



CASA *de* ICE

SANTA FE, NEW MEXICO



GUEST BOOK

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MEET THE ICE FAMILY

Welcome!

We're the Ice Family — Jamey & Melissa Ice, Geoff & Abbi Ice, and Geoff Sr. & Marie Ice — and we're thrilled to share Casa de Ice with you.

Our family's love for Santa Fe began decades ago with our grandparents, Lee and Noel Ice. After retiring here from Fort Worth, they introduced us to this magical city filled with art, culture, and adventure. Grandma Lee's unforgettable dinners and Grandpa Noel's passion for Santa Fe's history deeply influenced our childhood, planting lifelong roots and inspiring us to share this special place with others.

Brothers Jamey and Geoff Ice spent years touring the country as musicians with their band, Green River Ordinance. Today, both brothers channel their creativity into entrepreneurship and community building. In Fort Worth, Jamey and Melissa are the entrepreneurs behind ventures including restaurants, real estate, and 6th Ave Storytelling; Melissa is the founder of The Net FW and Worthy Co. Geoff and Abbi have launched several consumer brands, including Ice & Co. Southern Hard Tea. Geoff Sr. and Marie, our parents, continue to support and inspire us in everything we do.

Together, as a multi-generational family committed to hospitality, creativity, and community, we've created Casa de Ice as more than just a vacation home — it's a place where your family's stories begin and traditions flourish.

Thank you for being our guest!

— THE ICE FAMILY



ABOUT CASA DE ICE

CASA DE ICE IS A THOUGHTFULLY RESTORED 1950S ADOBE ESTATE, NESTLED ON 17 PRIVATE ACRES JUST MINUTES FROM SANTA FE'S HISTORIC PLAZA AND VIBRANT CANYON ROAD. RENOVATED IN 2025, OUR HOME BLENDS AUTHENTIC SOUTHWESTERN CHARM WITH MODERN COMFORTS – THICK ADOBE WALLS, RUSTIC VIGAS, TRADITIONAL FLAGSTONE FLOORS, LUXURIOUS KING SUITES, AND PLAYFUL GATHERING SPACES DESIGNED FOR CONNECTION AND RELAXATION.





FROM THE BOCCE BALL COURT AND ICONIC FOUR SEASONS-INSPIRED FIREPIT TO OUR INVITING HOT TUB AND GOURMET KITCHEN, EVERY CORNER OF CASA DE ICE IS CRAFTED TO CREATE UNFORGETTABLE MEMORIES WITH FAMILY AND FRIENDS.

WELCOME TO



10 DOUBLE ARROW ROAD, SANTA FE, NM

PROPERTY MANAGER / POINT OF CONTACT:

GUSTAVO REYES

(505) 459-4937

CHECK IN

YOU CAN CHECK IN ANYTIME AFTER 4:00 PM.

THE HOME IS EQUIPPED WITH AN ELECTRONIC KEYPAD. YOUR UNIQUE 4-DIGIT CODE IS SENT THE DAY BEFORE YOU ARRIVE.

TO USE THE KEYPAD:

- Touch the screen, and numbers will appear.
- Enter your 4-digit passcode, and the lock will automatically open.
- When leaving, touch the screen again and press the lock symbol to secure the home.
- Any issues at all — call Gustavo directly at (505) 459-4937.

ARRIVING LATE? NOTHING EXTRA TO DO — YOUR CODE WORKS WHENEVER YOU GET HERE. AND IF THE KEYPAD BATTERY EVER DIES ON YOU, CALL OR TEXT GUSTAVO AND HE'LL GET YOU IN.

CHECK OUT

CHECK-OUT IS BY 10:00 AM.

WE AIM TO KEEP CASA DE ICE PRISTINE FOR ALL GUESTS. BEFORE YOU DEPART, PLEASE HELP US WITH THE FOLLOWING:

TRASH:

- Place all trash securely in bags (under the kitchen sink), then into the large outdoor containers. No loose trash outside the containers.

DISHES:

- Rinse and load dirty dishes into the dishwasher. If it's full, neatly stack extras beside the sink.

TOWELS:

- Gather used towels and place them in the laundry room.

BEDDING:

- No need to strip the beds — housekeeping will handle it.

FIREPLACE & FIREPIT:

- If you enjoyed the fires, sweep all ashes into the metal bins at each location. Leftover ashes incur a \$50 cleaning fee.

LOCK UP:

- Touch the keypad screen and press the lock symbol on your way out.

BASIC INFO

WIFI INFORMATION

Network: Doublearrow

Password: in your arrival message — reach out to Gustavo if you need it re-sent.

