

**Manual**  
**Punta Arena 1E**  
**Jan, 2011**

We appreciate this is your holiday. If there is anything we can do to make it more comfortable please let us know. Depending on the circumstance either call myself or our property manager Teresa Hernandez at Banderas Property Management.

**To reach Don** - If you are at Bucerias simply pick up the black phone in the office and dial 9-250-558-8762 or Email at [don@vernonrealestate.com](mailto:don@vernonrealestate.com)

**To reach Teresa**

From Canada or US land or cell phones, office 011-52-329-298-6263 or cell 011-52-1-322-151-9164  
From the white phone in the unit or a local Bucerias phone office 298-6263 or cell 045- 322-151-9164

**To Reach the Night Security**, Alfonso Velis Rivas, 045-322-278-0766

**Air Conditioning**

Although our home is equipped with 5 mini-split air conditioning units you rarely need the air conditioners at Punta Arena as our unit is designed with “flow through ventilation” to take advantage of the prevailing ocean breeze. See the section under “ventilation” but it seems the best management is to use the “flow through ventilation” during the day and if required to just use the conditioners for 15 to 20 minutes to cool the rooms down when needed. Each of the 3 bedrooms and the living room and dining room also have ceiling fans which provide lots of air movement and run much quieter than the air conditioners. If you are using the air-conditioners please only use the air conditioning when the unit is occupied and please do not use the air conditioner if the doors / windows are open.

**Arrival - Puerto Vallarta**

The Puerto Vallarta airport has had substantial recent improvements and is now a modern terminal by world standards. Arrival is quite painless. After a fairly long walk through the airport you will have to “clear customs”. After customs you will retrieve your bags from the baggage area. The “porters” that work in the baggage area work solely for tips and are great value to help you get your bags to the taxi or rental car area. Prior to leaving, all bags are required to go through a luggage x-ray machine. As you are about to leave the security area with your luggage you will have to push an electronic button which randomly illuminates either a green light or red light. If green you will proceed right through, if red you will be detained slightly for a baggage search. It is simply random luck of the draw but mostly always green. After the security area you proceed through two different “vendor and time share pits” where you will undoubtedly be asked if you need a car, a taxi, a free excursion, etc. This area is all about “time share presentations” and unless you want to start your holiday at a 3 hour timeshare presentation please just nod, smile and proceed straight through to the general “arrival” (public) portion of the airport without engaging anyone or saying a word. Once through the last set of glass doors you will be in the “general arrival” section of the airport (see Internet photos - taxi). In this area there will be some locals who will be trying to assist you with a taxi or ? and may seem quite aggressive but generally they are quite harmless and taxi fares are extremely consistent. That said, you should always ask what the fare will be to Bucerias prior to your departure. Taxi from the airport to our home should be about 350 peso (35.00 dollars) for a 2-4 passenger vehicle and 5500-7000 peso (55.00 – 70.00) dollars for a 6-8 passenger van. (see more Taxi and other information under Transportation to save you money on your taxi from the airport)

**Beach / Surf**

The water in front of the Punta Arena building is shallow, sandy, and perfect for kids (and adults). The ocean is very safe and we have never experienced any undertows, rip-tides, or ?? The surf directly in

front of Punta Arena varies from occasional "surfboard" waves to the usual norm of mild "boogie board" waves to quiet swells. It would appear the best boogie board waves in the area are very close (about 200 feet south) of our building and fun to watch from your deck. In the winter season the ocean is predictably "wake-board calm" in the morning, gets breezy to windy in the mid day and afternoon and calm again at sunset.

The beach is longer than what even the most aggressive walker/jogger could hope for. You can walk on a sandy beach all the way from Nuevo Vallarta to the marina at La Cruz. On occasion (usually in the warmer summer months) there may be jellyfish in the water. The most common jellyfish incident is caused by stepping on them and results in a painful sting and some swelling for a few days. We do not usually use them ourselves but encourage you to use the aqua-socks located in the storage room. The beaches of Bucerias do not offer lifeguards. Please exercise caution in the ocean.

## **BBQ**

The BBQ will be located on your deck on your arrival. There is a spare 20lb propane tank (full) in the storage room. If the existing tank runs out and you exchange tanks please let myself or Teresa know. Please try to keep the cover on the BBQ and please note that unless you secure the Velcro, the cover may blow off in strong winds and usually ends up in the neighbours yard. As of Oct 2010 the electronic igniter was working but 1 of the 4 burners is not operational and waiting for new parts. The remaining 3 burners can accommodate most any size bbq meal(s).

## **Cell Phones / Cell Service**

Your Canadian or American cell phone will likely work in Bucerias and most of Mexico. You should plan to travel with cell phone in the case of emergencies or travel irregularities but be warned that using your cell phone in Mexico will likely result in HUGE roaming charges of approx \$1.00 to \$3.00 per minute. Once in Mexico do not plan to use your cell phone unless emergency or you have arranged for "no charge" roaming.

## **Check In / Check Out**

Check in is 4pm and Check out is 10am.

