

# Frequently Asked Questions

last updated on 6/19/2017

## **I checked the calendar and the home I want is available, what do I do next?**

If you have checked [Casa1AvailabilityCalendar](#) and/or [Casa2AvailabilityCalendar](#) and the home you want is available for the time you wish, fill out a simple reservation form at <https://www.sunsetparadise.com/sp/reservations> We require a minimum payment of \$200 per home to reserve the dates you wish

## **Is it safe to use the on-line reservation/payment form?**

Yes. Our site uses secure forms in which you give us information about yourself (your name address, credit card information, email address, etc). Your information is encrypted during its trip across the Internet to prohibit viewing by a third party. In fact, online payments are statistically safer than using your credit card at a restaurant or department store because the information is immediately encrypted into a scrambled message that can only be decrypted by an authorized computer. Also almost all charge card companies have a dispute department so you never pay for any unauthorized charges

## **I still do not trust on-line payment, is there another way?**

Sure, we will also take a check. Make it out and mail to: "William Jugenheimer" 41315 N Club Pointe DR, Anthem, AZ 85086. You can also do a "direct deposit". Walk into any Wells Fargo and make a direct deposit into our bank account

## **I just made my reservation and I cannot see/open the attachments sent with the email?**

We have found that happens more on smartphones/Ipads/Iphones. Try using a regular computer to open attachments. If that still does not work, check the security settings in your email program you are using, it may not be allowing any attachments. If you are still having problems and not comfortable with computers, we can email everything to a friend and he/she can get them to you, or as a final solution (\$5 charge), we can also send them by US priority mail.

## **I never received move-in information?**

We always send an email with ALL the above information shortly after you make the reservation. Please refer back to ALL your emails (also your junk folder?) you received on or slightly after that date and MOST times it is there? It would be rare that it would have not have been sent to you? In the VERY rare case the internet "swallowed it", or in case you "forgot" to save it or you deleted it, just call or email us. We will be happy to resend it. You can also review our rental agreement, and get directions on our web site

## **When and how much do I need to pay?**

We need at least a \$200 payment for each single villa/unit we reserve for you. We require at least 50% of the rental amount 12 months before the rental date, and 100% has to be paid 90 days before move-in. If there is no other arrangements/communication, and no payment is made, the reservation can/will be cancelled and your name will be taken off the calendar. If/When payment is made (and the same dates are still available) the reservation will again be honored, but a \$200 change fee will be charged to re-instate your reservation.

## **Can I make installments or change the payment schedule?**

Please let us know if you need a different payment schedule. We try to be flexible to fit your budget. We suggest if you are collecting money from a large group, please save up and make just one payment to us. To change to a different payment schedule, or to make "installment payments" a nominal (3%) surcharge will apply.

### **Is there a fee to use my charge card?**

While there is no fee to place your initial \$200 payment per unit, a 3% fee charge card fee is applied to the balance of your reservation if you elect to make payments by charge card. There are no fees if you pay your entire reservation in full.

### **Do you offer any discounts?**

Yes, we do! We offer discounts during certain times of the year, as well as for length of stay and for guests who elect to pay by check/direct deposit. In addition, we offer special discounts to our repeat guests. Please contact our office for more information and current specials.

### **I have a large group renting both homes, why can I not get a large discount?**

Past experience has clearly indicated that having 1 large group renting multiply units tend to cause a LOT MORE work, not less! We have found that dishes, plates, and glasses, etc all get mixed up and most times end up in the wrong units. At times, chairs and tables end up where they do not belong. Many times there tend to be more “accidental damage” done with large groups vs. if the unit was rented to smaller individual families or groups. In addition, we have found there is more garbage and trash left behind that needs to be dealt with. It is because of these reasons it is very common to charge an “event fee” to cover the increase in expenses that large groups tend to cause.

**What if I have to cancel, what is your policy?** Any and all notices of cancellations, for any reason, are to be made in writing. Your account will be charged 10% of the total reservation amount with a \$200 minimum as a cancellation fee. If/When a notice is received more than 90 days before the rental date, all attempts to re-rent the property will be made. If the property does not get re-rented, any deposits or prepaid rental fees will be forfeited and you would be liable for the amount of that reservation. If the property does get re-rented, the amount of money collected will be credited to your account. Example: You had 1 week rental and we re-rented it for 6 days, you get 100% of what we collect (6 days) and will not get credit for the 1 day. If less than a 90 day notice is given, 100% of all money collected will be retained.

