



Brisa Caribe

“Caribbean Breeze”

VILLA INFO

Welcome to our home. During your stay our desire is that you find our home unique, interesting, and well equipped with everything you need in order to be comfortable and feel relaxed. Above all we want you to have fun and leave with many good memories. We pass over our house and treasures to you, trusting that you will protect them as we do.

We call the villa Brisa Caribe (Bree-sa Ca-ree-bay) It has been named “Caribbean Breeze” because of the cooling tropical winds which usually flow off of the gin clear Caribbean waters and into the home. You may notice as you spend time wandering around Puerto Aventuras and the rest of the Mayan Riviera, that this breeze is often lost once you get inland, so it really is special here.

We are delighted that you have chosen Brisa Caribe for your vacation. Our staff will work toward ensuring you are well taken care of. As the owners and property managers when in residence, We are here to oversee the staff and to be available should there be a problem. In conjunction with Mina our senior maid, ChuCho (chew-cho) our senior maintenance man and the rest of the staff, we will try and make your stay memorable. Should you find anything lacking or have a suggestion to improve the service, please let one of us know. Have a great week....

Bienvenidos y Gracias,
Doug & Shelly

About the Owners, the Villa, and the Furnishings:

Doug is a Canadian who has been fortunate enough to travel to and live in numerous countries around the world before making Puerto Aventuras home.

He was in the seismic business for 27 years involved in the exploration for oil and gas. His work took him from within 200 miles of the North Pole, to the far reaches of the Empty Quarter Desert, which separates the Sultanate of Oman from Saudi Arabia & the United Arab Emirates, to deep within the Amazon Jungle. He has been privileged to meet people and see things which ordinary travel would not allow you to reach. Researching, setting up, and then conducting business and field operations in numerous countries and cultures has provided an insight that has been both rewarding and frustrating, but never without challenge. In addition to travel and business, Doug's other passions are diving and offroad motorcycle riding & racing.

In early 2000 Doug was living in the Sultanate of Oman and at a crossroads in his life. He decided to put his career on the back burner and pursue a different course. With a love of tropical water diving, warm weather, and the Latin culture, he decided to return to Mexico and look for the perfect place to set down roots. Attracted to the general area by the fabulous diving opportunities, he drove into Puerto Aventuras and immediately knew he had found his new home.

He rented a condo here in “Puerto”, as we locals call it, then spent the next 15 months purchasing a lot, designing the home and going through all of the often painful steps of building it. While this close involvement certainly paid off in the attention to detail and the quality of the finishing, it also

exposed him to a great deal about “how things get done here” which has proven to be an invaluable learning experience.

In 2007 Doug met Shelly who was living in Calgary and recently retired from a real estate career. A long distance romance blossomed, frequent flyer miles accumulated rather quickly with visits back and forth and before too long Shelly was purchasing one way tickets to Mexico rather than round trips. Today we are life partners who share a passion for adventure travel and each other. We have made Mexico our main home but we maintain a 2nd home in Calgary so we can be close to children and grandchildren.

Whether for work, to live, or simply to travel on vacation, Doug and now Shelly, have tried to get off the beaten track, meet the local people, learn what we can of their customs, and collect a bottle of hot sauce, local piece of art, handicraft, or furniture, to remember the experience. This has resulted in the eclectic collection that furnishes the villa. Some of the pieces we have collected are rare and others are quite common. Some are valuable, while others are worth a fraction of what the cost was to frame them. Some things have a great story behind them, while other objects were simply purchased because we liked them or the person who was selling them. Whatever the circumstance behind the piece, one thing remains the same, and that is the fond memories they continue to bring us. We hope that Brisa Caribe and our eclectic treasures create a fond memory for you too. Please enjoy.....