We appreciate most incoming flights arrive mid afternoon and outgoing flights depart mid to late afternoon but PLEASE presume the 4pm check-in and the 10am check-out times will apply to your holiday. If the home is vacant and cleaned you will be allowed an early check in. You may be allowed a late check-out depending on the the schedule of the housekeepers and the arrival date / time of the next guest. Variances from the "standard times" may not be known till close to your arrival / departure date. Teresa who coordinates the housecleaning staff will have the final word as to check in and check out times. If you have the regular 10:00am checkout and an afternoon return flight you can remain at the property till your departure time, store your luggage in the gym area, and use the washroom/shower by the pool area (see photo). If you require towels please see Teresa before your departure.

## **Concierge Services**

A list of concierge services is provided in a separate document on the web page. The arrangement of and the payment of additional concierge services is to be done directly between Teresa Hernandez and guests. Please note, payment for these services will likely only be accepted in Peso.

## **Currency**

Plan to bring Mexican currency with you and deal only in Peso. Although some of the larger chain stores, tour operators, car rental operators etc may take Visa or Mastercard, many of the stores, shops or restaurants will only accept Mexican Peso. Travelers cheques will likely only be cashed at a bank. ATM's are available but certainly not as abundant like US or Canada and can often be out of cash or

service especially on holidays and peak periods.

The exchange rate is about \$12 to 13 Pesos to \$1US and approximately \$11 to \$12 Pesos to \$1 Canadian dollar (at 98c dollar) so for quick calculations simply just remove a zero to convert from Peso to US or Canadian. i.e. a \$95 meal is about 9 dollars and 50 cents. This can be a little confusing as although prices are quoted in Peso they still use the same dollar sign symbol (\$) that we use. Please note that most US or Canadian Banks may require 4 to 7days to get larger amounts of Peso so be sure to order your Peso well ahead of your departure.

### **Damage Deposits**

A damage deposit will be taken for all guests. The Damage deposits (less the cost of any damage or missing articles) will be refunded by the owner and not the property manager. Damage deposits or part of the damage deposit may be delayed until the receipt of the phone bill to see if any long distance charges apply, and to ensure all keys, remotes were returned.

### **Doctors / Medical**

Mexico has excellent health care. In fact many snowbirds wait till the winter months to have dental and other procedures done in Mexico due to the low cost and excellent service. Many doctors are fluent in English. For doctors or medical service please refer to the links and activity section. Once you arrive at the home please review the “manual and contact info” provided by Teresa so you are aware of location of emergency medical services.

### **Door Stops – Please Use Door Stops**

Please use the door stops to prevent personal injury or property damage. With the prevailing breeze from the ocean to the rear of the property the opening of a sliding glass door to the front patio may cause the exterior door (parking lot side) or one of the bedroom doors to “slam shut” with excessive force. Please use the door stops if you leave the bedroom doors (or especially the main entry) doors in the “open position”. You may want to just leave the 2 rear windows open and keep the door closed.

### **Drinking Water**

Personally we only drink purified water at home so logical we only drink purified or bottled water in Mexico. Although some claim that the tap water at Punta Arena is perfectly safe our family usually uses bottled water in the baths for brushing our teeth. This is perhaps a little overkill but that is what we do and nobody ever seems to get ill. Purified bottled water and ice is abundantly available in the local markets or the “superstore” style department stores and is very inexpensive. The most common size of individual bottles is usually priced at about 5 peso (50 cents) at the local corner store or mini-super or about 2.5 peso (25 cents) at Wall-Mart, Cost co, or Mega. Your unit is equipped with an 18lt (large plastic jug) purified water cooler / dispenser. Replacement jugs are readily available at most corner stores or “superstores” for approximately two dollars. The Punta Arena building was scheduled to have a water purification system for the entire building but at the time of this document I am not sure if it has been installed. The water dispenser in the fridge will not be connected until we can confirm the purification of the water to the building. The ice maker is connected and we use the ice from the fridge for the cooler or but not for drinks. For drinks or blender drinks we use bagged ice from the store right across the street or the superstores which again is abundantly available and quite inexpensive. Please note that although a large jug of water will only cost about 20 peso (2 dollars) they will usually charge you a deposit so please return the empty containers. If you find the containers too heavy there is a “dolly” in the area by the elevator.

### **Driving / Taxi Instructions.**

Our building is very easy to find but it seems that taxi drivers in the area seem to go by buildings and not addresses. As our building is near new it is very possible a taxi driver (especially one from the

airport) will not know how to find the Punta Arena complex. If you plan to arrive by taxi, our building is very close to the well known “Royal De Cameron” all-inclusive resort and if you tell an airport taxi driver the “Royal De Cameron in Bucerias” then you can just guide them in once you get close. (instructions below)

### **Driving Instructions**

Our home is located about 15 to 20 km north of the Puerto Vallarta airport. Heading north on Highway 200 from the airport you will come to (in order); the Jalisco / Nayarit state border, the freeway entrance to Nuevo Vallarta, the small town of Mescal, then the Flamingos golf and residential area. Once you pass the new Mega Store on the right you will take the next left (but in Mexico to turn left you need to be in the “lateral” or the side road to the right of the main road). At the light turn from the lateral road west, towards the ocean, at the end of the road (the ocean) and the entrance to Royal De Cameron turn right (north) and enjoy one of the few paved roads in Bucerias for 1.3km. At 1.3 km you will come to the end of road. At about 100' before the end of the road you will see the narrow entrance to Punta Arena. It is well marked but very narrow as our complex only has about 15 feet of road frontage.

