

# Casa Subo Aventuras

*“the house of Susan & Bob’s  
Adventures”*

## Quinta Luna #007



# Information Book

**Brisa Caribe**  
*“Caribbean Breeze”*  
Luxury Mexican  
Vacation Rentals

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A smaller version of the circular logo described above, positioned to the right of the text.



*“Casa Subo Aventuras”*  
**Quinta Luna #007**  
**CONDO INFO**

Welcome to our home in paradise! This is truly our home away from home, because we are permanent residents in both Mexico and Arkansas.

It is our hope that you enjoy your time in Quinta Luna #007 as much as we do, and treat our home with the respect you would your own.

Use the contents in the *Guest Information* to enhance your experience, remain safe, protect our home and have fun in Puerto Aventuras. Please recognize that our condominium is not just a typical rental property; therefore, we ask for your cooperation when operating the equipment, and using the amenities. Please read all info provided.

Owners and guests of Quinta Luna are respectful of each other. We value the friendship of all the condominium owners, and even our "friends in nature." The birds and iguanas frequent our backyard hoping for a cracker or piece of fruit, so please welcome them and please don't scare them.

The property manager for Quinta Luna is Ariel, he speaks both English and Spanish and can help you if you have special needs, questions, or problems during your stay. Ariel's first responsibility is the building and staff. Please be aware that this is not a hotel and Ariel is not a concierge.

We hope you enjoy your stay at our home and have a wonderful vacation. Please return soon and remember to book early for the "busy seasons!" We love returning guests and hope to read your comments. Thank you for booking Casa Subo Aventuras!

Sincerely,  
Bob & Susan Burckart

- **QUINTA LUNA COMPLEX RULES:** The rules of the Quinta Luna condo complex must be adhered to.

### **RULES FOR QUINTA LUNA OWNERS, RENTERS & GUESTS** *updated March 2019*

Welcome to Mexico and to Puerto Aventuras. We at Quinta Luna hope you have a pleasant stay and enjoy the many activities and amenities of the Mayan Riviera. We ask for your cooperation in assisting us to keep Quinta Luna a first class facility by ensuring that your safety and enjoyment and that of others are maintained while you are visiting with us.

#### **About Quinta Luna:**

Quinta Luna is a condominium consisting of 21 units owned by individuals from all around the world. Some Homeowners are full time residents, many just spend their winters here and others selectively rent their units. The following rules are to be followed during your visit to Quinta Luna.

#### **A. General Rules**

- Use of the facilities by individuals or parties other than Homeowners, their guests, or renters is prohibited unless approved by the Executive Committee or Administrator.
- Excessive noise or music is prohibited at all times.
- Quinta Luna staff are employed for the benefit of all owners, their guests and renters. Please do not ask them to perform personal errands on your behalf as this will prevent them from fulfilling daily job requirements.
- Hanging clothes, towels, or other items from windows or railings is prohibited.
- Personal items such as sports equipment, pool toys, etc. cannot be stored in any hallway, stairway or other common areas.
- Pets are prohibited in all condos and on all property of Quinta Luna, except for dogs or cats belonging to Homeowners who are in residence and which have been pre-approved by the Administrator. **Guests arriving with pets will not be allowed to stay.**
- Automobile parking on the premises is restricted to homeowners, their guests, and renters, and is limited to one vehicle per unit. Others including visitors and workman are permitted to park in the parking area only for a short duration when space permits.
- Golf cart parking spaces are very limited: therefore only golf carts belonging to Quinta Luna owners may be parked in the condominium's golf cart parking area. Renters who rent/use a golf cart may charge that cart's battery upon providing a charger, if the owner's charger is unavailable or incompatible with the rental cart. Quinta Luna is not responsible to provide chargers.
- All garbage/trash (basura) must be placed in the designated exterior area.
- Roller-skating, rollerblading, bicycle and scooter riding is prohibited on all Quinta Luna property.

