

Beach Villa Royale 121

(unit #121 in the Quinta del Sol condo complex)



Information Book

Brisa Caribe
"Caribbean Breeze"
Luxury Mexican
Vacation Rentals

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Welcome to Puerto Aventuras and this little slice of paradise we call, Beach Villa Royale 121. Our wish is that you feel as blessed as we do when we are in our wonderful home in the sun.

When we are here, all of the hustle and stress of our lives back home seems left behind in another world. We take time to appreciate the sunrise and sunset. To take a morning stroll on the beach. To wander the marina stopping to say hello to the restaurant owners, store keepers and locals who have become our friends. To be totally decadent and read books for hour on end. OR to join some friends for a morning coffee. While we know that snorkeling, diving, fishing, tennis, golf and much more is at our doorstep, our big decision of the day most often is nothing more stressful than where we should go for dinner?

We appreciate the warm tropical breeze and the sun on our skin. We like the smiling, gentle charm of the Mayans and the relaxed 'manaña' attitude of the Mexicans. We have learned to chuckle when things don't work properly or get done on time, instead of getting angry and frustrated. When we are here we really do feel that there is nothing more important than taking some time to enjoy life's simple things. We trust you will too.

We are delighted that you have chosen Beach Villa Royale 121 for your vacation. Our desire is that you find the condo well equipped with most everything you need in order to be comfortable, relaxed, and feel at home. Above all we want you to have fun and leave with many good memories. We only ask that you respect this little piece of paradise and leave the condo as you found it. Should you find anything lacking or have suggestions on how we can make it more enjoyable for future guests, please pass on your comments to the team at Brisa Caribe. Enjoy.....Bienvenidos y Gracias,

Roy & Gayle

- **QUINTA DEL SOL CONDO COMPLEX RULES:** The rules of the Quinta del Sol condo complex must be adhered to. (Below are the key points. See info card for full list)
 1. No pets allowed inside or on condo property.
 2. The maximum number of people permitted to stay in this condo is 8 people (not including an infant)
 3. Hanging clothes, towels, or other items from balconies, railings or other locations visible from the exterior is prohibited.
 4. Excessive noise and/or music is discouraged throughout the day and prohibited after 10:00 PM.
 5. Do not store or leave items in common areas.
 6. Only one car per condo is permitted in the parking lot.
 7. Do not park in roadways or block access roads.
 8. Smoking is permitted in common areas but all butts, matches and other litter must be disposed of in a proper manner.
 9. Enjoy this spot in paradise and respect the rights of others to do the same.

Pool Rules

1. Renters are considered to be guests of the owners. Guests staying at Quinta del Sol are invited to have full access to the pools and beach. Guests (renters) are not allowed to invite friends or family not staying at Quinta del Sol to use the facilities.
2. No glass containers.
3. No lifeguard on duty. Swim at your own risk.
4. The pool is very shallow - NO DIVING
5. Children under 12 must be accompanied by an adult.
6. No running or rough play in the pool and common areas.
7. Bathing suits are required at all times, including for infants.
8. Please shower before getting into the pool.
9. Music equipment and stereos may be used with individual headphones only.
10. No lounges or chairs in the pool.
11. No noise in the pool after 6:00 p.m.



