

MAYAN RIVIERA PROPERTIES

GUEST PRE-ARRIVAL INFORMATION

(UPDATED SEPTEMBER 2010)

Web: www.MayanRivieraProperties.com

Email: Rentals@MayanRivieraProperties.com

Phone: 998.187.0716 (MEX)

Phone: 248.275.5556 (USA)

Emergency: [044] 998.109.9930 (MEX)

Emergency, Dialed from U.S. or Canada:

011.521.998.109.9939 (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, as we are more than happy to help!

- **BOOKING YOUR FLIGHT:** In addition to major airlines, there are many charter airlines that fly into Cancun and offer great fares! Check with your local travel agent for more info!
 - Cancun International Airport (CUN) Website: www.cancun-airport.com
- **REQUIRED DOCUMENTATION:** A passport is required for ALL persons: Adults, Children, & Babies.
- **CUSTOMS/IMMIGRATION:** You will be given a customs 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! You will need to give it back to them at your time of departure.
- **TRANSPORTATION OPTIONS:**
 - **PRIVATE TRANSPORT:** We are happy to arrange Private Transportation. Suburbans/Vans are available. Private Drivers can also be hired for around \$200 USD per day. Please contact us to make your arrangements.
 - **AIRPORT TRANSFERS TO/FROM PUERTO MORELOS:** (Prices listed are for One Way. Please double amount for Round Trip.)
 - 1 – 3 Persons: \$65 USD
 - 4 – 5 Persons: \$75 USD
 - 6 – 7 Persons: \$85 USD
 - 8 – 11 Persons: \$105 USD
 - If you would like to stop at a Grocery Store before Check-In, add \$35 USD to the cost of transport.
 - **BUS:** 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 travel buses.
 - **TAXI:** Taxis are available everywhere. They are a great way to get around Puerto Morelos (\$2-3 USD), 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.

There are also mini-buses called “*Colectivos*” and are painted like the town taxis. They make there rounds around town and pick people up along the way – they have no specific bus stops. Just wave at one and they'll stop to pick you up. When you get near where you want to stop, let them know and they 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.

- **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. Making your car reservations prior to arrival will save you time, hassle, and money.

Check with your credit card company before renting a car. Many times at least a portion or all of your rental car insurance is covered by the card and does not need to be purchased through the rental agency, which can mean big savings!

Here is the link to the [rental car agencies that are in the Cancun Airport](#). We often hear that the best prices are from Budget or Thrifty. Be sure to reserve your car for pickup at the Cancun International Airport (CUN), as most car rentals have multiple locations in the area. As you leave the airport terminal, find your Rental Agency's Representative in order to receive your car.

- **CHECKING IN:** Once your flight itinerary is arranged, please return the MRP Guest Arrival Information Form (included in your confirmation email) so that we will have your flight information and approximate arrival time in Puerto Morelos. Upon your arrival to our office, you will follow us to your vacation rental, where we will familiarize you with the property, give you keys, and provide a guest information guide. This guest info guide contains information on your unit, the general area, tourism, phone numbers, and maps. The earliest available check-in time is 4 p.m., unless previous arrangements have been made.

IMPORTANT: Occasionally, due to flight delays, etc., guests may find themselves arriving much later than their prearranged check-in time. No worries! If you find yourselves in this situation, please still go to the OFFICE first. Most likely, we are still there waiting for you. If it's really late, we will put simple driving directions and keys 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 safebox with a key pad. The combination is: **007 A**. The safe will open and your info/key will be inside. 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 packet. [See the Driving Directions on Page 4 for the Drop Box Photo/Location.]

- **PLANNING YOUR TRIP:** We have an excellent [Activities Guide on our website](#) that has a hand-picked list of some of the best area activities. There is also a [Puerto Morelos Section of our website](#) with lots of info and maps! Contact us -- We are happy to assist you in booking your tours or planning your trip!
- **RENTAL UNIT INFORMATION:**
 - **RENTAL UNIT AMENITIES:** A starter supply of paper goods and several large jugs of purified water are supplied in your unit.
 - **BOTTLED WATER:** A supply of purified water is provided. If you consume all of the bottled water that is supplied, you can take the empty bottles to any one of the town stores or our office, and they will replace them with filled bottles 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.
 - **KITCHEN 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 light button or a lighter to start the flame.
 - **DVDs:** We have a free, assorted movie library in the MRP office that is available to our guests.
- **IMPORTANT PRE-ARRIVAL TASKS / THINGS TO CONSIDER:**
 - **ACCESSING CASH:**
 - **CREDIT CARDS:** It is important to contact your credit card company prior to your trip and notify them of your travel plans. Most card companies' fraud departments will place a hold on your card when your first Mexico purchase is made and your card will be denied until you contact them. Some Puerto Morelos' businesses accept credit cards, but most accept cash only.
 - **MONEY/TRAVELER'S CHECKS:** YOU CANNOT CASH TRAVELER'S CHECKS IN PUERTO MORELOS – ONLY AT BANKS IN CANCUN. Many people choose to use their ATM card to withdraw money at the local ATM machines instead.
 - **MONEY EXCHANGE:** There is a money exchange in the "Plaza D' Cesar" located in the Puerto Morelos Town Square.
 - **CELL PHONES:** Most major phone companies offer the ability for you to use your cell phone in Mexico, but contacting them is necessary before your departure – once you are here they cannot always download the software to your phone that you'll need to use for Mexican cell towers. Be sure to tell them you want the ability to both place and receive calls in Mexico.