### **Civic Address**

Calle Lararo Cardenas #15  
Zona Dorada  
Bucerias, Nayarit  
C.P. 63732

### **Electronics – TV / Star Choice\* / Wii**

*Note; Star Choice has been bought out by Shaw Direct but since many Canadians still refer to the satellite TV system as “Star Choice” this document has not been updated so Star Choice and Shaw Direct are the same.*

There are 3 separate TV / Star Choice systems in our home.

#### **Master Bedroom 2 (room with computer desk) - Star Choice TV only**

1 remote and very simple

#### **To watch TV or Star Choice Music Channel**

Ensure green light in lower left of Motorola (Star Choice) Box is illuminated (power on)

If no power, Star Choice Remote - “Sat” - “Power”

Turn TV on, Star Choice Remote – “TV” - “Power”

and presto you should have TV

If not, lower right button on Star Choice remote (Video Source) to “Video”

Note: if you get the “No Channels in List” message (usually caused by hitting the channel button on the Star Choice remote while in “TV” mode and not “Sat” mode simple go to the “source” button (lowest button right hand side of Star Choice remote) to “video” and your TV should be restored. Remember to switch back to “Sat”

[See below for more info on Star Choice TV](#)

#### **-Master bedroom 1, -Star Choice TV, plus DVD Player**

Except for advanced functions the Star Choice remote will be all you need. Please note that with the exception of the volume button you will be required to enter the appropriate “system or device” button on the upper section of the Star Choice remote each time you want you want to give “directions” to a different electronic piece. The volume button should work regardless if in SAT, TV, or DVD, mode.

#### **To watch TV or Star Choice music channel**

Ensure green light in lower left of Motorola (Star Choice) Box is illuminated (power on)

If no power, Star Choice Remote - “Sat” - “Power”

Turn TV on, Star Choice Remote – “TV” - “Power”

and presto you should have TV

If not, lower right button on Star Choice remote (Video Source) to “AV”

### **To Watch DVD or Listen to CD**

As above, turn TV on,

Power up the DVD by depressing “DVD” on the Star Choice remote.

You will probably have to change the “TV” input by depressing the “Video Source” (lowest right hand button) to HMDI2. Then back to DVD on Star Choice remote for DVD functions such as stop, play fast forward, rewind, etc. If you want advanced TV or DVD functions such as picture size, subtitles on your DVDs or ?? please just use the remote specific to that device.

### **-Living Room,**

The living room system used to be a little more complex and new for 2010 is a new “unified “smart” remote” which should allow you effortless use of the entertainment system. Simply touch the appropriate device button on the new unified remote (DVD, TV etc.) and it will perform the required start-ups to operate each individual device. Please note that all the components (DVD, CD, Receiver, and Star Choice TV (now Shaw direct)) go through the Yamaha Amp / Receiver. If you choose not to use the unified remote, or it seems a little too technical to figure out; some of the features such as Shaw direct menu options, the addition or removal of subtitles, adjusting picture size, changing languages, etc the appropriate adjustment can be made on on the remote for that electronic device.

Things to note

-For single disk CD Play please use the DVD and DVD control functions.

-The receiver is not that great for local radio reception but with Star Choice you can listen to almost unlimited selection of music or Canadian / US radio channels

-The only exception to the unified remote is the Wii game as it operates on a different frequency. To operate the Wii game you will have to manually turn on the Wii game and on the unified remote (TV) or the Samsung TV remove cursor through the source or input button. I am sure the kids or people who want to use the Wii game will know how to set up the Wii game. More info on Wii later.

### **Feedback**

We would really appreciate your feedback especially if it helps others to have a better holiday or if it can make your next holiday even better. Please feel free to contact us during or after your holiday. Again we take all comments as constructive suggestions not criticisms.

### **Flashlights / Night lights**

Although power outages are quite uncommon, our home is equipped with 3 night lights / flashlights. The lights are plugged into the wall receptacles and will illuminate if the power goes out. Additionally the lights have a “night light” mode or can be removed completely from the wall and used as a flashlight.

### **Garbage / Recycling**

Taking the garbage out on a regular basis is important for the control of insects and pests. Guests are responsible to remove the trash from the unit to the garbage and recycling receptacles at the north end of the parking lot. The appropriate bins are very well marked and if possible please separate your trash into garbage and recycling.

### **Groceries**

Most everything you could want can be found at the local markets, stores, and shops just a short walk away. In fact the closest “super-mini” is only a few hundred feet from the complex. Savor the fun and adventure of shopping in a “Spanish only” environment but for a very comforting but non cultural experience the “Mega” store approximately 2 km away or the new Wall Mart approx 7 km away are both truly a fabulous “superstore”. At either of these stores you will find an incredible selection of

fruits, produce, meats, pharmacy items and just about anything else you need. Additionally both now have many other shops and stores and operates more like a “destination mall” with a great food store as the anchor. For those who prefer not to do any of their own shopping all your groceries can be provided through the concierge services.

### **Guest Book**

A guest book will be left in the home. We would appreciate your time to add your comments or any comments / suggestions of activities / sights / places you may think other guests may benefit from or appreciate.

### **Holidays**

Murphy's law will dictate that there will be a holiday or some reason why things may be closed or celebrations will be happening at some time during your Mexican vacation but to the best of my understanding these are the most recognized Mexican Holidays.

January 1<sup>st</sup>

February 5<sup>th</sup>

March 21<sup>st</sup>

Easter, March / April ??