### **I may have to cancel and do not want to risk losing any money, what are my options?**

If you think you may have to cancel and are concerned about losing your deposit, we recommend that you purchase travel insurance. For more information and an overview see [How To Protect Your Vacation](http://www.travelinsurancereview.net/travel-insurance-101/) at <http://www.travelinsurancereview.net/travel-insurance-101/> , [What Does Travel Insurance Cover](http://www.travelinsurancereview.net/coverage) at <http://www.travelinsurancereview.net/coverage> and also [5 Rules For Saving Money On Travel Insurance](http://www.travelinsurancereview.net/tips-and-advice/choosing-your-plan/5-rules-for-saving-money-on-your-travel-insurance-plan) at <http://www.travelinsurancereview.net/tips-and-advice/choosing-your-plan/5-rules-for-saving-money-on-your-travel-insurance-plan> Some additional suggested sites to price different policies are [Insure My Trip](http://www.insuremytrip.com) at <http://www.insuremytrip.com> . or [Quotewright](http://www.quotewright.com) at <http://www.quotewright.com> . They all search for the best travel insurance prices for you.

### **What if I have to make changes in my reservation?**

Any changes will be subject to a change fee of \$200. When a reservation is made, those dates are reserved for you and we start turning away other guests that make inquiries for that time for that unit. If you need to move those dates back or forward a bit, (still renting same amount of days and still maintaining most of the same dates) we try to be flexible, but a \$200 change fee will apply. If you wish to increase the length of your stay, we will be happy to do so based on availability. But if you decrease the length of your stay, it becomes harder to do since we had those dates and that unit reserved for you and most likely we have turned away future guests because you had that unit reserved for those dates. That is the reason we do not allow any decrease in the length of your stay, or any decrease in the number of units you are renting. Also rescheduling for completely different dates, or unit, is the same as a cancellation and will be subject to a \$200 cancellation fee. See *cancellation policy* above.

### **How do I get in? Where do I pick up the keys?**

You do not use keys. We use special “smart” door locks that have pushbutton security. You will be given a special door code and you use that code to open the door.

### **What are the check-in procedures?**

When you place a reservation, you will receive all the move-in instructions and directions.

### **What if I have problems getting in, or with the door lock?**

We test the door locks just prior to your arrival and make sure they are functioning. These “smart locks” also use the internet and report to us if batteries get low, so we normally do not have any issues. Any problems we do have in locking or unlocking the door are the result of the door pin and the door hole in the door jamb not being 100% lined up. If you have problems, try “wiggly” (push/pull) the door a bit while trying the code. If you STILL have problems simply call the manager and he/she will help. Please remember to also take all contact numbers with you, so you have all the phones number handy.

### **What time is check-in and check-out?**

Check in is anytime after 3 PM and check out is before 10 AM.

### **Can we do Early Check In/Late Check Out?**

*Most times* we can do *either* 1 hour early *or* 1 hour late at no charge, but depending on how busy we are, sometimes it is not possible. Early Check-In or Late Check-Out fees are 10% of your daily rate. Example: \$300 rate is \$30 per hour for any extra hours. Late check out after 3PM is another day rental fee. All times are rounded up to the nearest full hour. If you have requested for early check-in or late check-out please check a few days prior to the rental period to make sure we still can honor the request. If we can no longer honor the request, you will be given a full refund of the early/late fees paid. **VERY IMPORTANT** - We do remotely monitor when guests check in and when they check out. Any guests found to move in early or check out late without making prior arrangements will be charged 20% of the daily rate per hour for all hours beyond the agreed to hours mentioned in this agreement.

