



## **Casas del XVI Receives the 2017 Mystery Inspector's Excellence Award by Small Luxury Hotels of the World**

Houston, TX, October 26, 2017 – Small Luxury Hotels of the World (SLH) bestowed Casas del XVI in Santo Domingo, Dominican Republic the Mystery Inspectors' Excellence Award at the SLH Awards 2017. The recognition highlights the outstanding service provided to the guests starting from the initial booking of their stay until their departure. SLH used a combination of guest reviews, inspection scores and overall quality ratings to select a winner.

"We feel humble being recognized amid more than 500 top hotels, and we want to share this important recognition with our guests from all over the world for they are our muse," states Casas del XVI's General Manager Ignacio Peñalver.

SLH has over 500 hotels across the globe and every year, mystery inspectors travel to a different hotel seeking the best qualities offered at these luxurious locations. The infamous role of a mystery inspector goes beyond enjoying the experience at the hotel. The rigorous assessment goes unnoticed given the hotel staff never knows who among their guests is the inspector.

"Our magic touch is to go beyond being guest-oriented. We're in a constant search for excellence. We're passionate about service and definitely fixated about our guests having an incomparable experience," reiterates Ignacio Peñalver.

The uniqueness of Casas del XVI is a reflection of the elegant ambiance created within the remnants of these 16th Century houses. Each house holds a unique history and décor theme forming a perfect symbiotic relationship between the past, the present and the future. The great quality service begins the moment the guests arrive. They are introduced to their mayordomo who leads them to the house where they will be staying in. Each house has its own mayordomo, so guests never have to wait long periods of time for their needs to be taken care of. Once the mayordomo opens the doors to their temporary house, he offers guests a welcoming cocktail and walks them to their room. The staff at Casas del XVI understands no two guests are alike and for that sole reason they are prepared to make adjustments upon request.

ABOUT: Casas del XVI offers guests an intimate escape with 14 rooms interspersed between five private houses located in Ciudad Colonial, the first permanent settlement of the New World and now a designated World Heritage Site by UNESCO. Guests who stay at Casas del XVI will be wooed by the private attention from a butler, a chef, and a concierge, as well as have access to the lounge areas of the different houses that form part of the hotel. Their fifth home, Casa Antillana, recently opened its doors to guests on September 2017. The new home



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offers discerning travelers an extravagant oasis complete with a lush interior garden anchored by a large sea grape tree and an ornate plunge pool. Casas del XVI is managed by Prohotel International Inc. based in Houston, Texas. For more information about Casas del XVI, visit [www.casasdelxvi.com](http://www.casasdelxvi.com), call (855) 849-6396 or email us at [conciERGE@casasdelxvi.com](mailto:conciERGE@casasdelxvi.com)