

MAYAN RIVIERA PROPERTIES

GUEST PRE-ARRIVAL INFORMATION

(UPDATED MAY 30, 2017)

Located in the Puerto Morelos Town Square,
Across from the Church

Web: www.MayanRivieraProperties.com

Email: Rentals@MayanRivieraProperties.com

Phone: 998.187.0716 (MEX)

Phone: 248.275.5556 (USA)

Emergency: [044] 998.734.8626 (MEX)

Emergency, Dialed from U.S. or Canada: 011.521.998.
734.8626 (MEX)

**IMPORTANT: PLEASE PRINT &
BRING THIS INFO WITH YOU FOR
CHECK IN!**

MRP OFFICE HOURS:

Monday-Friday: 9 a.m. to 5 p.m.

Saturday: 9 a.m. to 2 p.m.

After-hours by appointment.

Now that you've made the Mayan Riviera your destination, let us help you get prepare for your vacation! This packet contains helpful information pertaining to the general area, transportation, directions, and information about your rental unit. Should you have any questions, please contact us. We have a guest experience specialist dedicated to making your planning easy!

- **REQUIRED DOCUMENTATION:** A passport is required for ALL persons: Adults, Children, & Babies.
- **CUSTOMS/IMMIGRATION:** You will be given a form to be submitted at Mexican Customs in the Cancun Airport. They will retain the top portion of the form, and the bottom portion will be given to you. This is your tourist visa. Keep it, as you will need to give it back at departure.
- **TRANSPORTATION OPTIONS:**
 - **PRIVATE TRANSPORT:** Please visit [this link to arrange for private transportation](#). This is a third party company, not affiliated with MRP. However, they offer our guests excellent service and prices.
 - When booking, please insert "Mayan Riviera Properties – NAME OF VACATION RENTAL PROPERTY" in the Hotel Field.
 - Please check out the grocery options in the "Puerto Morelos Information" in this Pre-Arrival packet. We have lots of new local grocery options. So, a trip to grocery stop in Cancun after leaving the airport is no longer necessary. But, if you would like to stop at a Grocery Store in Cancun before Check-In, be sure to make advance arrangements with the transportation company.
 - **Bus:** ADO Buses are available at the airport to take you to Puerto Morelos. The cost is around \$5 USD per person and you are dropped at the bus depot at the intersection on Highway 307. From the depot, you can take a taxi into town (\$2-3 USD). Buses also leave the Puerto Morelos Bus Depot every 15 minutes to Playa del Carmen and Cancun. They are a very economical way to travel and are first class buses.

There are also mini-buses called "*Colectivos*". They travel throughout the downtown area and pick people up along the way. They have no specific bus stops - Just wave them down for a pick up. When you get near your stop, let them know and they will let you off. They are a great way to get around downtown, visit the fruit/veggie markets in the Colonia, or take a little town tour for just a few pesos.

- **TAXI:** Taxis are available everywhere. They are a great way to get around Puerto Morelos, if you don't choose to walk or bike, but can get pricey if you use them to get to Cancun and/or Playa del Carmen during your stay.
- **CAR:** Should your plans include a lot of sightseeing, a rental car is probably your most economical option. It is highly recommended that you reserve and pay for your car online before you arrive at the airport. Here is the link to the [rental car agencies that are in the Cancun Airport](#). Be sure to reserve your car for pickup at the Cancun International Airport (CUN). We like to recommend Avis. They don't have an issue with customers declining portions of insurance that their credit cards already cover.

There is also a rental car agency in Puerto Morelos if you decide to rent a car for the day.

Check with your credit card company before renting. Be sure to mention that the rental car that you wish to rent will be in Mexico. Often, at least a portion of your rental car insurance is covered by your card.

- **CHECKING IN:** The earliest available check in time is 4 p.m., unless previous arrangements have been made.

Upon arrival, please go to our office where we will provide you with a Welcome Packet, containing keys and information.

Once inside your vacation rental, please find the “Guest Information Guide” as it contains information on your vacation rental unit, town info, general info, phone numbers, and maps.