May 1<sup>st</sup>

September 16<sup>th</sup>

November 20<sup>th</sup>

December 25<sup>th</sup>

December 1<sup>st</sup> (of every 6 years, on the change of the Mexican federal executive

### **Hot Water**

Hot water is provided by a propane hot water tank/heater which is located in a small room right beside the front entry door. It is quite possible that at some time during your holiday you will notice there is no hot water, caused by the pilot light going out. Lighting the tank is simple and the same as lighting a gas or propane tank at home. If you are not familiar; turn the dial on the hot water tank to “pilot”, depress the “pilot button” and at the same time light the “pilot light” with the butane igniter attached to the tank frame, after 30 seconds to 1 minute release the “pilot” button and turn the dial to run (or the Spanish equivalent). We recommend you leave the temperature dial at the mark indicated with a black felt pen.

### **Home Office / Communications**

You are supposed to be on vacation but if you need to (or choose) to work or communicate our home has a fairly decent home office set up.

#### **Computer**

Our home is equipped with a compact but powerful home computer, 17 inch monitor, and wireless mouse / keyboard. It is loaded with the usual “new computer” programs (Microsoft office, games,etc) and of course provides Internet access. If you are into advanced technology it is equipped with a dual monitor capability.

#### **Internet**

Internet is provided via the local Telmex phone which provides ADSL High (?) Speed Internet Service. We have a wireless router so you can get wireless Internet service for your laptop by the pool or on the deck. The password for the wireless service will be delivered to you with the all the “current codes” just prior to your departure.

#### **Fax / Scanner / Copier / Printer**

A manual to the HP Laser Jet M1522NF multifunction Fax / Scanner / Copier / Printer will be left in the desk.

## Skype Internet Phone

“Skype” provides for unlimited toll free (or virtually) long distance calling via the Internet and is loaded on our home computer. Clarity is usually very good and it is perfect for hassle free outgoing calls. You will find privacy headphones in the office. Detailed instructions on how to use the “Skype” toll free Internet long distance are in the “manual” binder and a plasticized copy of the instructions should be left in the office.

## IP Phone

The IP (Internet Protocol) phone provides free unlimited incoming and outgoing local calls to the Vernon area. It is essentially a remote connection to my office switchboard and acts as a Vernon and area local phone. Incoming calls can be made to 250-550-2055. Outgoing calls will show up with a call display of “ReMax Vernon” or 250-549-4161. Outgoing calls can be made by dialing “9” to get a dial tone on the black phone then just dial as you would if you were in Vernon. If you would like long distance privileges on this phone please make mention of this and you will be provided the long distance “code”.

There is also a separate code to retrieve or manage your voice mail, that code is 2222. The voice mail on your phone will be set to something like *You have reached Punta Arena unit 1E. The current guests are (your name), unfortunately they are away from the phone right now. Please leave a message after the tone.* If the red light on the top of the phone is illuminated you have a voice message. To retrieve the message press the “message” button (envelope symbol) on the phone. It will ask you for your password or code which is 2222. To change your voice mail message or advanced voice mail options (pretty standard to most phones) you will need the mail box number of this phone which is 416. For the IP Phone to be operational it should show the current date time etc on the display of the phone. If something other than the current date /time etc is displayed either the power or the Internet service has been interrupted. To correct, first confirm you have Internet service by logging on to the desk computer or plug your laptop into the Cat5 cable connection beside the phones. Please note that if you have Internet service the IP Phone will operate. If the IP phone does not display the correct date / time locate the 2 power bars located behind the printer and turn both off for 20 or 30 seconds then turn both back on. The IP Phone should go through it's start-up process. If that does not correct the problem please disconnect the power and Cat5 from the rear (underside) of the phone, wait 30 seconds and plug back in. Please ensure the Cat5 Phone is plugged into LAN and not the PC. The above should / will make the IP Phone operational. It may require a few restarts but again if you have Internet, the IP Phone will work.

## Phone / Fax, Numbers-Instructions

### Phone / Fax

The local Telmex land line at our home is 329-298-0676

### Incoming Phone Calls

If you would like to receive calls on this phone the number to have friends / family dial would be

Local and local cell calls 329-298-0676

Calls from Canada and US 011-52-329-298-0676

### Outgoing Phone Calls

At the time of this document I still do not completely comprehend local calling (from the white phone in the office). This is bit of work under progress but here is what I know

-Bucerias to Bucerias (local) calls only require 7 digits

-Bucerias to P Vallarta are long distance (different state)

-Bucerias to P Vallarta calls (long distance) require 01- then the 10 digit phone number

-Other long distance Mexico calls are 01- then the 10 digits(but more expensive)

-All (local) cell phones are P Vallarta phones

-White phone to P Vallarta cell is 045 (prefix for PV) – then the 10 digits

-Cell to cell are just the 10 digits

Do not use the white phone for US or Canadian Calls use the Skype (free) or the IP (black phone which is a “Vernon” phone). If there is an absolute emergency to dial outgoing calls to US or Canada you would dial 001 then the 10 digit number US or Canadian number. Long distance call will be deducted from your damage deposit.

### **Incoming Fax Calls**

As above, 011-52-329-298-0676 to receive faxes from Canada and the US. The fax machine should recognize fax tones and automatically switch to fax mode. If you pickup a ringing headset and hear the fax tone simply hang up the headset and it should convert to fax / printer.