DAMAGE & FEES

Damage or missing items will result in additional charges.

SOCIAL MEDIA

📷 @casa_de_ice

Follow along on Instagram at @casa_de_ice and tag us in your adventures — we love seeing our guests' Santa Fe stories.



HOUSE RULES

GUESTS & OCCUPANCY

Casa de Ice comfortably accommodates up to 12 adults plus small children, as permitted by Santa Fe County regulations. We cannot allow more than this number without prior written approval. This limit includes all daytime visitors. If you anticipate additional guests visiting — even briefly — please notify us in advance to obtain approval.

Our home is intentionally designed for relaxation, connection, and quiet enjoyment — not crowds or parties. Please honor this intention during your stay.

Violation of guest limits or unauthorized gatherings may result in immediate termination of your rental agreement.

EVENTS & GATHERINGS

Casa de Ice is designed specifically for rest, relaxation, and meaningful connection — not for large events or parties. Weddings and large parties are not permitted.

With prior written approval, we may consider hosting small celebrations of 18 guests or fewer, including daytime visitors — occasions like family birthdays, anniversaries, or intimate reunions.

EVENT GUIDELINES

- All events or gatherings must be approved in writing prior to booking your reservation.
- Any additional guests beyond those included in your reservation must be approved in advance.
- Quiet hours (10:00 PM – 8:00 AM) must be strictly observed during all events and gatherings.
- We have an outdoor sound monitoring system, and serious disturbances to neighbors can end a stay — events included.

HOUSE RULES

Thinking about hosting a gathering at Casa de Ice? Reach out before you book and we'll give you a straight answer on whether it fits.

NEIGHBORS & NOISE

Casa de Ice sits on 17 private, peaceful acres, yet it's still part of a quiet Santa Fe community, and sound carries easily across the open landscape. The honest version: our neighbors are easygoing — they just don't want to hear loud music late at night.

- **Outdoor quiet hours:** 10:00 PM – 8:00 AM
- **Fire pit & outdoor activities:** Wrapped up by 10:30 PM

We use an outdoor sound monitoring system to keep everyone honest, and serious disturbances to neighbors can still end a stay — but keep the outdoor music reasonable and wrap up on time, and you'll never think about this section again.

HOUSE RULES

EXPLORING THE PROPERTY

Our 17-acre property boundaries are intentionally left natural and unmarked to preserve the area's beauty. Please remain within clear proximity of the home and immediate outdoor areas to respect our neighbors' privacy.

The terrain includes uneven ground, slopes, native vegetation, rocks, and potential wildlife encounters. Guests must explore responsibly, cautiously, and at their own risk.

For your safety, keep exterior doors closed when not in use to prevent wildlife or insects from entering the home.

PETS & SMOKING

Pets: Casa de Ice is strictly pet-free. We cannot accommodate pets under any circumstances. Violation will result in additional cleaning fees and potential termination of your stay.

Smoking: Smoking of any kind is strictly prohibited indoors. Outdoor smoking is permitted only at the designated areas — the outdoor firepit and outdoor Kiva fireplace. Please dispose of cigarette butts responsibly in the outdoor trash bins.

Evidence of indoor smoking will result in additional cleaning fees and possible termination of your stay.

HOUSE RULES

TRASH & RECYCLING

THE ONE TRASH RULE THAT MATTERS

- All trash goes in bags, tied. If it's loose in the bin, the trash company will not pick it up — the collectors grab bags by hand.

Trash bags are under the kitchen sink; full bags go in the large outdoor containers. Recycling goes separately in the green bins, with cardboard broken down. Pickup is every Thursday, directly from the property's driveway — no need to move containers to the street.

PARKING & DRIVEWAY

Parking at Casa de Ice is strictly limited to 4 vehicles, in the designated gravel parking areas. If you anticipate needing more than four vehicles during your stay, please inform us in advance for approval.

Exercise caution when turning or maneuvering near landscaping, pergolas, or natural rock formations to avoid damage.



AMENITY SPECIFIC POLICIES & SAFETY

HOT TUB

BEFORE YOU SOAK

- Guests must be at least 16 years old to use the infrared sauna, cold plunge, or fitness equipment. Anyone pregnant or with heart conditions, cardiovascular concerns, or other health issues affected by heat, cold, or exertion should consult a physician first. The hot tub has no alarm or locking mechanism — supervise children at all times. Use of these amenities is voluntary and at your own risk.