#### **B. Pool Rules**

- Only Quinta Luna homeowners, their guests or renters are permitted to use the pool, chaise lounge chairs and thatch palapa shade umbrellas.
- There is no lifeguard on duty, swim at your own risk. Children under the age of 10 years must be supervised at all times by a parent or guardian. Do not leave children unattended.
- No noise permitted in the pool between 8:00 PM and 8:00 AM. Excessive noise is prohibited at all times. Music equipment must be used with individual headphones.
- Diving, running and rough play and not permitted in and around the pool area.
- **NO GLASS BOTTLES OR DRINKING GLASSES ARE PERMITTED IN THE POOL OR AROUND THE POOL AREA.**
- Bathing suits are required at all times, including on infants.
- No objects are allowed in the pool except inflatable or soft devices that do not interfere with swimmers. Objects that were exposed to sand or salt water must be cleaned in the shower area, not the pool.

- Chaise lounges are for the use of homeowners, their guests, and renters and are to be returned to the pool area if taken from that area.
- Please use the shower before entering the pool.

### **C. Enforcement**

The procedure to deal with violations of these rules is as follows:

- The Quinta Luna Administrator, staff and all homeowners are expected to politely advise offenders of any rules being violated. Failure to comply will result in escalating steps being taken.
- Renters in violation of the No Pet Rules must vacate the premises or board the pet off-site. Violation of rules regarding pets will result in a fine payable by the homeowner to the Condominium Association.



### **Condominium Unit Information REQUIRED by the OWNERS**

#### **Please--**

keep Rear Sliding Doors CLOSED when A/C is on. Electricity is very expensive in Mexico. The rear shades that cover the sliding door are delicate, and must be pulled or opened slowly, and softly, if used at all, or there will be damage.

#### **Air Conditioners--**

When using the air conditioners, close the outer doors. If leaving outer doors open, use screen doors and TURN OFF air conditioners. When leaving doors open, Place Doorstops Down on all wood doors inside, to avoid doors from slamming shut due to wind gusts. Turn A/C units in bedrooms OFF during the day and ON at night to about 24°. Two air conditioning units in main room, turn to 25° during the daytime when needed, 28° when leaving.

#### **Dishwashers--**

Fill dishwasher with rinsed dishes, include detergent for dishwasher, then to operate (WITH DOOR OPEN)--1st push button on right, then push button to select size/type of wash, then close door. Dishwasher will start momentarily. Return dishes to appropriate spaces.

#### **Kitchen--**

Consumable items are left here for your convenience (not as a gift). Replace used consumed items. If any items get damaged, notify Ariel and arrange to repair/replace. Return all utensils to appropriate drawers.

#### **Washer/Dryer--**

Located in laundry room. Use as typical--but NOTE: hot water is cold and cold is hot! Ahhh--you're on vacation.

Additionally if you do not want to do your own laundry, there is a laundry room on the ground floor that guests may use for a fee. Contact Ariel the manager to get details and pay the fee. There is also a reasonably priced laundry service available at the commercial center 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 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.

#### **Microwave--**

Turn idiom or language dial to your language then use as indicated. The bottom right buttons are for start and stop. Please return to English language if changed.

#### **Stove--**

Use burners as indicated—some burners have the ability to heat more than one size. Please use ONLY the pans in the lower left cabinet, they are specifically for glass top ranges. Others will damage the glass top.

#### **Coffee Maker--**

Located in cabinet under microwave. Place coffee filter in large area at top, with 1/2 cup ground coffee, pour full pot of water in dispenser. Push brew button on lower left side of maker to start. There is a light at the top of cabinet--push button. There is a pull out counter below which you will find convenient.

#### **Water--**

Filtered water is provided in door of refrigerator, in large water bottles provided, and at kitchen sink from small spigot on right of sink. All tap water is fine for washing, brushing teeth, etc. It is recommended that fruits and vegetables are cleaned in water with a couple of purified drops added. Drops located under kitchen sink. Help conserve water where you can.