Some Important Rules: *We hate to have rules but past experience dictates we must. Let's get the really important ones out of the way early so everyone can get on with enjoying themselves..*

- **VISITORS:** We do not allow anyone onto the property who is not staying here. No unregistered guests or drop in visitors are allowed. Only our own pre-approved service people are permitted on the property.
- **SMOKING:** We do not allow smoking inside of the villa or on the large day bed outside.
- **FURNITURE:** We do not allow any of the furniture to be moved.
- **SLEEPING:** We do not allow couches or cushions to be used as beds.
- **ELECTRONIC EQUIPMENT:** We do not allow the electronic equipment to be moved or the wiring to be messed with. The salt water air makes everything very corroded and brittle.

Some Useful Things to Know

- **WATER:** The tap water in the villa is treated with a water softener but we do not recommend it for drinking. Bottles of purified water are provided in the kitchen, pantry, bar and all of the bathrooms. Please use the bottled water for drinking, making ice, cooking, and brushing your teeth. The tap water is fine for bathing and doing dishes.
- **ICE:** You will find ice trays in all 4 refrigerators. Please help us keep up to the demand on ice by keeping the trays full.
- **STORING FOOD:** We are in the tropics and that means you need to handle food just a little differently due to the humidity and potential for bugs (we spray regularly to try and keep the bugs to a minimum). Please **DO NOT** leave food or food scraps, out even for a short time. Wipe off and rinse dishes right after use. Store leftovers or open packages, in the provided tupperware containers or zip-loc bags. Keep the lids on containers and get things back into the refrigerator quickly. Chips, crackers, flour, cereal etc will all go bad very quickly if not sealed tightly due to the humidity or an ant invasion.

- **FRUITS & VEGGIES:** You are in the tropics and so that means you should take a little extra care handling fruits and vegetables. When dealing with either, remember this rule: "If you don't peel it or boil it, soak it." We have provided an antibacterial liquid called MICRODYN, which you should use to treat fruits and vegetables that fall into this rule. After rinsing fruits and veggies in tap water to remove dirt, mix one capful of MICRODYN to 2 liters (1/2 gallon) of tap water (the MICRODYN will kill any bacteria). You can mix this up right in the sink if you have a large amount to do. Soak fruits and vegetables for 10 minutes then shake or spin dry (there is a spinner in the pantry). When we return from the grocery store we usually do all the fruits and vegetables before putting them into the refrigerator. That way they are ready to use as normal.
- **DISHWASHER:** Please rinse off dishes before putting in dishwasher.
- **EATING OPTIONS:**
 - **Grocery Stores:** for information see our online Area Information Book. Here is the link. <https://www.brisacaribe.com/General-Area-Info.pdf>
 - **Restaurants:** If you want to escape from the kitchen, there are a number of options open to you. Puerto boasts **12 restaurants** within walking distance of the villa and many more within a 20 minute drive. For information see our Restaurant pages of our web site. <https://www.brisacaribe.com/restaurants-pa.htm>
 - **Cook/Chef services in the villa:** why not spoil yourselves with one of our delicious cook/chef options. With enough advance notice we can have traditional Mexican/Mayan cooks or an international chef prepare, serve and clean up after. For information see this page of our web site <https://www.brisacaribe.com/brisa-cook.htm>
- **PROPERTY MANAGER:** We have an apartment above the garage that extends into the next lot. If we are in residence then we will be staying there while you are here. If we are away then we will have an English speaking person available as our representative. As property manager, we are here to ensure that the staff are doing their jobs properly and for you to have someone to contact should you have a problem the staff cannot sort out. From time to time it may be necessary for one of us to enter the villa to ensure our staff is doing a good job, or to assist with something which is not working properly. Like our staff, we will try to stay out of your way and respect your privacy. Above all, our purpose is to help ensure things are running properly.
- **HANDYMEN:** Our handymen are Chucho (chew-cho) and Caesar (say-zar). At least one of them should be here from approximately 7:00 AM to 3:00 PM, Monday through Saturday. Their duties include helping with your luggage, emptying the garbage, making ice, keeping the outside areas clean, taking care of the pool, washing windows, gardening, maintaining the villa, and fixing anything that might break. If you see something that needs attention, please let one of them know. If it is very important, then they will repair it immediately. If it is not so critical then they will get to it as they can. They will try to stay out of your way. However, please understand that they must enter the villa during the course of the day to do their work so that things are kept running well for you and the next guests.
- **HOUSEKEEPING SERVICE:** The villa is rented out on a 'self catering' basis with 'housekeeping service' Monday through Saturday. This means you are responsible for your own cooking, dishes, drinks and personal laundry. (If you have hired a cook, they will do the dishes for the meals they prepare and serve) We employ two maids. Mina is the head maid and Isabel is the second. The maids will tidy up the villa, make your beds, clean the bathrooms, sweep & wash the floors, clean the kitchen, and do the laundry associated with the villa (towels & sheets). If you require someone to serve drinks, prepare meals, clean dishes, or provide child care, let us know and we will try to make available these services for an extra charge. However, please note that it can be difficult to accommodate you for these services on short notice. The maids will arrive at the villa