### **Can we invite extra people to stay with us?**

No. We enforce a very strict occupancy limits. We are renting the home to the number of people you indicated on your reservation form only. **No additional guests or no “visitors” are allowed to come onto our property without prior approval.** At some point during your stay our manger will do a "Meet n Greet" to answer any questions and to assure you have no issues. He/she will also be checking on the number of guests. In addition, we have cameras on the premises for your security to assure that there are not any people on the property that do not belong on the property. We also count the number of beds slept in. **If any violation in occupancy occurs, you will be asked to leave immediately and any refundable deposit will be forfeited for breach of this contract.**

### **Can we invite guests to visit us during our stay?**

We are renting the home to the number of people you indicated on your reservation form. **No additional guests or no “visitors” are allowed to come onto our property without prior approval.** Even if they are “just visiting for the day”. Our policy is the same as most places and resorts in Rocky Point. No non-paying guests allowed. We suggest you meet your friends at a restaurant or other public spot. You are allowed to gather on the public beach in front of our homes but only paying guests are allowed to go up the beach stairs onto our property. **If any violation in occupancy occurs, you will be asked to leave immediately and any refundable deposit will be forfeited for breach of this contract.**

### **What if someone in our group cannot come, do I get a reduced rate?**

No. When you place your reservation, you must tell us details of the event including the maximum number attending and staying with us. We calculate a fair extra fee based on that info. You rented a private home and we do not come in and count number of people that ended up actually coming. We just trust that there is not any MORE THAN the number you said when you book. Again, the fee is for “maximum” number of people allowed. If there is less people, the fee is the same. FYI - Please keep in mind if you DO have more than what you tell us, that is a Rental Violation and you will be asked to leave and you will not get any of your deposit money back

### **Do children count as extra people?**

Yes, children are people! They sleep in a bed, use water electricity etc. Extra people means extra work and extra costs. Extra laundry, cleaning etc. Our experience has shown that when you have extra people it is more likely that "things happen" like broken items. We do not charge a lot for extra people, just a bit more to offset these costs

### **Can we bring our dog?**

Yes, but only in Casa 2, and only with prior approval. There is an additional “Pet Fee” (currently \$75 per pet). No pets are allowed in Casa 1. If a violation in occupancy occurs, you will forfeit any deposit. Management also reserves the right to immediately terminate the rental and any money paid will be forfeited for any breach of this contract.

### **What if I have problems/questions/concerns during my stay, who should I contact?**

Please contact your manager NOT the office. That is the REASON they are there. The office is in Phoenix Arizona and the office can only try to contact the manager for you and then can not tell them your concern/question as well as you can. It is a LOT better for you to go direct. Contact the office if you have questions about your bill, but everything else should go through the manager. Please give the manager a reasonable time to respond. Please understand their normal working hours are Monday to Friday and unless it is an emergency, try to limit contacting them on weekends and late at night.

### **Why do you have so many rules? Your policies seem very restrictive**

We do provide a very nice place and we do want to know what is happening on our properties.... so, Yes, we are very restrictive to the number of guests in each home and we do not allow extra visitors, parties and events (without our knowledge or permission). These restrictions help us keep our properties in the condition our guests have come to expect during their stay. I personally, would NOT want to rent from someone who is NOT restrictive and has “No Rules” for their property. Having restrictions and rules are an indication of a "well run" nicer/quieter property.

### **Why are you charging a deposit?**

Our goal is to keep the properties in top condition to ensure guests get what they expect and deserve. The deposit is there to ensure everyone follows the terms of the rental agreement, and to cover any costs of any damages that might occur during your stay, or any excess cleaning required. The property must be returned in the same condition or deductions will be made from the deposit.

### **When do I get my deposit back?**

Our paperwork says 30 days from move out date, but most times it is a lot sooner. We do not do refunds every day. We do refunds once or twice each month so depends when you rented.. it COULD BE up to 30 days, but again, *MOST Times*, it is a lot sooner.

### **How do I make sure to get my deposit back?**

Just make sure everyone staying at the house, follows all the rules, and abides by the terms of the rental agreement. Shortly after your stay the cleaning people will do a thorough walk through to inspect the condition.