IMPORTANT: Occasionally, guests find themselves arriving after office hours or much later than their pre-arranged check in time. No worries! If you find yourselves in this situation, please still go to the office first. We will put your Welcome Packet in our drop box. Our drop box is located to the left of the office front entrance. Open the door and you'll find a safe with a keypad. The combination is: **005 A**. The safe will open and your Welcome Packet will be inside, along with a phone should you need to contact us. Please close the door and turn the knob to relock. If you need to contact us for any reason, you may call the MRP Emergency Phone Number listed at the top of this document. [See the Driving Directions on Page 4 for the Drop Box Photo/Location.]

- **CHECKING OUT:** Check out time is by 10 a.m., unless previous arrangements have been made. Please leave all keys on the kitchen table and lock unit before leaving. If you have any MRP items (i.e. DVDs, cell phone, beach toys, etc.), please leave them out in plain view so that we can return them to our office.
- **PLANNING YOUR TRIP:** We have a Guest Experience Specialist that can help you with any arrangements that you need prior to your arrival or during your stay. Please feel free to contact us!
 - Be sure to check out the Activities Guide that is on our [Puerto Morelos Activities Page!](#) It has a hand-picked list of some of the best area activities.
 - The [Puerto Morelos Section of our website](#) with lots of info and maps!
 - There is a [Puerto Morelos Community Events Calendar!](#) Check out what is happening during your stay!
- **IMPORTANT PRE-ARRIVAL TASKS / THINGS TO CONSIDER:**
 - **ACCESSING CASH:**
 - **ATM:** Most choose to use their ATM card to withdraw pesos at one of the local machines. You will get the best exchange rate this way. ATM machines are located in the local grocery stores and OXXO convenience stores.
 - **MONEY EXCHANGE:** Located in the Puerto Morelos Town Square, in the “Plaza D’ Cesar”.
 - **CREDIT CARDS:** It is important to contact your credit card company prior to your trip and notify them of your travel plans.
 - **MONEY/TRAVELER’S CHECKS:** You cannot cash Traveler’s Checks in Puerto Morelos.
 - **CELL PHONES:** Most major phone companies offer the ability for you to use your cell phone in Mexico, but contacting them before your departure is often necessary. Be sure to receive specific instructions, as many need to have international roaming or data turned OFF to avoid a huge phone bill.
 - **GOOD ITEMS TO BRING FROM HOME:**
 - **SNORKEL EQUIPMENT:** Snorkel Gear rental is included with your snorkel trips to the reef and is available to rent in parks like XelHa and Xcaret. However, there is plenty of snorkeling from the shore and in local cenotes that you can do on your own! So, bringing your mask/snorkel/fins is a great idea! Sets are available for purchase at the local dive shops if you decide to buy once you get here.
 - **SAM’S CLUB OR COSTCO CARD:** Sam’s Club and Costco are in Cancun, but your membership card will be required.
- **RENTAL UNIT INFORMATION:**
 - **BOTTLED WATER:** A starter supply of purified water is provided. Empty jugs can be taken to town stores or the MRP office and replaced for 25 pesos each. (Some condominium complexes have replacements onsite that can be purchased directly with the staff.)
 - **BATHROOM TOILET PAPER:** Plumbing in Mexico is NOT the same as the U.S. Canada, or Europe. In most properties, you can not flush ANY paper products in the toilet. All paper must be disposed of in trash cans beside the commode. If you happen to have rented a place where paper can be flushed (check the guest information binder inside the unit for info), it may only be flushed in SMALL amounts.
 - **AIR CONDITIONERS:** Electricity in Mexico is VERY, VERY expensive. For this reason, we kindly ask that you use the air conditioners judiciously. Please turn off units when leaving or when window/doors are open. They take just a few minutes to cool rooms when you return.