around 9:00 except Saturday they will enter at 8:00 AM. They are normally out by 2:00 PM. They will try to stay out of your way by attempting to work around you and your schedules. However, they will not wait around to do your room if you sleep in late.

- **LINENS & TOWELS:** Please do not take the bathroom towels out of the villa. They should not be used around the pool or at the beach. We will charge for stained or lost towels so please be careful. Unfortunately we cannot keep up with daily linen and towel changes. We change everything on Saturdays. The bedding and beach towels are changed again on Wednesday, so please put the beach towels in your bathroom that day. Bath towels are changed again on Monday and Thursday. If you require daily towel changes please let us know in advance and we will give you a price for this additional service. If you have a young one that might have an accident in a bed, please let us know and we will put a protective cover on the mattress. There is a clothes line in the back beside the scuba wash tank that is handy for drying beach towels and bathing suits. If your towels are wet and need drying or you have some kind of emergency laundry situation, please let our staff or us know and we will assist you.
WARNING: If you use **Proactiv** or any other facial treatment. These products may contain **Benzoyl Peroxide** which can bleach out towels and linens if it comes in direct contact. If you are using these products please advise us so we can provide special towels. You will need to take extra caution with the linens as well. If you discolor the towels, linens or bedspreads we will have to charge you for replacement. If we are unable to replace just the damaged items, we will have to replace the set. Please work with us to avoid this unnecessary expense.
- **LAUNDRY FACILITIES:** Sorry, the laundry facilities are for staff use only. A reasonably priced laundry service is located in the new marina near Bamboo Café. If you don't have a vehicle to drop off and pick up just give it to Chucho our handyman. He will take care of it for you. There is an iron and ironing board in the pantry.
- **INDOOR FURNITURE:** Please do not sit on indoor furniture with wet bathing suits, or when wearing sunscreen or insect repellent. The stains that this might cause is not considered normal wear and tear, so you may be charged. If you have to sit down on the furniture with wet suits on, please use a beach towel. Please do not remove the cushions from the entertainment room couch. They, like the couches, are not to be used as a trampoline, mattress for sleeping on, or used to play games on the floor.
- **SMOKING:** Smoking is permitted on the terraces and around the pools. **EXCEPT ON THE LARGE DAY BED.** Please use the ashtrays provided. You will find ashtrays at the three bars and in the kitchen pantry.
- **ELECTRICITY:** In the unlikely case that you experience a black out, or a gray/brown out where only some of the power is lost. You may find that some lights may work or the lights may be dim. If this happens, please shut off the A/C's and refrain from using electrical items as the increased load could burn them out.

A power interruption will usually only last a few minutes but in the case of it being longer. Candles and a striker to light them can be found in the pantry, and above the bar. You will find the main breaker panel in the service room, which is accessed through the twin aluminum doors along the side of the house. There is a sub panel at the top of the stairs before you go onto the rooftop. This is for the lights and outlets on the roof. The electrical panel for the pool house is located in the back storage room of that building. Keys to access the rooms where the panels are located are hanging by the front door with the bicycle keys.