### **Outgoing Fax Calls**

Outgoing faxes are the same 001 then the 10 digit US or Canadian number but dialed through the fax machine. (see separate instruction for fax / printer / scanner / copier ) Faxes will be expensive and charged against your damage deposit. Scanning and emailing will be free.

### **Housekeeping / Maid Service**

The home will be thoroughly cleaned between each guest. For durations of more than 1 week the home will be cleaned at the end of each week at the cost of the landlord (unless alternate arrangements have been made and /or greatly discounted rates). Additional housekeeping or maid service can be obtained through Teresa (the property manager). Additional maid or housekeeping charges are the responsibility of the guest.

### **Kayaks**

Guests may have the use of 2 Ocean Kayak “Little Yak” kayaks. They are single seat sit-on-style and fun to just paddle in the calm water or ride the surf right into the beach. Life jackets are provided in the store room. The kayaks are kept in a different storage locker and may be shared with other guests. The locker number and code to the kayaks will be provided in the code document. The kayaks are awkward to get out of the store room and will usually require you to remove one of the backrest straps and to turn their side to get them out of the storage room door.

### **Keys / Locks / Entry / Safe**

The Punta Arena complex has 3 different lock/gate system, the pedestrian gate, the vehicle gates and the 2 beach gates. Additionally our unit requires 4 different keys, one to the main entry, one to the store room, one for the hot water tank / store room, and one for the safe. It sounds complicated but it is not.

**Our Unit** - The key to the main entry for our unit is kept on a green wristband in a “key safe” which is located right beside the entry door (photo on the internet). The 4 digit “code” will be emailed to you prior to your arrival and will usually be a number of your choice or the last 4 digits of your home or cell phone number. We would strongly suggest that the key beside the entry door never be removed from the “key safe” except to lock and unlock the front door. Once inside our unit you will find 2 sets of keys, a yellow wristband and a blue wristband inside the kitchen cabinet to the left of the sink (see web photo)

**Store Room** - The key to the store room (store room # 9) is in the exact same style “key safe” as the main entry but located right beside the store room door. The combination for the store room will be set to the same combination as the main entry. Please do not remove this key from the “keyafe”except to open the storage room door. The door will lock without the key by just closing the door.

**Key safe Notes** - Please note that on occasion the spring that loads the hinge on the either the key safe at the main door or the storage room door may fail or become weak and when you have the correct code and depress the lever switch the door will not “pop open” The code you will be given will almost always be correct. If the door to the key safe does not “pop open” simply use 1 hand or finger to depress the lever and the other hand or finger to apply pressure to open the door. When closing, if the key is inserted awkwardly or in a odd position the door will be hard to close. Please try to position the key so that the door closes (then opens) easily.

**Punta Arena** - You can gain access to the Punta Arena pedestrian gate via a 4 digit code. A photo of the pedestrian gate and the keypad that is next to the pedestrian gate are in the web photos. The code changes from time to time and the correct code will be emailed to you prior to your arrival. The electronic vehicle gate is operated with a remote controlled key fob that you can attach to your key chain or ? If you require the use of the vehicle gate you can obtain the key fob from Teresa (the property manager) during your arrival orientation by leaving a refundable deposit of (approx) 500 pesos. The gates from the beach to the pool area (currently) have a “key lock”. Both the yellow wristband and the orange wristband have a beach / pool key. If for some reason you can not gain access via any of the 3 routes above the complex is manned 24 hours and a security person will usually come to assist you within a few minutes.

### **Hot Water Tank / Store Room**

There is a small room just to the left of the main entry door. It houses the gas hot water tank and is available for a small amount of storage, empties, or ???. Unless you plan to store valuables in this room we suggest you leave the door closed but unlocked. If you choose to lock this room it is the odd shaped key on the main key rings.

**Bathroom / Bedroom Keys** – All three bathrooms are equipped with what we would call a “privacy lock” that allows the door to be locked but in the case of an incident or ? access can be gained by simply using a coin, utensil etc, to turn the lever on the exterior of the door. The 3 bedrooms (although all can be accessed by either a sliding glass or alternate door) have a similar but slightly different system. The door seems to require a “key” and although it does require a key the key is a “non-key” and anything that fits into the key slot will open the door. The key or “non-key” is on the same key ring as the safe key and will open any of the interior doors.

**Safe-** Our home is equipped with a medium to large safe which is located in the closet of Master Bedroom 1 and secured to a large wooden dresser. We encourage you to keep your valuables in the safe. The safe requires both a key and a combination. The key should be in the safe when you arrive or with the other keys hanging in the kitchen cabinet. The combination to the safe will be sent to you in your “codes” document or as a separate email correspondence.

**To unlock the safe**, insert the key and turn until the plunger (the area immediately around the key) pops out. Then turn the combination dial to the LEFT (counterclockwise) making sure “zero” passes the pointer at least three times. Stop at the first number. Turn the dial to the RIGHT and stop at the 2<sup>nd</sup> number the SECOND time you reach the number. Turn the dial to the LEFT and stop the first time the pointer reaches the 3<sup>rd</sup> number. Use the handle to open door to the safe.

