are approximately 730 square feet and include 14 Ocean View Rooms which interconnect at the patio, 9 private Ocean View Cottages and 10 private Ocean View Cottages with private plunge pools.

All rooms face the Caribbean Sea and are for a maximum of 2 people per room. Each has a large private balcony with a hammock and rocking chairs as well as spacious open-air garden showers.

Three of our accommodations have two queen sized beds leaving the rest with king size 4 poster beds. For your comfort, all rooms are fully air conditioned and have ceiling fans. Each room also has complimentary tea & French press coffee, mini-fridge, Bluetooth music system and alarm clock, walk in closet with a safe, iron and ironing board, hairdryer, plus daily maid and complementary high-speed Wi-Fi. Fresh linen, towels and toiletries are replenished throughout your stay.



Over the past few years, the resort’s restaurants and wine cellar have been recognized for its outstanding culinary experience with the most recent being the 2019 Best of Excellence Wine Spectator Award. Kai Manje was awarded for both wine and culinary excellence and is the only restaurant in Saint Lucia and the Windward Islands to receive this award level in 2019 and 1 of 10 in the entire Caribbean.

The cuisine prepared by the culinary team in both Kai Manje and Ti Manje restaurants is a collection of indigenous Caribbean infused dishes utilizing international and local produce combined with exotic edibles. We cater to dietary restrictions and vegetarians as well.

KAI MANJE is our main restaurant where breakfast, snacks and dinner is served in open air comfort. Ti Kaye provides complementary continental breakfast with every booking and there several meal plans to choose from. Our dinner menu changes daily to allow for an authentic Caribbean experience.

Our 500+ bin underground wine cellar “Ti Kave” provides a unique touch to the Ti Kaye experience. Several times a week, guests can enjoy a 2-hour wine tasting activity where their pallets are taken on a wine tour around the world.

THE KAI MANJE CLIFF BAR is one of two bars where one can enjoy the stunning views whilst sipping on what ever their heart desires. This space is air conditioned and is the only place on property where you would find a television. We are open daily from 5 pm – 11 pm.



TI MANJE BEACH BAR AND GRILL located on the shore of Anse Cochon serves lunch daily from 12 noon to 4:00 pm both at the restaurant and on the beach.

THE TI MANJE BAR is open from 10am to 6pm where our ‘Beach Dudes’ are on hand to bring you your favorite drinks while relaxing on the beach or cooling off in our water hammocks.

Ti Kaye also has a newly opened **ITALIAN PIZZA RESTAURANT** which sits right over the water. One can enjoy dock side napolitana pizza all day long.



Whilst the resort provides an amazing experience on land, beneath the crystal-clear waters of Anse Cochon offers something even more priceless. Anse Cochon is a marine reserve, blessed with not one but two under water wrecks – the Lesleen M and the Vicky B, both sitting at only 60 feet deep. These two beauties are only a stone throw away from the resort and very often one can kayak right over the wrecks to catch a glimpse or even free dive if they dare. Snor-keeling in Anse Cochon is very sought after and daily visitors to the island would also enjoy swimming with tropical fish over colorful coral.

ISLAND DIVERS – The resort’s very own DEMA certified dive shop is fully equipped and caters to divers at all levels. The dive shop also facilitates the resorts water excursions such as Sunset Cruise and Sea and Land tours.





We can't imagine a vacation without a visit to a spa that literally hangs off a cliff. Our beloved "Kai Koko or Coconut House" when translated to English was constructed entirely from local coconut wood.

Our unique product line and treatment protocols are inspired by the luscious natural beauty and hidden treasures of St. Lucia.

Built at the cliff's edge with dramatic views of the silver sands of Anse Cochon and the azure Caribbean Sea below, it's no wonder that the Spa is quickly becoming one of the most sought after on the island; one of Ti Kaye's best kept secrets.



Ti Kaye is nestled in the heart of the world's #1 honeymoon destination, so we celebrate love all year round. We offer privacy and tranquility to honeymooners and everyone celebrating love and life.

If a destination wedding is what you are looking for then you have hit the jackpot. We make your dreams come true with wedding packaged to match your needs.