Electricity here is expensive (we average \$300 - \$500 per week in electricity bills). **PLEASE** be environmentally friendly and help us **conserve electricity** by turning off

lights and air conditioners when you leave your bedroom and the villa. Usually they can cool the room again in 10-15 minutes after you turn them back on. Please don't operate A/C units with windows and doors open. Not only is this a waste of energy, but they will ice up, overheat, and quit working. Please use the fans and feel free to leave them on all of the time.. There are aprox. 240 lights at Brisa Caribe. Please turn off lights when not in use.

- **WINDOWS & SCREENS:** The villa was designed to use windows and doors to allow for a natural cross ventilation. If you open windows at both ends of the villa, you should get a good cooling breeze through the villa. For security reasons though, please close the windows without security grates and the rooftop door when going out. You will find ventilation windows above most of the sliding glass doors. These can be left open while you are out but should be closed when the A/C is on. Please keep the screens closed. We have had bats, snakes and scorpions all inside the house due to screens being left open.
- **SECURITY:** While living in the Middle East I learned a little saying, "Trust your neighbor, but tie up your camel." While Puerto Aventuras is a very safe community that you can feel comfortable wandering around day or night, as with anywhere it is a good habit to "tie up your camel."
 - There have been isolated instances where condos and villas have been robbed so please:
 - Lock up the villa at night and when not here
 - Lock your valuables in the security safes
 - Keep the rooftop door locked
 - Lock up your rental car
 - Do not leave things lying around unattended on the beach or around the pool.
 - Keep the street side gate closed and the beach side plastic chain on the stairs to the beach closed
 - Do not allow anyone to cut through the property to access either the beach or street. Our staff all wear uniforms. If we have other workers on the property they will be escorted by the staff so if you see anyone on the property who you don't recognize. Stop and questions them and/or advise one of us. The security cameras are fake. We are not spying on you.
 - If you are leaving the villa and our staff is still here you do not need to do anything. They will lock up when they leave.
 - If you are leaving the villa and our staff has already gone for the day:
 - close and lock all sliding and wooden doors that have access to the outside including the roof door and mechanical room.
 - Some general safety tips:
 - You should feel comfortable to travel around the community and area on your own without concern so long as you use common sense.
 - Be especially cautious of offers for free or highly discounted items and services. This is almost certainly going to lead to a high pressure sales pitch for a time share or fractured ownership in a condo or resort development. Before getting into any real estate or business deal, ask for recommendations and speak to people who have already purchased. They are going to give you a much more honest assessment of what it is really like to invest here.
 - Mexicans are in general very friendly people and quick to engage with strangers for conversation or to lend assistance. Appreciate their hospitality BUT wherever you are in the world, you should be leery when friendliness goes to an extreme since it may be setting you up for a compromising position where you are vulnerable to a rip off or diversion while something is stolen.
 - Avoid seedy establishments,