They are looking for any issues, like damages, or extra cleaning that might be required. Damage might include (but is not limited to) scratches or water spots on furniture, missing or broken kitchen supplies or home décor, stained towels and bedding, carpet stains or chipped paint. Excessive cleaning includes (but is not limited) to beer cans/water bottles/cigarettes butts or other debris left all over and not bagged and taken to trash areas. These costs caused by the guests will be deducted from the deposit. Please refer to your move out check list for more detail. Please help us maintain a luxury vacation home. We check the property before you move in and deductions will be made if the property is not in the same condition when you move out. It does not matter what happened, accident or not.

### **Can I purchase insurance for property damage protection?**

Yes, if you are concerned about the costs of damages, we HIGHLY recommend Damage Protection Insurance. Damage Protection Insurance allows travelers to protect themselves from additional expenses should damage occur to a rental property during their stay. While no one expects to damage a rental property, accidents do happen. Damage Protection is recommended if you are traveling with children, pets, or in a group. By paying a small fee for Damage Protection you can safeguard your security deposit refund. Please visit Vacation Rental Protection at <http://www.vacationprotection.com> for more information and to purchase coverage. Please purchase Damage Protection Insurance if you are concerned about damages or deductions from your deposit from damages.

### **Do we still get charged if something got damaged and “it was an accident” or it was “not our fault”?**

Yes, that is the reason of the deposit. You are responsible. Also I would hope no one would intentionally do damage! After your rental, our goal is to quickly get the home in the same condition as when you arrived and those costs will be deducted from your deposit no matter who's at fault, if it was accidental or not. Deductions will be made from the deposit. It is very simple: We check the property before you move in and deductions will be made if the property is not in the same condition when you move out. It does not matter what happened.

### **I am with a group, how do I protect myself from being charged for damage I did not do?**

It is up to the group to determine who did what. To protect yourself from being held responsible for damages in a villa you are not staying in, we have a couple of suggestions: 1. Best protection for you is to purchase damage insurance. For more information on Vacation Rental Protection, go to [www.vacationprotection.com](http://www.vacationprotection.com) 2. You can have each home reserved by an individual occupying that home, therefore, this person will be held responsible for any damages incurred in that home. 3. If you are reserving the home, but not staying in it, we suggest you designate someone to be responsible for all charges that may occur due to damage; however, this will be an agreement between the two of you and not with us. **Please know whoever is listed as the reservation holder for each home will be held accountable for all damage costs.** Also see *Occupancy*.

### **Yes, there was some damage, but you charged me more than the price of the item to fix/replace?**

If you want to handle all aspects of doing the repair or replacement yourself, I am happy to consider doing a full refund once the repairs are 100% completed. But if you elect for us to replace or repair any items, the price of the item itself is just *part* of our “overall” expense to get the property back into the same condition before your rental. Our manager has to spend time in inspecting, taking pictures and figuring out what is exactly needed. Then we need to search out where we can get the replacement item (if it is available at all?). Then the price normally does not include sales tax, or shipping costs. If it is available in Mexico the price is almost always higher than it can be purchased for in the states, plus there is an additional 17% Mexico sales tax added to the already high price. If we get it from the states we have to pay the US sales tax and then the costs to get it down to Mexico. We incur time, and gas money (\$100 each way) expenses to take it down, or pay someone to transport it for us. Mexico also charges an “import tax” to bring it across the border which can be up to 30% of the price of the item. Plus, we still need to get it installed. Depending on the item, it can be hard to find a

qualified person that is able to install or replace the item. Yes, many times the price is a LOT HIGHER than just the price of the item. Again, if you are concerned about costs, we recommend you purchase damage protection insurance, or doing the repairs yourself.