- **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, and fins is a great idea! Sets are generally available for purchase at the local dive shops if you decide to buy a set once you get here.
 - **SUNSCREEN:** BRING IT AND USE IT!!!...LOTS OF IT!! It is also available to purchase here, but is more \$\$ than if purchased at home. You are much closer to the equator and sun here -- Even those with great tans will get severely sunburned without protection.
 - **SAM'S CLUB OR COSTCO CARD:** There are both Sam's Club and Costco in Cancun, but your membership card will be required – so remember to pack yours if you have one.
- **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: 6-8 per month. [On an interesting note: 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. It is very unusual to have an entire day of showers.]
- **TIME:** The Mayan Riviera is in the Central Time Zone (CST).
- **BUGS, JELLYFISH, & GECKOS:** Bugs, Lizards, and Nature are a part of 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 along way to minimizing them. Small, almost invisible Jellyfish are around in the summer months. If you are stung, soak the area in white vinegar to alleviate the stinging. Geckos are little lizards that are completely harmless, plentiful, and pretty darn cute. Enjoy!
- **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!! Being in the tropics, you are sweating constantly, even if you don't feel it. 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!! And 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 pretty quickly. 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.
- **TELEPHONE SERVICE:** Some properties have telephone service, but service is limited to incoming calls only. See Property's Amenity List for more information on your particular unit. Your options for placing calls are: Using Your Cell Phone, A Public Payphone with International Calling Card Purchased From Any Grocery/Convenience Store, or a local Pre-paid Cell Phones Available for Rent From Mayan Riviera Properties. For instruction on dialing numbers, see the Guest Information Binder in your unit.
- **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.
- **RESERVATION/DAMAGE DEPOSIT:** We will conduct an inventory of the property upon your departure. We will refund the deposit according to the terms and conditions outlined in the Rental Agreement.
- **CONTACT US:** Please do not hesitate to [contact us](#) regarding your upcoming trip! 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.

- 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, 24 Hour Pharmacy, and ATM on your right hand side.) 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 oceanfront, next to the green military post. It is a blue, two story building with a thatch roof.

MAYAN RIVIERA PROPERTIES OFFICE BUILDING:



Mayan Riviera Properties Office Building in the Puerto Morelos Town Square

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

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. Please check out [website's Puerto Morelos Section](#) for more details on different tourist activities.

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 PUERTO MORELOS:** The local store "Casa Martin" is located on the corner of the Puerto Morelos Town Square. It has the basics, as well as beer/wine/liquor, and they are open until at least 10 p.m. There are incredible fruit and veggie markets across the highway intersection in the "Colonia". (Easiest way is to take a taxi or Colectivo to find them.) Also, there is a fresh fruit/veggie market that sets up in the Town Square every Wednesday morning.
- **IN CANCUN:** Just 5 minutes north of the airport, on the west side of the highway, you will see a large grocery store "Superama", a Sam's Club, and an import/liquor/wine store called "La Europea".

MONEY EXCHANGE:

There is a money exchange in the Town Square, to the left of the Casa Martin Grocery. Check that the foreign bills you bring are in good physical condition. Those in poor condition won't be accepted at the exchanges. TRAVELER'S CHECKS ARE NOT CASHED AT THE MONEY EXCHANGES.

What is a Peso? – A typical exchange rate is around 10 pesos per U.S. Dollar.

ATM MACHINES:

There are two ATM machines in the Town Square that accept debit and credit cards in Puerto Morelos: In front of the Casa Martin Grocery & Inside the OXXO. (Be aware that most stores, vendors, and restaurants in Puerto Morelos only accept cash!)

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.

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 10 pesos/kilo and your clothes are ready for pick-up in 24 hours – It's so great!

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, Xel-Ha, Selvetica, Crococun, ALLTOURnative Adventures
- 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. \$50 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!