- Do not break the law or get impaired to the point that you cannot make sound decisions.
 - If you use simple common sense and take the same precautions you should at home or when you travel anywhere, then you will be like the 99% of visitors to the area that never have a problem
- **VISITORS & SERVICE PEOPLE::** For security reasons and due to problems we have encountered in the past. We do not allow anyone onto the property who is not staying here. No unregistered guests or drop in visitors are allowed. Only our own pre-approved service people are permitted.
- **ELECTRONIC SAFES & KEYS:** In the Pre Arrival info that was sent to you. You should have received the current combination to the electronic lock on the villa door. In each bedroom there is a small safe for secure storage of passports, valuables, and cameras. With the safe you will find instructions on how to use it. There are 2 keys for each of the Pool House bedrooms. There is a \$75 charge for lost keys since I will want to replace the locks. If you have forgotten your combination or are having trouble with the safe, ask the property manager for assistance.
- **FIRE EXTINGUISHERS:** You will find fire extinguishers on your right just before entering the pantry and on your left as you enter the main door of the villa. Take a moment to familiarize yourselves with their location and use.
- **FIRST AID KIT:** There is a first aid kit in the pantry on top of one of the refrigerators. Please let us know if you find that we are running low on supplies.
- **HOT SAUCE COLLECTION:** The hot sauce collection is from around the world. You are welcome to add to the collection but not take away. For those who enjoy hot sauce, I have over 25 open bottles in the pantry for you to sample.
- **SATELITE TV & STEREO:** In the main entertainment room we have provided digital surround sound TV with Canadian and American programming offering the networks, movies, sports, and children's programming. You will find instructions for using the TV. Please do not reprogram the satellite TV system or disconnect wiring to TV, DVD or stereo. You will find over 150 DVD's in the movie library. We are a little far south for perfect reception, so please understand that at times we loose signal lock on some channels. The TV's in the two Master bedrooms are connected to DVD's only.
- **BLUETOOTH SPEAKERS:** If you would like a Bluetooth speaker for your bedroom (due to salt air, we do not allow them to be used outdoors) just let Chucho know. We just require a \$20 USD deposit which is returned when the speaker is returned.
- **BOOKS & GAMES:** You will find a good selection of books and games to enjoy while you are here. If you want to take a paperback book home with you, leave one in return. It is difficult to find and expensive to purchase English books here so any that you leave will be shared with our friends and neighbors. Please do not remove the Cookbooks.
- **DVD, VIDEO GAMES & KARAOKE:** Please be careful not to mix up our DVD's and games with your own when you are leaving. Please do not disconnect the PLAYSTATION 2 and move it. The connections are fragile.
- **LOCAL TELEPHONE:** A **local telephone** is provided for your convenience. You can call anywhere in Mexico with this phone. Simply dial the 10 digit number you are calling.

- **WIRELESS INTERNET & VOIP TELEPHONE:** Available for \$25/week. There are 3 hot spots spread around the villa. The log on code is the same for all 3 however you will need to log on to each spot separately to have coverage throughout the house. Log on information is on bar fridge. If you have activated the WiFi then you can make unlimited long distance calls to the USA and Canada from the phone located in the office. Just dial the area code and phone number. NOTE: with large groups and so many people having wireless devices, you may find the internet speed compromised trying to handle so many devices at one time. We suggest that you turn off the wireless connection of your device when not using so as to make for a faster connection for those who are online.
- **BAR-B-QUES/GRILLS:** You will need to turn the gas line on to use the bar-b-que on the roof. Please turn it off when done. You are responsible for your own charcoal for the poolside bar-b-que. You should be able to purchase 'carbon' at any grocery store. Please clean the grills when you are done and cover the bar-b-que when it has cooled. Rust from the saltwater breeze is a terrible problem so this helps prolong the life.
- **SWIMMING POOLS:** It can be very difficult to keep the pools clean so please help us by using the outdoor showers before getting into the pool and washing your feet when coming up from the beach. Sand, sweat and suntan lotion, are difficult to remove from the pool. **Please use Bio-degradable suntan lotion** if you have it. (It is available to purchase at Aquanauts Dive Shop and one of the local pharmacies) It not only helps keep the pool clean and clear, but is less damaging to the coral and aquatic life in the ocean. You can find additional pool chairs in the machine room, which is accessed through the double aluminum doors along the side of the villa. It is a good idea to keep this room locked if you have children, as there are chemicals for the pool stored here.
- **BEACHES:** The first 20 meters (66 feet) of coast line in all of Mexico is public land, therefore you are free to use this area even in front of hotels and private homes. Some property owners or hotel security might want you to believe that the beach in front of their property is private. While they may very well own the beach chairs and hammocks, they don't own the beach. Should someone question you if you are using any of the beaches in the area or the saltwater pool in front of the villa, simply reply, "**Zona Federal**" and they will know you understand the law. The closest beach is just around the corner in front of the Dreams Hotel. It is shallow and protected by an outer reef so quite safe for children. There are lightweight beach chairs in the utility room for you to take down if you wish. We have an even nicer beach in front of the Omni Hotel (in the commercial center). Public access is through an alleyway to the left of the Omni Hotel entrance at the end of the block of businesses. The Omni Hotel welcomes walk in guests for a day fee. They have lounge chairs, a pool, kayak rentals, a nice beach side and swim up bar with cold drinks and snacks, plus a good restaurant facing the ocean. An even nicer beach is a short 15 minute drive south at XPU-HA. *See area attractions section 'heading south'.*
- **OUTDOOR GAMES:** You will find a number of games in the mechanical room including volleyball, soccer, corn hole, bocce ball and horse shoes. (key for mechanical room hanging near the front door to the left of the iron door into the wine cave) Please do not leave games or children's toys down on the sandy area.
- **SCUBA & SNORKELING EQUIPMENT:** You are welcome to use the wash tank and drying area between the villa and casita for cleaning and drying your snorkel and scuba equipment. There is an area to store your equipment in the mechanical room, which you can access through the twin aluminum doors along the side of the villa. It is a good idea to keep this room locked. I have rental snorkeling equipment available for \$10.00 per day or \$20.00 per week per set. The rate is the same whether you take the full set or only partial.