Hot tub — kept at approximately 104°F. To maintain water quality, please shower before use. Spa covers are for insulation only; don't sit or stand on them, and replace and secure the cover after each use to retain heat and cleanliness.

After using the hot tub, add approximately 1 tablespoon of the provided white shock powder and 1 tablespoon of the provided blue solution to the water. The chemicals are in the spa stairs compartment — handle with caution and avoid overuse.

AMENITY SPECIFIC POLICIES & SAFETY

INFRARED SAUNA & COLD PLUNGE

INFRARED SAUNA

STEP 1

Pre-heat well before your session — it can take up to 60 minutes to reach temperature.

STEP 2

Drink at least 8 ounces of water before you start, and lay towels on the bench to absorb sweat.

STEP 3

New to infrared therapy? Start with 10–15 minute sessions at around 120°F every other day, increasing as your body adjusts. 150°F is the maximum sauna temperature.

STEP 4

Listen to your body — shorten your session if you feel discomfort or dizziness.

STEP 5

Afterward, rehydrate with at least 24 ounces of water or an electrolyte beverage, dry off, and cool down naturally or with a gentle shower.

Cold plunge — maintained at approximately 54°F for optimal refreshment and recovery, and it's always on: nothing to switch or adjust. If it ever seems off, text Gustavo; the small net nearby is for scooping out any leaves or debris. Supervise minors closely and use caution entering and exiting; surfaces may be slippery.

Use the black towels provided for all outdoor amenities — hot tub, sauna, and cold plunge. White bath towels stay indoors.

AMENITY SPECIFIC POLICIES & SAFETY

FITNESS AREA & GAME ROOM

The fitness space is equipped with free weights, yoga gear, and mats. Guests must be at least 16 years old to use the equipment; supervise minors at all times and use it at your own risk.

The game room features a brand-new pool table — please handle it with care. Avoid sitting on the edges, placing drinks nearby, or using improper cues; damage to the felt may result in repair or replacement fees.

The vintage arcade doesn't require coins — just switch on the power button on the backside of the machine and give it a moment to load. Please supervise children while they play.

The bocce court is ready when you are — the balls and court cushions live in the big plastic bin outside.

AMENITY SPECIFIC POLICIES & SAFETY

HEATING & COOLING

Central air and heat cover the living room, kitchen, hallway, and hallway bedrooms (including the bunk room and hallway king bedroom), controlled by the thermostat in the entrance hallway.

The remaining bedroom suites each have an individual mini-split unit for heating and cooling, controlled by remotes mounted on the walls near each unit. Slide the remote from its holder, select your mode — sun icon for heat, snowflake for cooling — set your temperature, and return the remote to its holder.

MINI-SPLIT SHOWING AN ERROR CODE?

- The mini-split units are interconnected. If you see an error code and the units aren't responding, it's almost certainly because one room is set to heat while another is set to cool. The fix: set every room to the same mode — all heat, or all cool — and the error clears.

Some rooms also have supplemental electric baseboard heaters with individual thermostats. Keep bedding, towels, and clothing clear of these units — they get extremely hot and can pose a fire hazard.

Casa de Ice is an older adobe property with brick floors and traditional pier-and-beam foundations, so some areas can feel cooler or draftier in winter. Standalone plug-in heaters are in the coat closet by the front door if you need extra warmth in a bathroom or small space. Fans are provided, and windows open for fresh airflow and natural cooling.

AMENITY SPECIFIC POLICIES & SAFETY

FIREPLACES & FIREWOOD

Casa de Ice features four indoor Kiva fireplaces, plus two designated outdoor fire areas: the Outdoor Kiva Fireplace and the Outdoor Adobe Firepit, inspired by the iconic Four Seasons Santa Fe — both ideal for gathering under the starry desert skies.

FIRE RULES

- Santa Fe's high-desert climate is extremely dry. Always place a metal grate or screen over fires while burning — no exceptions. Never leave fires unattended, and ensure flames are completely extinguished before leaving the area. Keep all fires small, manageable, and fully contained, and keep the area around them clear of debris and flammable items. Fire extinguishers are by the fire areas and in the kitchen. Outdoor fires wrap up by 10:30 PM.

HOW TO LIGHT A KIVA FIRE

STEP 1

Ensure the chimney flue is open for proper airflow. (We typically leave flues open for convenience.)

STEP 2

Place the provided firestarter materials in a pile at the center back of the fireplace — not flat or toward the front, which pushes smoke into the room.

STEP 3

Stack your firewood vertically around the kindling in a teepee shape, toward the back. In a Kiva, wood stands up rather than lying flat.