**To lock the safe.** The safe can be locked in in 2 ways. With the door closed either depress the key lock cylinder, or spin the combination dial one full turn (or for the greatest security do both). For greatest security guests hide the key to the safe and use the key and combination every time. For easier access you can leave the dial and just use the key, or leave the key in the key slot and just use the combination. If the key to the safe is not in the safe when you depart a large deposit (approx 200.00) will be charged to get a replacement key.

### **Keys / Locks – Exit**

Prior to your departure please ensure that the single key to the entry door (green wristband) is in in the “key safe” at the front door. Unless the property manager is present to check you out please leave the two wristbands in the cabinet to the left of the kitchen sink where you found them, the remote for the vehicle gate (if required) on the counter, and the key to the safe in the safe.

### **Laundry**

Our unit is equipped with a full size, side by side washer and dryer. Instructions for the washer / dryer are in Spanish but the symbols as to water level, water temperature, time to dry should be apparent and part of the Mexican adventure. English instructions are coming.

## **Pool Deck Furniture**

For 2010 there is now an abundance of lounge chairs on the pool deck as well as a good supply of umbrellas and small tables. Please do not reserve chairs during times when you will not be using them.

## **Parking Stall**

Unit 1E comes with 1 open parking stall. It is identified as # 12. If you are standing at the entry door looking onto the parking lot it would be the stall in the far left corner. (north east corner next to the garbage containers) There should be a “map” of the parking areas on the lobby bulletin board which identifies the parking spots. The same map should be in the manual in the unit.

## **Property Manager / Housekeeping**

Our property is managed by Teresa Hernandez. Please refer to the schedule of optional Concierge Services that Teresa will provide in addition to the usual management and housecleaning. Teresa can be reached at, Business 329-298-6263, or Cell 322-151-9164, email [teresa@banderasproperty.com](mailto:teresa@banderasproperty.com)

(When dialing from US or Canada dial 011-52 before the numbers)

We strongly encourage you to contact Teresa well prior to your departure to arrange any of the concierge services.

## **Re-Booking Policy**

We encourage our guests to return. Guests have right to re book the same holiday period for the next season up to 14 days after departure (subject to client and referral reward bookings of Don Defeo Realty clients). After 14 days of departure bookings are on a first come basis.

## **Safety**

Please use the same common sense in Mexico that you would use at home or when traveling anywhere. Bucierias is probably much safer than most parts of Canada and the United States. Our family feels very comfortable on the street or beach at any hour of the day or night. That said our home has 2 incidents where someone has entered the home through unlocked doors or the sliding glass patio doors (one incident while the occupants were sleeping), and taken cameras and articles from the home. We would advise that you keep your valuables in the safe, lock all the doors while you are sleeping and also to lock the rear door (parking lot side) while you are at the pool or beach.

## **Security / Alarm System**

Our home is equipped an optional use central security / alarm system. The keypad is just inside the main entry door and the system is very easy to use. The “code” will be emailed to you in your “codes” document. The system was primarily installed for off-season and the the long periods of time that the home may not be occupied but you can elect to utilize some or all of the functions of the security system during your holiday. If you choose to never “arm” or utilize the system it will simply “beep” or “chirp” each time the entry door or any of the sliding glass doors are opened and this itself is a very nice function and keeps track of any doors opening or closing. The system has two main security modes “away” and “stay”. “Away” mode would usually be utilized if you wanted security while you were out out of the home as the alarm would be triggered if any of the exterior doors was opened or movement was detected inside the home. The “Stay” mode would usually be utilized at night time and the alarm would be only be triggered if any of the exterior doors were opened but would not be set off by motion within the building. To arm either the “Stay” or “Away” mode just press the corresponding button for approx 4 seconds and it will “beep or “chirp” and also communicate in print on the “keypad” that the function has been activated. To disarm the system, just press the 4 digit alarm code (provided in your codes document). With this system there are no other buttons or functions required, no, \*, or # signs, just “stay” or “away” to arm the system, and the 4 digits to disarm. If you should happen to forget, or perhaps another person in your group armed the system in “stay” mode and an exterior door

is opened the system will sound with a moderately loud “reminder” for approximately 1.5 minutes. If the system is not disarmed with the 4 digit in that time frame the alarm will shift to “loud” mode. Please also note the time frame for the arming and disarming functions have been set to a generous time, approx 1.5 to 2 minutes. If you have any questions or problems with the security system please give me a call. If the alarm is accidentally activated it will shut off in about 3 minutes. Trying to unplug the power source will not shut off the alarm.

### **Shaw Direct (currently Star Choice TV)**

If you are not familiar with Satellite TV it may seem a little complicated at first. The first observation is that there are a of channels that are just not available are not available unless you purchase the optional programming. If you want me to upgrade your your subscription while you are there give me a call. Also the only the receiver in the living room will able to receive HD or High Definition channels as it is the only High Definition receiver in the home. Please note that to get British Columbia local programming (news sports) we are on a Pacific time zone satellite so some of the news channels you are used to watching will be two hours later than “local time”. If you just want to watch a regular TV show you can usually view the same episode in any of the 3 different time zones on that same night. A suggestion to find your way around and to get a good orientation to Shaw Direct is to start with the “interest” button (mid/lower left) to get view the different sections, sports, music, news, etc. Please get in the habit of leaving the Shaw Direct (Motorola) cable box on as it still receives signals and updates even if the TV is not on.