- **GYM & TENNIS:** There is a gym at the Omni Hotel in the village center and the Catalonia Hotel down the beach. There are tennis courts at the golf club.
- **GOLF:** We have a challenging full length 9 hole course within walking distance of the villa. For a complete list of area Golf courses please see the Golf section on our web site at <http://www.brisacaribe.com/golf.htm>
- **PROBLEMS:** If you find anything wrong with the villa or need help with anything, please let us know. We want things to work properly and for you to have a fun vacation.
- **TIPPING:** Like many other places, tipping 'propina' is both customary and expected in Mexico. The cost of living is high and wages (even the highest) are low. People in the service sector here depend heavily on propinas to supplement their wages.
 - The Service Fee you paid with the reservation will be given to the regular staff of 4 as a propina. (the 2 maids and 2 maintenance men) If you think one or all 4 have done an extra special job please feel free to give them extra as you see fit.
 - If you have had our chef Tina come in, she will have charged a Service Fee with her rate. The other cooks do not add a service fee so a tip of 15-20% is appropriate.
 - When you are out, 15-20% of a restaurant or bar bill depending on the class of establishment and level of service. (There is sometimes a service charge included in the bill so check)
 - \$5-10 per person to dive masters/boat captains/cavern guides for diving.
 - \$1-10 per person to tour guides, depending on time spent and level of service.
 - \$15-25 per person for fishing charters.
 - \$10-15 for a massage.
 - \$1-5 for baggage porters, depending on number of bags and time spent.
 - A little loose change for the person packing your groceries, taxi driver, guy watching your car in the parking lot, and the attendant filling your gas tank. NOTE: there is no social net beside family and friends for locals to fall into when they need financial support. When you purchase a newspaper from someone on the street, let someone push your grocery cart to the car, watch your car, clean your windshield, or assist you backing out of a parking space... please consider that they are just trying to earn an honest living. If they can't earn a living honestly, then the alternative is not good for anyone.

*** If something was wrong or not up to standard with either the villa staff, or at one of the establishments you visited, please let us know so that we can try and do something about it.
- **GUEST BOOK:** Please take a minute before you leave to sign our guest book.
- **CHECK-OUT:** is no later than 10:00 a.m. Unless you had one of our cooks or chefs prepare breakfast, be sure to do your dishes (you can leave a load running in the dishwasher), put your garbage in the waste baskets, tidy up so things are where you found them on arrival, and take a last minute walk through to ensure you have not forgotten anything. After your check-out the villa will be thoroughly cleaned and a full inventory taken. Most often we have new guests arriving so late check outs cannot normally be arranged. We are normally able to store baggage in our garage if required and we have a washroom off of the garage where you can freshen up before leaving. If storing luggage you must leave the property because the staff needs to clean and prepare outdoor areas as well as indoors.