



< Villas Pappagallo

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taylor2990

DIVERS NOT WELCOME

Review of Villas Pappagallo

●●●●● Reviewed June 25, 2019

We stayed at Pappagallo last week and had a very negative experience. This was my first time staying at Pappagallo, but my family has rented there at least 3 times this year already. We came to the Caymans primarily to scuba dive, and every afternoon we would rinse our gear with the hose by the pool and then let it dry briefly on a table and chair set by the pool. About 3 days into the trip, we were told by the on-site maintenance manager that we could not let our dive gear dry by the pool for any period of time. We were also told that the HOA president (who currently resides in Canada) was watching the cameras and saw us leave our gear. Apparently Pappagallo has recently installed cameras that show the beach and the pool area, and the HOA president constantly watches the footage and will report you if you are doing something they don't like. We were NEVER informed of any rules or regulations regarding what we could or could not do with our dive gear. We also never left our gear for an extended period of time.

A day later, my husband and father in law were again rinsing out our dive gear and preparing to drag it soaking wet to the condo. The maintenance man came up to them and yelled, saying they could not use the hose, that the hose was for owners only. He basically shoed them away and told them they were renters, not owners and could not use the hose. He informed us that renters using the hose was a "violation". This is the first time my family has ever heard of these "rules" out of the many times they have stayed here recently.

We have rented and stayed in many great condos and homes both in the Caymans and on other islands to scuba dive. Never have we been treated like this by a facility. We love the Caymans because the island is so friendly and welcoming, and this is a safe and nice island. It put a damper on our trip to feel so unwelcome where we were staying.

Long story short, beware that if you rent here, the HOA president will be watching you and reporting you if you do something they don't like, even if you didn't have any notice of the rules or regulations. Then, the onsite maintenance manager will "enforce" the "rule violation". Renters are clearly not welcome here.

I would like to add that the owner of the actual unit we stayed was very nice and the unit itself was great. It is the HOA president watching you from afar making up rules and the rude maintenance manager that ruined the experience.


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Date of stay: June 2019

Trip type: Traveled with family

 Service

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leemacneil, Public Relations Manager at Villas Pappagallo, responded to this review
Responded June 28, 2019

We love divers and they are always welcome here. The one thing every diver who stays with us knows is that they are not allowed to leave their diving equipment in the communal areas. We're sorry you have a problem with that.

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