FOSTERING A CHANGE

Whilst the resort grown, there is one thing that will never change and that is our commitment to the environment. We have and continue to make significant strides to lower our carbon footprint by using LED lights, energy efficient AC's, building insulation and photo voltaic solar panels. Additionally, we have reduced our dependency on single use plastics and are beginning to grow much of our own herbs and root crops organically. We intend to improve and expand in all of these areas as time goes by.

Ti Kaye Resort and Spa has a vested interest in the welfare of its staff, and has therefore embarked upon a very important initiative. This initiative is geared towards paying fully for the costs of the educational needs of the children of our staff members - The Ti Kaye Education Fund.

The Ti Kaye Education Fund seeks to play a very crucial role in aiding all staff members who are parents to children of school age. To this end, while we do acknowledge that everyone may not be able to give, we are kindly requesting of you to proudly make a voluntary donation of two US dollars (\$2) per night of your stay at the resort. In July of 2019 a total of \$32000.00 was donated to staff members to assist with school supplies.

As our tagline goes, Natural Elegance, Understated Sophistication; Ti Kaye Resort and Spa is a hidden gem with so much to discover and we can't wait to welcome your clients; our guest very soon.

AMENITIES AND LOCATION

Ti Kaye may be a small secluded resort but that's no excuse to be denied some of the conveniences of modern living. We have tried to include much to do as well as comforts without destroying that rustic, barefoot feel to the place. We have the usual suspects you might find in most other resorts and added some high tech stuff that we hope you will enjoy including WiFi. Please note: We are an adults only resort.

RATES INCLUDE

- Complimentary coffee and tea
- Complimentary welcome drink
- Free Wi-Fi
- Daily maid service
- Use of Kayaks and Paddle Boards
- Free Snorkel gear in the summer

ROOM AMENITIES

- Fridge with Mini Bar
- Safe deposit boxes
- Coffee Maker
- iPod dock/Clock/Radio
- Air-conditioning & Fan
- 110v & 220v outlets
- Hammocks
- Hairdryers
- Iron & Ironing Board
- Robes in Cottage with Pool

RESORT FACILITIES

- Main Restaurant & Bar
- Beach Grill & Bar

- Water sports (non-motorized)
- Swimming Pool
- Gift Shop

SERVICES AND ACTIVITIES AT ADDITIONAL FEES

- Underground Wine Cellar
- Spa
- Wedding Coordination
- Scuba Diving
- Car Rental
- Television
- Tours and Excursions





GETTING HERE

HELPFUL TIPS FOR GETTING TO TI KAYE

Ti Kaye Resort & Spa is situated in Anse Cochon between the villages of Anse La Raye and Canaries. It takes approximately an 90 minute ride from Hewanorra International Airport (UVF) in Vieux Fort at the southern tip of the island, and 45 minutes from George F Charles Airport (SLU) in the north near Castries to get to the resort. Airport transfers can be arranged from both airports to Ti Kaye.

Saint Lucia is mountainous and while it is a beautiful country, its roads are not suitable for all drivers. We suggest that if you not familiar with the island, you allow us to arrange your transfers when you arrive. Car rentals can be arranged the following day at the resort.

Please let us know your arrival information at the time of booking if you would like us to arrange transfers for you.



RATES INCLUDE

- Your choice of accommodation (Ocean View, Ocean View Cottage, or Ocean View Cottage with private plunge Pool)
- Daily continental breakfast for two
- Luxurious beach (and pool) loungers, towels and chilled drinking water
- Use of complimentary kayaks
- Wednesday night Manager's cocktail party
- Free WiFi (with your own device)
- Complimentary French press coffee, tea and fresh milk daily
- Complimentary welcome drink and chilled towel on arrival

FREQUENTLY ASKED QUESTIONS

ALL YOU NEED TO KNOW ABOUT TI KAYE RESORT & SPA

What is the dress code at the resort?

At breakfast and lunch: Wraps / cover-ups for ladies, shorts and t-shirt for men. For evening dinner our dress code is 'elegantly casual' i.e. summer dresses for ladies, casual shirt and dress shorts / light trousers for men. Dress jeans are acceptable.