Section #1: CONDO INFO

Some Useful Things to Help Make Your Stay Enjoyable Revised Dec 2, 2018

- **LOCATION:**
Quinta del Sol Condo Complex
unit #121
located in Puerto Aventuras
on Punta Matzoma street
- **USING A PHONE IN MEXICO:**
 - Using a telephone or cellphone in Mexico is confusing. Hopefully this will help:
 - If your **US or Canadian cellphone** is activated to work in Mexico and you want to call home. Dial **001**, then the 3 digit area code, plus 7 digit local number
 - Puerto Aventuras, Playa del Carmen, Akumal and Tulum are all local calls. Cancun and Cozumel are long distance. All of these places have a 3 digit area code and a 7 digit local number. Other parts of Mexico may have a 2 digit area code and 7 or 8 digit local number. (confused yet.. it is just starting)
 - If using a **US or Canadian cellphone** you might need to dial as if calling from home.
 - To call another **cell phone**: dial **011 52 1**, then the 3 digit area code, plus 7 digit local number
 - To call a **land line**: dial **011 52**, then the 3 digit area code, plus 7 digit local number
 - If dialing from a **local land line** to another **local land line**: dial the last 7 digits
 - If dialing from a local **land line** to a **Mexican long distance land line**, dial **01**, plus 3 digit area code, plus 7 digit local number
 - If dialing from a **local land line** to a **local cell phone**: dial **044**, plus 3 digit area code, plus 7 digit local number
 - If dialing from a **local land line** to a **Mexican long distance cell phone**: dial **045**, plus 3 digit area code, plus 7 digit local number
 - If dialing from a **Mexican cell phone** to another **Mexican cell phone** whether local or long distance: dial the 3 digit area code, plus 7 digit local number
- **TELEPHONE:** There is no telephone at the condo. There are still a few **payphones** throughout Puerto Aventuras but getting more difficult to find. They require prepaid cards that are usually available for purchase at convenience stores. You must be sure to have the right type of card for the type of payphone you are using. If using your cellphone be careful of additional roaming and toll/data charges. You can also use **Skype** through your computer or at an internet café.
- **KEYS:** Please leave the key in the lock box at all times. You may lock yourself out and need this to get back in. There should be 2 other keys inside that you can carry with you.
- **Wi-Fi:** To access the wireless internet you will find the log on code on the modem. It is also noted in the owners welcome book in the unit. NOTE: If having difficulty logging on, try disconnecting the modem from power for 15 seconds to reset. If still having difficulty contact the property manager.
 - Please do not share log on information with others in the building.
 - There is a secondary signal at the office by the elevator. It is not strong enough to reach the condo but could be used in emergency. Password/Key **9939447421**
 - There is an internet cafe in the village center named Office Net which has computers.
 - Many of the restaurants and bars have wireless connections for their customers.
- **QUESTIONS or PROBLEMS AFTER ARRIVAL:** The **Administrator/Manager** of the condo unit is **Ernesto Ballesteros** or better known as 'Tito' His company is named **PA Properties** and is located next door to the Omni Hotel in the village center. The manager is employed directly by the owner to be responsible for overseeing the condo, the cleaning staff and dealing with guest problems **after**

they arrive. Should you have any questions, comments or concerns about the condo after you arrive, you should first **contact the manager**. NOTE for information on dialing in Mexico please see the USING A PHONE IN MEXICO section above.

- His office number is **984 873-5643**
 - His cellphone numbers are **984 115-4653** and **984 127-4204**
 - His **EMAIL** is ernesto@pa-properties.com or PAexpress@pa-properties.com
 - His business is named **PA Properties**. It is located in the village center just to the left as you enter the **Omni Hotel** from the street. To get there from the condo. Back track to the corner where the Information building is located on the main entry road. Turn right and drive past the information building. Take your first right and after a short way you will see the Omni Hotel on your right. Just to the left of the Omni Hotel entrance is a strip mall. **PA Properties** is the first business you will come to in the strip mall.
 - If the Administrator is not providing a satisfactory service then please let us know and we will do what we can to find out why.
- **VISITORS:**
 - Renters are not allowed to entertain visitors in the public areas of the complex.
 - The maximum **allowed occupancy** of this condo is **8 people**. However it is expected that the renters may from time to time want to invite someone in to the condo for a casual visit. The owners will allow up to a maximum of 10 people inside of the condo and on the terrace. This **INCLUDES** the people staying in the condo. At all times consideration to not disturb other residents or renters should be followed.
 - **CONDO CONTENTS:** Renters are not permitted to remove anything from the condo except beach towels and beach toys if provided.
 - **WATER:** The tap water in the condo is not suitable for drinking. Please use the bottled water provided for drinking, making ice, cooking, and brushing your teeth. There should be spare bottles in the laundry room. If you run out please contact the Administrator listed above and in the PRE ARRIVAL INFO document that was emailed to you before arrival.
 - **HOT WATER:** The hot water in this complex is only turned on from 5:00 – 10:00 AM and then again from 5:00 – 10:00 PM.
 - **FRUITS & VEGGIES:** Because we don't 100% trust our tap water, 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." Use an antibacterial liquid such as MICRODYN, to treat fruits and vegetables that fall into this rule. (if there is none in the condo, you should be able to purchase at any grocery store) 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. The MICRODYN will turn the tap water into drinking water so your fruits and veggies are now ready to use. 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.
 - **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. 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 provided Tupperware containers. 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.
 - **GARBAGE:** Garbage is picked up daily from the enclosed corrals located near the street on the north side of the complex. (step outside of the complex entry gate and look to your right). Please

take your trash directly to this area and deposit in the appropriate re-cycling container. Trash should not be left in the hallways or in any common areas..