#### **Outdoor Grill--**

Uncover grill and store cover in center below. Propane tank--is on left side. Turn on to use. Lift lid on top BEFORE LIGHTING, then use a log lighter to enter the front slot next to the knob as you turn the knob for gas to come on. Use only the # of burners needed for the cooking surface area to be used. Turn all knobs off when done and also propane tank valve off. If you run out of gas then there is a 2nd full propane tank in the Bodega. Take empty tank to Ariel for replacement so there is always a 2nd full tank on hand.

#### **Caution--**

We have several lights on dimmers--do not turn too far or dial knob will break and are difficult to replace.

#### **Outdoor Bodega and Storage--**

Close hurricane shutters on bar to protect from rain blowing in to the TV area when appropriate. Ariel can have someone remove the TV if you don't care to keep it dry from weather. Enjoy the use of rafts, boogie boards, balls, snorkel equipment, hammock, darts, and small refrigerator. Please rinse and return items to their appropriate spot when finished at the end of each day. Use the shower to remove sand and salt from feet and all beach items used. Hang wet, sandy beach towels in bodega bathroom to dry. At end of stay place all towels in laundry room. Beach chairs, plastic chairs, portable table--enjoy and return after each use. Please take care not to bring sand inside.

### **Safe--**

Located in closet of master bedroom. The code is **2-4-6-8-E** This information is not shared with staff. NOTE: should you learn that this code has changed. Please inform Brisa Caribe so they can update their information.

**Internet--** NOTE: should you learn that this code has changed. Please inform Brisa Caribe so they can update their information.

Network: **INFINITUMf6xv**

Password: **6a5c05d7af**

### **Trash--**

Kitchen trash can in cabinet to left of sink. Trash bags are behind the trash can. Bins are located on the far north side of condo complex--just past the golf carts. Use as needed, EMPTY ALL TRASH CANS upon departure.

### **Cleaning of Unit--**

- Housekeeping service with linen and towel change is included as follows:
  - 7 or less night stay = after check out only
  - 8 - 14 night stay = 1 full cleaning mid stay + after check out
  - Stays of more than 14 nights = full cleaning weekly + after check out
  - Additional housekeeping is available with sufficient notice at approximately \$35 per cleaning. Talk to Ariel to arrange and make payment.

### **Electronic Equipment--**

DO NOT under any circumstance remove, change, unplug or alter any electronic equipment, TV components, internet router, repeaters etc. If you have a problem, contact Ariel the manager for assistance.

### **TV Satellite instruction--**

Dish Satellite is provided. Use Dish remote. Push Satellite button--if TV does not come on, push red TV button. Use TV remote for volume if Dish remote does not change volume. Ariel can help explain use of remotes, if you need.

### **Golf Cart Rental--**

We have a 4 seat golf cart available to rent for \$40/day. Contact complex manager Ariel to make arrangements. A signed rental agreement is required. Use of charger and charging is included in rental.

### **NO SMOKING IN CONDOMINIUM BUILDING --**

**Any smoking must be at least 25' from the building to avoid a nuisance to neighbors. There is ABSOLUTELY NO SMOKING ALLOWED in the building by anyone at any time. Owners are allergic and extremely sensitive to smoke residue. Renters found smoking will be asked to vacate.**

**PLEASE--** Upon departure--place sheets and towels in laundry room, place trash in outside bins, and offer perishable food items to staff.