DO YOU OFFER TRIP INSURANCE IN THE EVENT A HURRICANE WOULD CAUSE US TO CANCEL OUR TRIP?

Regrettably we don't offer insurance. If it is not covered by your credit card you may best find assistance on-line or from your regular insurance provider or tour operator. We do allow guests to change their travel dates without any kind of penalty should a hurricane interrupt or prevent their visit with us.

WHAT VOLTAGE DOES SAINT LUCIA USE?

Saint Lucia is generally 220V with mostly 3-pin English plugs. All our rooms have hair dryers.

CAN WE PAY IN US DOLLARS?

The local currency is the Eastern Caribbean Dollars – EC\$. In many stores and restaurants US dollars are accepted and credit cards are usually welcome. If you do carry US dollar bills we recommend nothing larger than \$50 to avoid difficulties getting them accepted and changed.

ARE THE PLUNGE POOLS AT THE RESORT HEATED?

Unfortunately no they are not but during the summer months they are quite warm.

ARE THE BEACHES IN SAINT LUCIA PRIVATE?

No beach in Saint Lucia is privately owned, however due to the se-cluded location of Ti Kaye Resort & Spa, it provides the perfect hideaway.

WHAT IS THE HOTEL'S POLICY FOR INCLEMENT WEATHER?

The Hurricane Policy will be in effect once the U.S. National Hurricane Weather Center (NOAA) has issued an official hurricane warning for the destination, or the U.S. gateway clients are traveling from/to. The policy is in effect for hurricanes only, not for lesser im-pacting storms, such as tropical storms.

IN HOUSE GUESTS DEPARTING EARLY: *Guests who choose to depart early from the destination will not be billed for the unused nights. Or, unused nights can be used as credit towards a future stay within one calendar year, whichever the guest decides.*

GUESTS SCHEDULED BUT UNABLE TO DEPART: *Guests who are unable to depart due to airport closures will be offered distressed rates that are to be paid directly to the hotel.*

GUESTS SCHEDULED BUT UNABLE TO ARRIVE: *Guests who are unable to arrive due to cancellation of flights or airport closure will be able to arrive on a later date with the following options:*

(1) Arrive on the first available flight after the storm and simply take the same number of nights confirmed at the same rate (based on room availability), or stay until their original departure date, being charged only for used nights.

(2) Reschedule same season travel within one calendar year, fee free.

Guests choosing to reschedule: We will happily honor the current rates for the same season of travel within one calendar year based on availability. Excludes holiday blackout dates of December 24th – January 1st inclusive.





**FOR RATES AND PACKAGES PLEASE CONTACT
ANY ONE OF OUR TEAM MEMBER BELOW:**

**REVENUE AND
SALES MANAGER**

Lucia Poleon
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**FRONT OFFICE MANAGER
/ WEDDING COORDINATOR**

Lita Hunte
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1 758 456 8101

RESERVATIONSTEAM

reservations@tikaye.com
1 758 456 8103



BOOK WITH CONFIDENCE; STAY WITH CONFIDENCE

Ti Kaye Resort and Spa is a COVID Certified Hotel. This means that we have implemented set protocols and have passed a strict inspection by the Ministry of Tourism and Ministry of Environmental Health. Our protocols were designed with guests and employee safety in mind. We will continuously make improvements to said protocols as the situation remains very fluid.

You can book with confidence with our new cancellation policy. Deposit is refundable for up to 14 days prior for travel between January 1, 2021 and December 15, 2021. During this time guests are allowed to change their dates penalty free up to two (2) times.

Within the penalty period of 14 days prior to arrival, deposits become nonrefundable, but guests are allowed to change their reservation date penalty free once after which a 5% processing fee will incur for each additional date change.

The resort cannot guarantee to match the original booked offer if the date change falls outside of the promotion dates. Rate adjustments to be expected.

Guests can stay with confidence due to our enhanced cleaning protocols which keeps the health and safety of all a priority. visit www.tikaye.com/covid-19 for more Covid-19 related information.



RESORT & SPA

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Website: www.tikaye.com | General Information: info@tikaye.com

Anse Cochon | Anse La Raye | Saint Lucia | West Indies