- **SUPPLIES:** Most kitchens have oil, salt/pepper, laundry soap, etc. For the convenience of the next guests, we ask that you replace what you have used during your stay.
- **LINENS:** Rental units are furnished with bedding, pillows, linens, and bathroom towels.
- **OVENS:** Ovens and stoves in the rental units are usually gas. Some have a protective glass cover that must be upright for the burners and/or oven to operate. Turn the knob of the burner or oven to initiate gas to the burner, then use the ignite button or a lighter to start the flame.
- **DVDs:** We have a free movie library in the MRP office that is available to our guests.
- **AMENITY ITEMS:** Free beach toys are just one of the many of the [Amenity Items](#) that we have available.
- **SUNSCREEN:** BRING IT AND USE IT!!!...LOTS OF IT!! You are much closer to the equator and sun here -- Even those with great tans do get severely sunburned without protection.
- **WATER CONSUMPTION:** All restaurants also use purified water for drinking and ice. Be prepared to drink twice the amount water as you normally consume while you are here! When in the tropics, you are sweating constantly. This means that your body dehydrates very quickly. Throw a few beers and light activity into the mix, and you will be as dry as the sand and feeling pretty ill. Keep Drinking Water! Really keep it up if you are drinking alcoholic beverages – as alcohol dehydrates your body. Please pay special attention to keeping children hydrated, as their little bodies dehydrate even quicker. Interestingly, the symptoms of dehydration are stomach cramps, dizziness, and often diarrhea – rather than being ill from something you ate, you are more likely experiencing dehydration. Pedialyte is available in Casa Martin Grocery and the Pharmacies and is a great way to rehydrate if you get behind.
- **WEATHER:** The average temperature varies throughout year. In January, the average high temperature is 81F and low temperature is 67F. In June, the average high temperature 89F and low temperature of 78F. Generally, June through October has more rainy days. [Should you look up the weather for this area prior to departure, it's the norm to show chance of rain everyday during the summer and fall. However, it RARELY rains everyday and if it even does rain, it is usually a short shower and the sun returns.]
- **TIME ZONE:** On February 1st, 2015, the state of Quintana Roo will be changing from Central Time to Eastern Time. We will NOT participate in Daylight Savings.
- **BUGS, JELLYFISH, GECKOS, & COCKROACHES:** Bugs, Lizards, and Nature are a part of our wonderful life here in the tropics. Mosquito spray may be needed at dusk and dawn. Ants are almost unavoidable, but keeping the kitchen tidy will go a long way to minimize them. Small, almost invisible Jellyfish are around in the summer months. If you are stung, soak the area in white vinegar to alleviate stinging. Geckos are little lizards that are completely harmless, plentiful, and pretty darn cute. Enjoy!
- **CONTACT US:** Please do not hesitate to [contact us](#) regarding your upcoming trip! (Our contact information can also be found at the top of this document.) We are more than happy to answer any questions you may have regarding our services, your vacation rental, or about the area.

DIRECTIONS TO THE MAYAN RIVIERA PROPERTIES OFFICE

FINDING PUERTO MORELOS FROM CANCUN / CANCUN AIRPORT (NORTH):

As you exit the airport grounds, the road splits into a "Y".

- If you want to grocery shop before heading into Puerto Morelos: About 5 minutes north of the airport is a Sam's Club, Superama Grocery, and a Wine/Liquor/Import Store called La Europea. As the road leaving the airport splits into a "Y", follow the signs on the LEFT toward Cancun. Then, follow the signs to Downtown Cancun (not the Hotel Zone). The Downtown Cancun exit will put you on Highway 307 heading north. Just a few minutes ahead, on your left hand side, you will see the grocery stores. You will have to drive past them, take the next return, and pull off onto the service drive to access them.

If you plan to grocery shop before checking-in, please be sure that your estimated Puerto Morelos arrival time on your Guest Info Form reflects this delay in your arrival.

- If you want to drive directly to Puerto Morelos: Stay to the RIGHT and head south on Highway 307 toward Puerto Morelos/Playa del Carmen/Tulum.

The entrance to Puerto Morelos is approximately 15 minutes south of the airport. The intersection for Puerto Morelos has an overpass, with a service drive on the right side of the overpass. Stay to the RIGHT to take this service drive. (There is a Pemex Gas Station and a 24 Hour Pharmacy on your right.) Turn LEFT, under the overpass, and into the entrance of Puerto Morelos. The entrance road is approx. 1 mile into the Town Square of Puerto Morelos.

[If you have traveled to Puerto Morelos by bus, the bus depot is at the highway intersection. A taxi can be taken from here into town.]