### **Slippers (flip flops)**

It is very probable that the carpeting on your arriving airplane will be the last rug or carpeting you will be stepping on until you board your departing flight. Our flooring is almost entirely all hard surface marble. Some guests have noticed swollen feet from the additional walking and the hard surface floors. You may want to consider bringing an extra pair of flip flops or slippers for your holiday.

### **State Borders - Time Zones**

Puerto Vallarta, Marina Vallarta and the airport are in the state of Jalisco, Nuevo Vallarta, Bucerias and the towns north however are in the state of Nayarit. Other than a long bridge and some armed guards by the side of the road you will not likely notice you are crossing a state border (like going from BC to Alberta).

Puerto Vallarta and the Airport are on Central Time (2 hours ahead of Pacific time) while Bucerias, Nuevo Vallarta and La Cruz are “technically” on Mountain Time but virtually everyone recognizes PV time to avoid confusion with flights etc. It may seem confusing but it is not. Just set your watch to Central time when you arrive at the airport and you will likely not know any different. The towns north of Bucerias and La Cruz seem to recognize the true local time (Mountain Time).

### **Store Room, Contents Of**

We would strongly suggest that the key beside the store room door never be removed from the “key safe” except to lock and unlock the storage room door. During your stay you will be responsible for the contents of the store room. The store room (storage room #9) is located just to the north of the gym and is one of the most convenient to access. That said, you may find it more convenient to keep some of the items such as surf boards, boogie boards, beach toys etc on the deck overnight. Depending on the previous guests you may find many of the beach items / toys in the deck box which may be located on the deck by the stairs to the pool or in master bedroom 2. There are additionally storage room keys on the orange and yellow wristbands in the kitchen.

### **Suntan Lotion / Oils on Furniture.**

Any stains on any the exterior or interior furniture or bedding from oils or suntan lotion will result in

loss of damage deposit.

## **Ten “Must Dos” on Your Holiday**

Trust us and try the following

- 1 Take a bus ride early in your holiday, you may get hooked.
- 2 Go to the town center the first night you arrive (and every night). Just exit the building, turn left and go about 250 yards. More fun than flipping the remote (smile at grandma on the couch on your walk).
- 3 Have a churro at the town center. Cost, about 30 cents.
- 4 Try the “Fried Ice Cream” at the Red Apple (above the super-mini ½ block away)
- 5 Visit the Candy Store (exit the building and keep right)
- 6 Enjoy a meal at a street vendor. If too cautious start at “The Rim” Out of our building turn left and go 2 blocks past the “town center” Great burger for 25 peso or cheap authentic Mexican food.
- 7 Dinner at Mariscos El Colequita in La Cruz. To find it for the first time just take a 70 peso taxi. Great seafood restaurant, unlimited free tequila, CHEAP, and lots of fun (wear bug spray on your legs)
- 8 Try to beat the record of 6 margaritas at the “All you can eat and drink for 220 peso” Friday night special at the Meson Bay restaurant right next door.
- 9 Have the Meson Bay restaurant deliver you a meal or drinks at the pool. (try the shrimp quesadilla, not on the menu but always available).
- 10 Take a bike ride past the Royal DeCameron, stay on the dirt road, and onto Nuevo Vallarta.
- 11-Try at least a few of the Excursions in the “Excursion” part of the [www.puntaarena.ca](http://www.puntaarena.ca) web site.

Trust us and try at least these to There are lots of he bus is certainly the most cost effective and fun way to travel the area and to see the sites.

## **Transportation**

Getting around the Bucerias / Puerto Vallarta area is relatively easy and you have lots of good options.

### **Bus**

The bus is certainly the most cost effective and fun way to travel the area and to see the sites. You should plan to take a bus excursion early into your holiday and you will be likely be “hooked” on the bus service. Buses usually cost 10 peso or 1 dollar for the longer rides such as Sayulita or Punta de Mita and 5 peso or 50 cents for the close rides such as Mega or Wal-Mart. The buses are fairly modern and seem to run every 5 to 15 minutes and are usually well marked as to their destination. The bus heading south to PV will stop at most of the popular destinations; Mega, Wal-Mart, the Water slide/Water park, Home Depot, Liverpool Mall, Wal Mart, etc all the way to downtown PV. Northbound buses either head along the coast to La Cruz and Punta Mita or inland to Sayulita and the towns along the way. Again the buses are a extremely fun and cost effective way to travel and usually a very pleasant experience but expect that someone may sing to you then ask for a donation, be overcrowded, drive aggressively, or ??

### **Car Rentals**

If you plan to rent a vehicle during your vacation I would strongly recommend Gecko Car Rentals in Bucerias. The Gecko office is about 2 blocks from the Punta Arena complex and is owned and operated by Canadians. There are no hidden fees and they offer great customer service for pick up and drop off. Other than a few odd driving customs renting a vehicle and driving in Mexico is not much different than at home. The contact info for Gecko is in our Links and Activities page. If you are renting from a car rental company other than Gecko be prepared that you will have to purchase mandatory insurance which is not usually included in the “quoted price” of your reservation.

### **Taxi**

Taxi service in the Banderas Bay area area is generally very good and quite affordable. The exception to “affordable” is the cost of a fare from the airport to Punta Arena. Due to licensing and state restrictions only certain (white) cabs are allowed to pick up fares from the airport and the cost of a cab

from the airport to Punta Arena is almost double the cost exact same return trip so do not be discouraged if you have an expensive first experience with a cab..