STEP 4

Light the kindling carefully and gently blow to encourage the flame if needed.

STEP 5

Enjoy — maintain the fire by carefully adding wood as needed.

AMENITY SPECIFIC POLICIES & SAFETY

FIREWOOD & PURCHASING ADDITIONAL WOOD

One complimentary stack of firewood is provided for your stay. Additional wood can be purchased from us for a fee, or nearby:

- Sunrise General Store — 52 Old Las Vegas Hwy, Santa Fe, NM 87505
- Santa Fe Speedway (gas station) — 2774 Sawmill Rd, Santa Fe, NM 87505
- Seasonal roadside vendors at the corner of Old Las Vegas Hwy and Rodeo Rd
- Home Depot or Lowe's in town

Please don't gather or burn fallen wood from around the property. Before departing, sweep ashes and debris into the metal ash buckets near each fireplace and the firepit — leftover ashes incur a \$50 cleaning fee.

CAUTION

TERRAIN, WILDLIFE & FIRST AID

Much of the landscaping is intentionally natural: native plants, cactuses, yuccas, rocks, and steep or uneven terrain. Explore thoughtfully and stay aware of your surroundings.

It's not uncommon to see deer, rabbits, bobcats, mice, hawks, hummingbirds, lizards, and the occasional snake — and you'll likely hear coyotes at night. There has been recent bear activity in the area, so keep doors closed when not actively in use and keep food and trash secured. Respect the wildlife and keep a safe distance.

Tweezers and a basic first aid kit are in the kitchen, clearly marked in the drawer labeled "First Aid" — handy for cactus needles and minor outdoor scrapes.

Winter note: a hard snow is rare this far south of town, and what falls usually burns off fast. We plow the driveway when it's needed, and snow shovels are on site.

SECURITY & CAMERAS

Casa de Ice is equipped with exterior security cameras to help protect guests and the property. Cameras are installed around the perimeter of the home, clearly visible, and focused on entrances, doors, and driveway areas. There are no cameras inside the home — your privacy indoors is fully respected.

An outdoor sound monitoring system is also installed to ensure adherence to quiet hours.

Tampering with or disabling security cameras or sound-monitoring equipment is strictly prohibited and may result in immediate termination of your rental agreement.

IMPORTANT INFORMATION

SONOS SPEAKERS & TVS

Sonos speakers are placed throughout the home. They connect via WiFi only — no Bluetooth.

Download the Sonos app, connect your phone to the home's WiFi network, and select your favorite music or streaming service through the app.

The TVs run on internet only, with a Netflix subscription provided — and you're welcome to sign into your own streaming accounts (Prime, Disney+, and the rest) while you're here.

COFFEE & KITCHEN AMENITIES

The kitchen has a 2-in-1 Keurig coffee maker that brews single K-Cups or a full pot. We provide a selection of complimentary K-Cups, but not coffee beans or grounds — if you prefer a full pot, bring your favorite grounds with you.

For drinking water, the home runs on fresh, clean well water that tastes excellent straight from the tap. A countertop gravity water filter sits on the kitchen window ledge for guests who prefer filtered — refill it nightly.

The kitchen is well stocked with cookware, utensils, dishes, glassware, and essential appliances. Both Sprouts and Whole Foods (through the Amazon app) deliver groceries directly to the house.

IMPORTANT INFORMATION

CLEANING SUPPLIES, LINENS & EXTRAS

Basic cleaning supplies — mops, brooms, and a vacuum — live in the laundry room. For minor spills, use the black towels or dish towels rather than the white bath towels.

Each bathroom has black hand towels for makeup removal — please use them to keep the white towels pristine.

Extra bath towels are in the hallway storage near the laundry room; additional bedding and pillows are in the storage closet in the game room.

Laundry detergent is in the laundry room, and dishwasher pods are provided.

EMERGENCY CONTACTS & ASSISTANCE

- **Property manager:** Gustavo Reyes — (505) 459-4937 — Questions, concerns, or any issue during your stay — call or text Gustavo directly
- **Water, power, or lock trouble:** Call or text Gustavo — Main water shutoff and keypad batteries are ours to handle — don't wrestle with them, just reach out
- **Urgent medical, fire, or safety emergency:** Dial 911
- **Nearest medical facility (non-emergency):** CHRISTUS St. Vincent Regional Medical Center — 455 St. Michaels Drive, Santa Fe, NM 87505 · (505) 913-3361

We sincerely hope you enjoy a safe, relaxing, and memorable stay at Casa de Ice!