## Some Additional Things from Brisa Caribe to Help Make Your Stay Enjoyable:

Revised Feb 5, 2020

- **SELF CATERING RENTAL:** The condo is rented out on a 'self-catering' basis. This means that you need to be quite self-reliant. Housekeeping service is only provided at the end of your stay unless additional cleanings are otherwise offered or arranged. You are responsible for your own transportation, food purchase, cooking, dishwashing and laundry. At checkout you are expected to leave the condo tidy with dishes done and garbage thrown out. There is no concierge available. However we here at Brisa Caribe are able to assist you with organizing some of these things if given enough advance notice. Should you have a problem in the unit which you cannot sort out yourself, there is a property Administrator (listed further below) who can assist you. During your stay if there is something broken or in need of maintenance, please advise the Administrator.
- **LOCATION:**  
**Quinta Luna Condo Complex**  
**unit #007**  
**located in Puerto Aventuras**  
**on BAHIA KANTENAH street**
- **KEYS:** There is a lock box on or near the door to the unit. The code to this lock box will be provided to you in the Pre Arrival Info document emailed to you when the final payment was made. Inside the lock box will be a key to open the door. Always leave the key in the lock box since you may need it to get in later. There should be an additional key or keys inside of the unit.
- **Wi-Fi:** See owner's notes above for log on information. If this is not working, you can also get wireless internet in the area near the Administration Office next to the gym.
  - Network name QUINTALUNAOFICINA
  - Key/Password C63BDA0F59
  - Many of the restaurants and bars have wireless connections for their customers
- **USING A PHONE IN MEXICO:** Here are some tips on making phone calls to and from Mexico:
  - When in country and dialing another in country landline or cell phone simply dial the 10 digit phone number. NOTE: If using a cell phone from your home country then you might need to dial as if you are in your home country. See below for information on making an international call to Mexico.
  - To call from Mexico to an international phone number, dial the prefix **00** and then the country code, then the local area code and phone number you are calling. For example the country code is 01 for the USA and Canada, or 03 for France.
  - To call Mexico from outside of the country dial the host country's international access code, (for example 011 when dialing from USA or Canada) then the country code for Mexico which is **52**, then the 10 digit local phone number. For example to call

Mexico from the USA or Canada you would dial 011 52 then the local Mexican 10 digit phone 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.
- **QUESTIONS or PROBLEMS AFTER ARRIVAL:** There is no concierge service available at the complex. There is an administrator available should guests have a problem or emergency with the condo unit. The **Administrator** for the entire Quinta Luna condo complex and all of the individual units is **Ariel Perera**. He has an office beside the gym. He speaks both English and Spanish. Ariel is normally on site Monday through Friday from 8 am – 5 pm, Saturday from 8 am – 12 pm. However there are times when he must go off to run errands. The other complex staff includes, two housekeepers, **Nellie** and **Esther**, groundskeeper **Edgar**, maintenance man **Pedro** and a night watchman. If you should have any questions or problems with the condo when Ariel is not on site, please contact Pedro. He is on site Sunday from 8 am – noon and again from 3 pm – 5 pm, and Edgar is here Saturday from 12 -5 pm. Should you have any questions, comments or concerns about the condo **after** you arrive, you should first contact the administrator. **Do not contact** the administrator before arrival. All questions about the property before arrival should be sent to us here at Brisa Caribe.
  - **NOTE:** Ariel is not a concierge and has a lot of responsibilities. He should not be interrupted from his day to day duties unless you are having a problem/emergency, need something for the unit or have a maintenance issue to report.
  - Ariel's **emergency** cell phone number is **984 116 9979** NOTE for information on dialing in Mexico please see the USING A PHONE IN MEXICO section above.
  - 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 **4 people** when rented as a 2 bedroom or **8 people** when rented as a 3 bedroom. It is expected that the renters may from time to time want to invite someone into the condo for a casual visit. The owners will **ONLY** allow renters to entertain inside of the condo and on the terrace up to the maximum allowed occupancy. This **INCLUDES** the people staying in the condo. This means that if you are renting all 3 bedrooms and have 6 people staying in the condo, you would be allowed up to a maximum of 2 additional people for casual visits. If you had 8 people staying in the condo you would **NOT** be allowed to entertain others. 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.
- **GOLF CARTS:** The owner has a golf cart which guests can rent from the property administrator. (see Owner's notes above) if you rent a golf cart it must be parked across the street in the empty lot, except during the time it is being charged. Please note that the cart must be parked in one of the cart parking places while being charged, not in an auto parking spot. The complex staff can help coordinate this.
- **WATER:** In general the tap water in Mexico is not suitable for drinking. The owner of this condo has connected a couple of taps to 5 gallon bottles of purified drinking water, which are

provided. (see Owner's notes above also) **BEFORE** you run out of these large bottles. Please contact the administrator or one of the other complex staff including the night watchman, ensuring that they have **AMPLE TIME** to bring you additional bottles at their convenience. Please consider that they might not be working during lunch hour of 1:00 – 3:00, on the weekend or after normal business hours