Our experience has been that taxi fares seem to very consistent from driver to driver and from company to company and “bartering” is rarely successful (except at the airport). Fares are definitely based on the amount of passengers and the type of vehicle. ”Cars” seemed to be based on 1-3 passengers and “vans” from 1-5 passengers. Examples of the fares on our last trip (April of 2009) were PV airport to Punta Arena for 1-3 passengers - 350 peso (250 if you barter) , 4 or more passengers (in a car) 700 peso. The cost for a “van” to accommodate 6-8 passengers and lots of luggage will usually be about 1000 peso. If you have only 1-3 occupants but a lot of luggage, surfboards, golf clubs, etc and require a van it will usually be about 500 peso instead of 700 peso. If you stop at Mega to buy groceries on your way from the airport the driver will likely charge you an additional 50 to 100 peso to wait.

Once you arrive at Punta Arena taxi fares are a LOT cheaper. The cost of a cab from the Bucerias cab stand to; Mega – 50 peso, Airport - 200 peso, Downtown Puerto Vallarta - 220 peso, Water park – 110 peso, LaCruz – 70 peso, Punta Mita – 180 peso, and Sayulita – 170 peso. If the cab picks you up at Punta Arena the fare is 10 peso (\$1.00) more than getting the same cab from the “cab stand” in the Bucerias village center just over the pedestrian bridge.

If you are a bit adventurous or a seasoned traveler to the PV airport there is a very easy way to save substantially on your initial cab fare to Punta Arena. When you arrive at the PV airport and depart the “time share pit” you will exit into the general “reception” and arrival / greeting section of the airport. As you get close to the exterior doors you will be aggressively solicited by a friendly national to see if they can assist you in obtaining a cab. Simply walk right past them and exit the exterior doors which are straight ahead. Once you are outside you will see a “walkway” over the freeway. If you take the short “par 3 walk” (up and over) to the other side of the street you will be able to catch a “yellow” taxi who does not have to pay the airport tax and will only charge you about 60% of the cost of the “white” cab that picks up from the airport. (see airport photos under Photos / Puerto Vallarta) The cost of a yellow cab from the airport to Bucerias will likely be 200 to 250 pesos. Often just the mention and pointing to a “yellow cab” or starting to walk in that direction will change their price of a “white cab” to 250 peso. Be prepared that if you are leaving the airport in a “white cab” the cab will likely have to pull over when just leaving the airport and you will have to pay the fare to the person in the booth. This is how it is done and the driver then only works for tips.

## **Towels**

Please do not remove the beige bath towels from the unit. Only the brightly colored beach towels are to be used for the pool area.

## **Umbrellas**

Our home has 4 umbrellas to help you find relief from the sun. There is a lightweight “beach umbrella” in the main entry closet that is great for day trips or for use on the sand. It works well with the white metal “sand points” found either in the entry closet or the storage room. At the time of this document there were no “condo or strata umbrellas” at the pool so we purchased a (blue) umbrella and heavy stand for use by the pool. If at the start of this season there are no poolside “condo or strata umbrellas” we suggest you just bring the big blue umbrella and heavy stand from the storage room to the pool deck area in the general area of underneath our unit. It is fine to leave the umbrella out at night (or till spring) but please put it down at night or when not in use. If during the day it is being used by others and you would like to use just give the others a polite reminder that it is for the use of guests for our unit. Additionally there are 2 large beige umbrellas and heavy bases on our deck. If you put the handles on the “long side” of the deck it will make it easier to move the umbrellas back and forth along the deck if you desire. Please ensure the umbrellas are down and the secured when not in use or in strong winds to avoid tipping over and glass damage.

## Ventilation / Air Conditioning

Our home was designed with flow-through ventilation and stays very cool without utilizing the 5 mini-split air conditioning units. By simply opening both the ocean and the "rear" windows or door (\*see door stops) the ocean breeze keeps each of the 3 bedrooms and main living/dining areas cool. We just returned from a 3 week stay with temperatures in the 25 to 33 degree range and never turned 1 air conditioner on even once. Also each of the rooms have a variable speed ceiling fan which provide great air circulation and are more cost effective and quieter (especially when you are sleeping) than the air conditioners. If you do choose to use the air conditioners it usually only requires 10 or 15 minutes of use to cool the room down then the ceiling fan. Each of the 3 bedrooms and kitchen and dining/living areas feature a remote controlled mini-split wall mounted air conditioner. Remotes for the conditioners are interchangeable and all have wall mounted brackets.

## Wii Game

Caution, do not think this is just for kids and may be addictive for adults. Included are the standard console and game pack, 9 additional games included with the additional remote (not great games) Mario Kart and an additional steering wheel, and rechargeable batteries with charging stations. If your group wants additional games you may want to bring your own or rent additional games for your holiday.

A great feature of the Wii system is the "photo slide show". Simply insert your SD camera disc into the Wii console and your days photos will appear in slide show format on the Living room TV.

## X – Distance to

### South

Royal Decameron	1.3 km
Mega	2.9 km
Flamingos Golf	3.9 km
Mecales	6.7 km
Walmart	7.5 km
Waterpark	9.7 km
State Line (river)	11.4 km
Home Depot	14.4 km
PV Airport	17.3km
Sams / Walmart / Liverpool	19.8 km
Turn To Costco	21.2 km

South

Coming soon