



## Frequently Asked Questions

### **What are the services of the full-time staff?**

Most villas include a cook, maid, and houseman to take care of all of the cleaning, cooking, shopping and bartending. They will prepare two meals daily, plus snacks (except Sundays, unless prior arrangements are made), you choose the menu and reimburse the staff for the cost of groceries. (Cash or travelers checks, please. Receipts will be provided.) Please be sure to send your guest arrival information with your final payment to ensure that your preferences are relayed to the staff.

### **What about tipping in Mexico?**

Gratuities are always optional. However, you may want to keep in mind that most workers depend on tips for a large portion of their income. Depending upon the number of hours worked, a good range would be \$1-3 per day, per staff member, from each guest. (Taxi drivers regularly include tipping charges in their fee, you do not have to tip the taxi drivers.)

### **What type of documents do we need to bring?**

Upon entering and leaving Mexico, you will need proof of citizenship, such as a passport, certified or notarized birth certificate, or a notarized affidavit stating proof of citizenship, accompanied by a photo ID. If last name is different on any of the above documents, you will need to show proof denoting name change, such as a marriage certificate or court papers. Children under 18, traveling without both parents, will also need a notarized affidavit for permission to travel. You will be given a tourist card by the airlines, which will need to be completed prior to arrival in Mexico and must be turned in upon leaving Mexico.

### **What is the currency?**

Mexico currency is called the peso. Most businesses will accept payment in U.S. dollars, so there is no need to exchange money before leaving the states. It is wise to carry travelers checks instead of cash, although you may need a supply of \$1 bills for tipping. ATMØs are available and credit cards are widely accepted, you will get the best exchange rate by using them. U.S. coins are not accepted in Mexico.

### **What is the average temperature?**

Temperatures average around 80 degrees year round, but humidity and chances of rain increase from June through October. Light, comfortable, casual clothing is recommended.





### **Can you drink the water?**

All of our properties have either purified water systems or purified bottled water available. The staff uses purified water for ice, cooking, and food preparation, and it is also recommended for brushing your teeth. To help prevent the dreaded "Montezuma's Revenge", be selective where you eat and drink. You can also purchase acidophilus tablets to aid in the restoration of normal, healthy, intestinal bacteria. You should be able to find this in your local drug or health food store for approximately \$5 for 100 tablets.

### **What are your payment and cancellation policies?**

An initial 50% deposit is required within 7 days to confirm your reservation. Check or money order only, please, since we do not accept credit cards. The balance of the rental fee and a refundable security deposit of \$500.00 is due 45 days prior to arrival. Full refunds (less a \$200 facilitating fee) will be made only if we are able to re-rent the property for the exact same dates and number of bedrooms. Cancellations 45 days or less Æ no refund (unless rebooked). 46-120 days Æ 75% refund. More than 120 days Æ full refund (less fee).

### **What are high season vs. low season rates?**

Low season rates generally apply from May through October. High season rates apply from November through April. Some properties have different cut-off dates, so please ask at the time of booking.

### **What are the minimum rooms and nights?**

The minimum night stay is generally five to seven nights, depending on the property. Some villas may also be rented with less than the maximum amount of bedrooms, so please ask at the time of booking. Regardless of the number rented, the other bedrooms will remain vacant and the rest of the villa is yours to enjoy. Holiday rentals, the minimum night stay is 7 to 14 nights, and all rooms must be rented.

### **When is check in and check out?**

Check out time is 11:00 am, check in time is 3:00 p.m. An extension may be requested one week prior to arrival if needed. You may also store your luggage at the villa before or after check in and check out.

### **Do the villas have a telephone?**

Yes. Local calls are free, but you must charge long distance calls to your credit card number, or leave a phone deposit. It is advised that you arrange to have your family or friends call you, to avoid the hefty surcharges.





### **What should I bring?**

Personal items should include sunscreen, snorkeling gear, camera, film, binoculars, insect repellent, a hat or visor, sunglasses, medications, walking shoes, and aqua shoes for wading in the tide pools. You may also want to bring a couple bottles (duty free) of your favorite wine or liquor, since availability of certain brands vary and imports are heavily taxed.

### **How will I get from the airport to the villa?**

You can take a taxi or we can arrange for you to be picked up by our local representative in an air-conditioned van. (Roughly \$20 p/person round trip paid direct to driver.) Rental cars are not usually necessary since taxis are inexpensive and readily available in most areas.

### **What type of activities are available in Puerto Vallarta?**

There are a multitude of activities to choose from including golf, fishing, parasailing, jet skiing, snorkeling, diving, shopping, dining, dancing, horseback riding, and jungle tours. Our local representative would be happy to assist you in making these arrangements