- **RECYCLING:** Plastic bottles, glass bottles and jars, cans, paper and cardboard are recycled and should be placed in the marked bins in the enclosed corral.
- **OPERATING THE OVEN:**
 - When cooking **TEMPERATURES** may be noted in Celsius. Below are some conversions to Fahrenheit:
50C = 122F
100C = 212F
150C = 302F
175C = 347F
190C = 375F
200C = 392F
- **HOUSEKEEPING SERVICE:** The condo is rented out on a 'self-catering' basis with housekeeping included at the end of your stay. The terms of your rental agreement may include additional cleanings. 'Self-catering' means you are responsible for your own cooking, dishes, and personal laundry. With sufficient notice, the Administrator noted above can organize a housekeeper to come in and tidy up the condo, make the beds, clean the bathrooms, sweep, wash the floors, clean the kitchen, and do the laundry associated with the condo. (towels & sheets). If you require this additional service, please schedule and pay through the condo Administrator.
- **LINENS & TOWELS:** Please do not take the bathroom towels out of the condo. They should not be used around the pool or at the beach. There are beach towels provided for this purpose. Please be careful not to stain towels or linens. This is not considered normal wear and tear so if stained you will be charged full replacement cost.
- **LAUNDRY FACILITIES:** There is a washer and dryer in the master bathroom. (guests are responsible for their own laundry supplies)
 - There is a laundry service just down the street in the new Marina (near Bamboo Café). There you can leave your laundry, where it will be washed and folded and ready for pick up either later in the day or the next day. They will weigh your laundry when you drop it off and let you know what it will cost. This way you will not have to deal with laundry while on vacation.
- **INDOOR FURNITURE:** Please, do not sit on indoor furniture with wet bathing suits or suntan lotion on. The stains that this can cause, is not considered normal wear and tear so you may be charged with steam cleaning the upholstery if you stain it. If you have to sit down on the furniture with wet suits on, please use a beach towel.
- **SMOKING:** Smoking is permitted on the terrace but not in the condo. If you are smoking on the terrace please close the doors so the smoke does not blow indoors. Please dispose of your butts in a responsible manner.
- **ELECTRICITY:** On a rare occasion you may experience a black out, or a brown out where only some of the power is lost. In these cases, some lights may work while others don't. Or the lights may be dim. If this happens, please shut off the A/C's and refrain from using electrical appliances as the increased load could burn them out.
- **AIR CONDITIONING:** There are individual A/C controls in each of the bedrooms and for the living-dining area. Please close all doors and windows when the A/C is on. If you are going to be out all day, please turn the A/C off to conserve energy. Please leave the fans on all of the time they not only help keep the condo cool, but move the fresh air throughout the unit. **NOTE:** the temperature is usually in Celsius. Here are some conversions from Celsius to Fahrenheit to assist you.

15C = 59.0 F
18C = 64.9 F
20C = 68.0 F
22C = 71.6 F
24C = 75.2 F
26C = 78.8 F
28C = 82.4 F
30C = 86.0 F
32C = 89.6 F
34C = 93.2 F