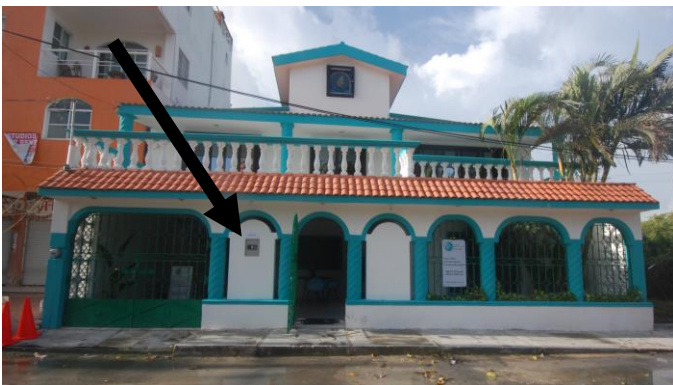
FINDING PUERTO MORELOS FROM PLAYA DEL CARMEN (SOUTH):

Travel NORTH on Highway 307 to the intersection of Puerto Morelos. The intersection for Puerto Morelos has an overpass, with a service drive on the right side of the overpass. Stay to the RIGHT to take this service drive. (There is a Pemex Gas Station, 24 Hour Pharmacy, and ATM on your left and a small bus depot on your right.) From the service drive, turn RIGHT at the intersection. This is the entrance road to Puerto Morelos. This entrance road is approx. 1 mile into the Town Square of Puerto Morelos.

LOCATING THE MAYAN RIVIERA PROPERTIES OFFICE:

After turning toward Puerto Morelos at the Highway 307 intersection, you will be on the entrance road into town. About 1 mile down this entrance road is the town square of Puerto Morelos. Continue driving straight into the town square, toward the ocean. Our office is located across the street from the broadside of the Church that is in the Town Square.

MAYAN RIVIERA PROPERTIES OFFICE BUILDING:



Mayan Riviera Properties Office Building in the Puerto Morelos Town Square, Across the Street from the Broadside of the Church.

**Arrow is pointing to the MRP Drop Box.
Code for Drop Box: 007 A**

**Address:
Calle Tulum
SM 1 MZA 9 Lote 16
Puerto Morelos, Q. Roo, Mexico 77580**

PUERTO MORELOS INFORMATION

PUERTO MORELOS:

Welcome to Puerto Morelos! This tranquil fishing town is a great location for relaxing and enjoying its quiet waters. The waves that gently roll onto Puerto's shore are protected by the Great Maya Reef, Mexico's most recent addition to its National Parks and the second largest reef in the world. Just 500 meters from shore, the Great Maya Reef is a wonderful haven for magnificent fish and coral that can be explored by snorkeling or diving. This barrier also calms the waves making the beaches in Puerto Morelos ideal for families.

Only 15 minutes from the Cancun Airport and 25 minutes from Playa del Carmen, Puerto Morelos' central location makes it a great hub for seeing all that the Mayan Riviera has to offer.

Be sure to check out the following info on our website!

- [Puerto Morelos Information Page](#) for info about town, its history, and services.
- [Puerto Morelos Activities Page](#) for our Activities Guide
- [Puerto Morelos Community Events Calendar](#)

RESTAURANTS:

Puerto Morelos has an awesome selection of restaurants -- the best of any small town on the coast! From a corner cafe to award-winning gourmet cuisine, there is something for everyone. Plus, you are only minutes away from the incredible selection of restaurants that Cancun and Playa del Carmen have to offer. Check out the Guest Information Binder in your unit for more info on local restaurants. Also, our office is happy to make your dinner reservations.

GROCERY STORES:

- **IN TOWN:** There are lots of choices in town. Most find that they do just fine with the local offerings without a trip to Cancun.
 - **CHEDRAUI:** The Chedraui grocery store is located at the highway intersection of Puerto Morelos. They have a large selection of foods, meats, wines, liquors, and personal care items.
 - **SUPER AKI:** The Super Aki grocery is located on the highway, just north of the Chedraui.
 - **CASA MARTIN:** The Casa Martin grocery store is on the corner of the Town Square. They have basic supplies.
 - **CHULIM FRUIT & VEGGIE STAND:** The Chulim fruit and veggie stand is on Calle Niños Heroes, just down from John Grey's Restaurant. They have a great selection of fresh fruits, vegetables, and juices.
 - **PUERTO MORELOS MARKET:** There is a small farmer's market that sets up in the town square, next to the church on Wednesday mornings.
 - **FISH CO-OP:** The local fisherman's co-op sells fresh fish and seafood from their co-op in the town square, next to the Plaza d' Cesar. The goods start rolling in around 2 p.m.
 - **LA EUROPEA:** There is a small selection of liquors and wines in the La Europea section that is located inside the Pemex Gas Station Store, on the road into Puerto Morelos. They might have something that you couldn't find in Chedraui.
 - **ORGANICS/SPECIALTY:** Next to the Plaza d' Cesar, there is a Gelato Ice Cream Store (Delish!) They carry various health/organic/gluten-free products. You can also find some products at the Chedraui.
- **IN CANCUN:**
 - **SAM'S CLUB:** Located north of the Cancun Airport, in the Cumbres Complex, you'll find a Sam's Club, Superama Grocery Store, and a large La Europea imports/wines/liquors store.
 - **COSTCO:** The Costco is located on Avenida Kabah in Cancun. They have a large selection of foods, meats, wines, and liquors.