- **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 and chemicals, mix one capful of MICRODYN to 2 liters (1/2 gallon) of tap water. 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. You do not need to rinse in bottled water. The MICRODYN will kill any bacteria in the tap water. 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 Tupperware containers, zip-loc bags or in the refrigerator. Keep the lids on containers and get things back into the refrigerator quickly. Chips, crackers, flour, cereal etc will invite bugs and can go bad quickly if not sealed tightly due to the humidity.
- **GARBAGE:** Garbage is picked up daily from the enclosed corral at the north end of the parking area in front of the building. 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 or in the unit upon departure.
- **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. Please speak to the Administrator if you should have any questions.
- **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
  - **OVEN FUNCTIONS** may be noted with symbols.
- **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. Before leaving you are responsible to tidy up so things are where you found them on arrival, the dishes are done and the garbage taken out. Quite often (but not always) 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.

- **NOTE:** housekeepers and maintenance staff should not show up unannounced and should provide ID if asked. 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.
- **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. Beach towels are 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. If you have a housekeeper come in, they will change out the bedding and bath towels with clean ones for you.
- **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 or replacing the upholstery if you stain it. If you have to sit down on the furniture with wet suits on, please use a beach towel.
- **ELECTRICITY:** On a rare occasion you may experience a power failure. If this should happen an emergency generator should kick in and provide limited power. If this happens please shut off the A/C's and refrain from using electrical appliances. If the generator fails to start and you experience a black out, or a brown out where only some of the power is lost, then some lights may work while others don't. Or the lights may be dim. If this happens, please do not use any electrical appliances, turn off A/C's and any lights that are not working properly as the increased load could burn them out. There should be candles and matches or a striker to light them in the condo so please locate before you need them.
- **TEMPERATURE:** 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
- **SWIMMING POOL & OCEAN:** 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 Puerto Aventuras Beach Club & 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 between the street and beach behind the PA Beach Club & 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.*

- **PUERTO AVENTURAS 'PA' BEACH CLUB & HOTEL:** The PA 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:** The kayaks at the complex are privately owned. However, the Security Guard, Jose Fernandez, at the Villas del Mar complex next to the PA Beach Club & Hotel, has 2 kayaks for rent at approximately \$5 per hour including life jackets.
- **TIPPING:** Tipping ("propina") in Mexico is both customary and expected. We strive to pay our staff well, but the cost of living in this area is high, and wages (even the highest) are low. Our staff relies on our individual generosity 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 on our staff 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, 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 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.
- **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.

- You should not let someone into the condo who you are not expecting or comfortable with. All workers in Puerto Aventuras should have an official ID card with their photo. Do not be afraid to ask for it and take note of the details. If someone doesn't belong, they will be reluctant to show proper ID. If in doubt, speak with the Administrator. 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 <https://www.brisacaribe.com/images/Online%20Information%20Book%20-%20GENERAL%20AREA%20INFO.doc.pdf>
- **CHECK-OUT:** is no later than 10:00 AM. Be sure to do your dishes (you can leave a load running in the dishwasher if there is one), tidy up so things are where you found them on arrival, take a last minute walk through to ensure you have not forgotten anything and take out all of your garbage. Please be sure that all of the keys are where you found them on arrival and lock the door on your way out.
- **AFTER CHECK-OUT:** After checkout the condo will be cleaned and a thorough inventory taken before the next guests check in to ensure nothing is damage or missing. Thank you for leaving the condo as you found it. IF something should happen please take responsibility and report to the manager.