- **BAR-B-QUE GRILL:** Guests are welcome to use the grill provided they keep it clean. Please contact the Administrator if you run out of propane.
- **TV:** There is a ROKU TV system with some English programming. If you have a problem with the system please contact the condo Administrator/Manager noted above. The TV has an HDMI connection so you can hook up your laptop and with the WiFi access various online programming such as NetFlix, Yidio, Crackle, Hulu, PopcornFlix, Viewster, etc..
- **SWIMMING POOL & OCEAN:**
 - During the high season until the end of February depending on the weather, the middle pool of the 3 large pools is heated from 8 am to 5 pm Monday to Friday.
 - **Please use Bio-degradable suntan lotion** if you have it. (It is available to purchase at Aquanauts Dive Shop and usually in 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.
 - Please see additional pool and beach rules listed in the COMPLEX RULES listed above.
- **BEACHES:**
 - The first 20 meters (66 feet) of coast line in all of Mexico is public land 'Zona Federal', therefore you are free to use this area even in front of hotels, private homes, condos and businesses. However beach chairs, umbrellas, volleyball nets, etc in front of these properties and access between the beach and street through the property is private and restricted. Please be respectful of private property and private access.
 - Normally the Omni hotel will allow people to pass through their property to reach the village center or the beach, but this is a privilege not a right. There is public access to between the street and beach behind the Omni Hotel through a small alleyway at the back of the Aventuras Dive Shop.
 - There is a very nice beach a short 15 minute drive south at XPU-HA and other beautiful beaches in the area. *See area attractions section on the Brisa Caribe web site for more details.*
- **OMNI HOTEL BEACH CLUB:** The Omni Hotel bars and restaurants are **usually** open to the public. The rest of the facility including the pool, chaise lounges, beach umbrellas and restrooms are for hotel guests and members of the private Beach Club. You can purchase a day pass in the hotel lobby. A portion of the membership is returned in a food and beverage credit
- **KAYAKS:**
 - There are 2 double & 3 single kayaks plus 3 stand up paddle boards that belong to the complex. These can be signed out by reservation with the complex manager Oscar who has an office beside the elevator near the entrance. There are some kayaks and paddle boards at the complex that are privately owned so be sure to check with Oscar before taking one.
 - Additionally, the Security Guard, Jose Fernandez, at the Villas del Mar complex next to the Omni Hotel, has 2 kayaks for rent at \$5 per hour including life jackets.

- **TIPPING:** Tipping (“propina”) in Mexico is both customary and expected. The owners of the complex strive to pay their staff well, but the cost of living in this area is high, and wages (even the highest) are low. Employees in most service areas rely on the individual generosity of others to supplement their income.
 - \$5-10 for the cleaning staff at the end of your stay and each time they come in would be appropriate.
 - Feel free to tip others as they help you with personal services such as carrying luggage, groceries, etc. It is best to give propinas directly to the person or persons who provide you with the service.
 - When out, 10-20% of a restaurant or bar bill depending on the class of establishment and level of service. (There is sometimes a 10% service charge included in the bill so check)
 - \$5-10 per person to dive masters/boat captains/cavern guides for diving.
 - \$5-10 per person to tour guides, depending on time spent and level of service.
 - \$15-25 per person for fishing charters.
 - \$5-10 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 (they don’t get paid), taxi driver, guy watching your car in the parking lot (he too doesn’t get paid), 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 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.
- **SECURITY SAFE:** There is a small security safe in the utility room.
- **SAFETY & GENERAL PRECAUTIONS:** The entire Riviera Maya is very safe. Puerto Aventuras as a gated community with private security is especially safe, but not immune to petty theft so protect your valuables and use common sense as you should anywhere. Don’t let the sunshine, margaritas, and beautiful scenery rob you of good judgement.
 - Please lock your valuables in the security safe that is provided.
 - Lock the doors and latch the windows when you are out
 - Lock up your rental car
 - Do not leave things lying around unattended on the beach or around the pool.
 - 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.
 - NOTE: housekeepers and maintenance staff should not show up unannounced and should provide ID. The property administrator should pre-schedule cleanings and maintenance with you prior to their arrival at the unit.

- You should not let someone into the condo who you are not expecting other than the condo administrator who will identify themselves as such and show identification. In general simply use common sense and precautions.
- Contact information for our private security, police, fire and ambulance can all be found in the **Online General Area Information Book** located on our web site at <http://www.brisacaribe.com/images/Online%20Information%20Book%20-%20GENERAL%20AREA%20INFO.doc.pdf>
- **CHECK-OUT:** Check out is before 10:00 a.m. Late check outs can only be allowed with pre approval. Please lock the door and leave the keys in the unit or with the administrator.
- **AFTER CHECK-OUT:** After checkout the condo will be cleaned and a thorough inventory taken before the next guests check in. Thank you for leaving the condo as you found it.