TELEPHONE SERVICE:

- **CELL PHONES:** You will probably be able to use your cell phone in Mexico, but probably won't be able to retrieve voicemail. Be sure to call your service provider prior to departure to check rates and download any necessary software to your phone.

- **LOCAL CELL PHONES:** Mayan Riviera Properties has [Prepaid Local Cell Phones available for rent](#). Most any store sells the cards for our prepaid cellular phones.
- **PAY PHONES:** There are a number of public pay phones, especially around the Town Square. International calling cards can be purchased in groceries or money exchanges.

MONEY:

- **ATM:** In the town square, there is an ATM Machine in front of Casa Martin Grocery Store, inside the OXXO convenience stores, Chedraui and Super Aki grocery stores, and in the 7/11 at the highway intersection.
- **MONEY EXCHANGE:** There is a money exchange in front of the Plaza d' Cesar in the Town Square.

INTERNET ACCESS:

Your rental may have wireless internet inside the unit or in the common areas. If not, Mayan Riviera Properties also has [Wireless USB Devices available for rent](#). In addition, Puerto Morelos has several computer/internet cafes that offer high speed internet services.

LAUNDRY SERVICE

There are several laundry mats (*Lavandarias*) in town. All offer drop off service. The price is generally 12 pesos/kilo and your clothes are ready for pick-up in 24 hours – It's so great! There is a dry cleaner located in the Chedraui complex.

AMENITY ITEMS & CONCIERGE SERVICES INFORMATION

The following are the optional services and amenity items that we offer, and are subject to availability. Check out the [Concierge Services Section of our website](#) for photos and details about these services and items:

SERVICES:

CONCIERGE SERVICE

Our offices are open Monday – Saturday, and we are happy to assist you in making the best of your vacation! Please visit the “Puerto Morelos” section of our website to view these attractions...

- We have an excellent [Activities Guide](#) on our website that has a hand-picked list of some of the best area activities. We are happy to assist you in booking your tours or planning your trip!
- Tickets to Different Area Attractions like Xcaret and Xel-Ha
- Water Adventures: Yacht Dinner or Day Cruises, Whale Shark Adventures, Fishing Trips, Snorkeling, Diving
- Restaurant Reservations
- Golf Course Tee Times
- Private Tour Guides

GROCERY SERVICE

- Would you like the house stocked when you arrive? Send us the list and we'll do the shopping, so that your rental is stocked upon arrival. \$100 USD + Receipts

CHILD CARE SERVICES

Interested in a night out? We can arrange for excellent caregivers. They are the ones we call to tend to our own children when we need a night out!

HOUSEKEEPING

Each rental includes its own housekeeping schedule. If you would like to increase the frequency of the service, just let us know.

BUTLER SERVICE

Don't lift a finger!! Have breakfast awaiting you in the morning, freshly prepared fruit and snacks at ready during the day. Head out for the evening or stay in for traditional cuisine.

PRIVATE CHEF SERVICE

Looking for an evening of fun cuisine? Let us arrange an evening with an area chef who can prepare a variety of delicious fare.

AMENITY ITEMS:

- Cellular Phones
- Wireless USB Internet Devices
- Beach Items
 - Coolers
 - Beach Toys – Free Beach Toys for Families with little ones!!
 - Beach Chairs
 - Beach Umbrellas
- Children's Items
 - Playpen
 - Highchair
- Looking for something that is not on the list? Ask Us!