



- **CHECKING IN:** Once you have your itinerary arranged, please contact Mayan Riviera Properties with your flight information and estimated arrival time. Earliest available check in is 4 p.m., unless previous arrangements have been made. We will meet you at our office and take you to your vacation rental to familiarize you with the property, give you keys, and provide a guest guide. This guide contains information on your unit, the general area, tourism, important phone numbers, and maps.

**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 may have posted very simple instructions for finding your rental and letting yourselves in. **What's important is that you go to the office first and not drive directly to your rental.**

- **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.
- **RESERVATION/DAMAGE DEPOSIT:** We will conduct an inventory of the property after your departure. We will refund the deposit according to the terms and conditions outlined in the Rental Agreement.
- **OTHER IMPORTANT PRE-ARRIVAL TASKS / THINGS TO CONSIDER:**
  - **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.
  - **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:** To Bring or Not to Bring?...It's a great question...Snorkel Gear is included with your snorkel trips to the reef and is available to rent in parks like XelHa and Xcaret. However, if you plan on snorkeling in the cenotes and/or going to these parks or snorkel trips, you may want to buy your own gear. First of all, your gear will generally fit better and it will be yours to keep. Secondly, by the time you rent it several times, you could have purchased it anyway. Thirdly, if you decide to buy it here, it is possible, but it will generally cost more.
    - **Sunscreen:** BRING IT AND USE IT!!!!...LOTS OF IT!! Also available to purchase here, but is more pricey than if purchased at home. Even though it is a short flight for most, you are much closer to the equator and sun here. Even those with the best of tans will get severely sunburned if you are out in the sun without protection.
- **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).

- **UNIT AMENITIES:** Our units are furnished with all bedding, pillows, linens, and bathroom towels. [For more detailed information, see your unit's amenity information.] We also provide a supply of paper goods, toiletry items, and purified water.
- **WATER CONSUMPTION:** A supply of bottled drinking water is provided in each rental. This water is completely safe for 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 – alcohol further dehydrates your body!! Pay special attention to keeping children hydrated, as kids dehydrate faster than adults and are usually more active, compounding the problem.

Interestingly, the symptoms of dehydration are stomach cramps, dizziness, and often diarrhea – almost all of the folks who say they are ill from something they ate are actually experiencing dehydration.

- **BULK FOOD STORES:** Among other nice groceries in nearby Cancun and Playa del Carmen, Sam's Club and Costco are also available. However, these stores require membership – so pack your membership card if you have one.
- **TELEPHONE SERVICE:** Some of our properties have telephone service. This service is limited to local calls only. (See Property's Amenity List for more information on your particular unit.) Long distance calls will require calling cards, which can be purchased at local stores or calls can be made from calling centers. Mexican cell phones are also available for rent at our office.
  - Dial from USA to Mexico: 001 + 52 + Three Digit Area Code + Seven Digit Number
  - Dial from Mexico to USA: 011 + Three Digit Area Code + Seven Digit Number
- **MORE INFORMATION:** Please see [www.MayanRivieraProperties.com](http://www.MayanRivieraProperties.com) for even more information, maps, and pictures!
- **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.

Mayan Riviera Properties  
[www.MayanRivieraProperties.com](http://www.MayanRivieraProperties.com)  
[Info@MayanRivieraProperties.com](mailto:Info@MayanRivieraProperties.com)  
 248.275.5556 (USA)  
 998.871.0716 (MEX)

Office Hours:  
 Monday – Friday: 9-5  
 Saturday: 9-2  
 After-Hours By Appointment

# 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 [www.MayanRivieraProperties.com](http://www.MayanRivieraProperties.com) in our "Area Info" 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. Enjoy the freshest fish, lobster, Yucatan, Oriental, Italian, Argentinean, and Continental menus. Plus, you are only minutes away from the incredible selection of restaurants that Cancun and Playa del Carmen have to offer.

## **GROCERY STORES**

Puerto Morelos has a wonderful local grocery store, Casa Martin. It supplies all of the necessities including paper goods, milk, meat, produce, sodas, liquor, beer, water, etc.

Every Wednesday morning, there is fresh produce market that offers great fruits and veggies located in the town square.

There are several stores in Cancun that offer top quality meats, cheeses, a wider selection of goods, and lower prices. You may want to consider making a trip to stock up if you plan on eating in often.

## **MONEY EXCHANGE**

There are several money exchanges in Puerto Morelos. Most also sell numerous types of phone cards for telephones, pay phones, and prepaid cellular phones. Please check the foreign bills that you bring with you to be sure that the bills are in good physical condition. Those in poor condition won't be accepted at the exchanges.

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

## **ATM MACHINES**

There are two ATM machines that accept debit and credit cards in Puerto Morelos. (Be aware that most stores, vendors, and restaurants in Puerto Morelos only accept cash!)

## **TELEPHONE SERVICE**

In addition to many public payphones, there is also a long distance calling center in town which offers excellent rates to the USA and Europe.

## **INTERNET ACCESS**

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 & SERVICES INFORMATION

The following are the optional services and amenity items that we offer, and are subject to availability. If any of these interest you, just let us know and we'll be happy to reserve one for your stay.

### **SERVICES:**

#### **FREE 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...

- Tickets (Some of them at a Discount!) 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 and Discounted Fees
- Private Tour Guides

#### **GROCERY SERVICE**

Have your house stocked on arrival – No wasting vacation time in the groceries of Cancun! Send us the list and we'll have it for you at check-in. \$50 USD + Food 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 (\$30 USD/week. Prepaid phone cards for these phones can be purchased at numerous locations.)
- Beach Items
  - Coolers (\$5 USD/Day \$20 USD/week)
  - Beach Chairs (\$5 USD/Day \$20 USD/week)
  - Beach Umbrellas (\$5 USD/Day \$20 USD/week)
- Children's Items
  - Beach Toys – Free Beach Toys for Families with little ones!!
  - Playpen (\$50 USD/week)
  - Highchair (\$50 USD/week)
- Looking for something that is not on the list? Ask Us!
- \*\*These items are subject to limited availability.\*\*

**\*\* ALL SERVICES & AMENITIES MUST BE PAID  
IN CASH AT THE MRP OFFICE. \*\***