### **Do you charge for A/C?**

Short answer yes, we charge you if the AC is in the "ON" position at any time during your stay. The charge is a fraction of our true cost to run the A/C. During the summer it can get hot, so we have A/C available for your comfort. But because of past abuse, we have installed thermostats that allow us to remotely monitor the A/C settings. For those that do not use the A/C, there are not any surcharges. We do a modest surcharge if you use the A/C conservatively and you do not set the temperature below 78 degrees, and a higher surcharge if you set the A/C lower than 78. We consider any setting at or below 72 to be "unreasonable use of utilities" and to be in violation of the rental agreement. See *Utilities* and *Violation* sections for more details. FYI - Our A/C (electric) bill has run as high as \$3000 per month (\$100 per day)! To minimize the A/C requirements in the summer, we suggest you open the windows during the night and close them when the heat of the day comes. Open them again after the sun goes down. Please DO turn on the ceiling fans; doing this you will find that the A/C is not needed, or needed as much. Electricity is very expensive so to avoid surcharges and to save money, run it ONLY when it is needed and Please be aware of the thermostat settings! Part of your deposit will be charged and not returned. If our thermostat monitoring hub, is unplugged or disconnected during your stay, you will be charged \$60 per day surcharge plus a \$50 reconnect fee. We have multiple A/C units in each home and the charges are based off the lowest settings on any A/C unit. Please inform all people staying in the home of these charges. You will be charge no matter "who" turned it on (with or without your knowledge). Please check the settings as soon as you arrive in case someone prior had it on. If you have any questions, please contact us.  
Casa 1 A/C fee - \$40 day for 78 degrees or higher and \$60 per day for 77 degrees or lower.  
Casa 2 A/C fee - \$25 day for 78 degrees or higher and \$45 per day for 77 degrees or lower.

### **Why are the A/C fees higher for Casa 1?**

The simple answer is that the costs are about 3 times more to run the A/C in Casa 1 than Casa 2. In Casa 1 we have FIVE separate A/C units. The ceiling heights are up to 28 feet tall in Casa 1 and it takes a LOT more energy to cool. The total cost to run all five A/C units can easily exceed \$100 per day! In fact we have considered not renting Casa 1 during the hotter weather, but decided to keep it available for those that want to rent during that time and are willing to pay a little extra to offset our huge A/C expenses.

### **Are both homes "beachfront homes"?**

Yes both homes are considered "beachfront" homes. But, casa 2 is on a smaller (more narrow) lot and the home sits back farther than casa 1. Walk out the front door of Casa 2 and you have the private patio and swimming pool, spa, and huge oceanfront patio. We sit up higher than the homes around us which allows us to have a commanding ocean/beach view. The views are some of the best in Las Conchas and all right outside your door!

### **Where exactly are you?**

We are located in the private gated community of Las Conchas, just East of town off Fremont street Unlike the states, the addresses at times (particularly on the beach) in Mexico are sort of "made up"? We say we are at section 5 lot 13 and lot 14, Las Conchas, Puerto Penasaco, Mexico. For a scrollable map click on: <http://www.bing.com/maps/?v=2&cp=31.284666~-113.465213&lvl=19&dir=0&sty=h&form=LMLTSN> When you make a reservation, you will receive exact driving directions on how to get to our villas.

### **What is the beach like?**

There is a huge variation in tide from high to low tide. So at times the beach is huge and at other times more narrow. It is great for taking walks, swimming, or getting a chair and relaxing and watching the waves. At the water's edge, there is a smooth mostly sandy transition into the water and is not very deep. The majority of the time the waves are gentle, the water is clear, and beach is a larger nice sandy beach.

### **Do you have Kayaks or Paddleboards?**

Yes, we have three kayaks and 1 paddleboard available upon request.

### **Do you have life jackets?**

NO, we do NOT have life jackets on either of our properties. Guests are responsible for securing their own.

### **Do I need a passport?**

Yes

### **Are the stores open on Sundays and Holidays?**

All government agencies are closed on any holiday, but recent legislation allows businesses to be open. On Sundays many businesses are open from 11AM till 5PM.

### **Are there restaurants close by?**

Yes, there are several restaurants close by within a short drive, none within walking distance.

### **Are there grocery stores nearby?**

Yes, there are several grocery stores within a short drive. See our guidebook for more information on finding where they (and many other businesses) are located. Times stores open and close varies greatly. Most larger stores accept credit cards - Master card, Visa and recently also American Express.

### **Do you have a grill?**

Yes, each unit has its own private gas BBQ grill for use.

### **Is Mexico "Safe"?**

For the most part common sense is all you need to be safe in Mexico. Just like many places, when walking at night, try to stay in well-lit, populated areas. Rocky Point is a small town, and very little major crime occurs. Most crime that occurs is "crime of opportunity". Again, common sense should be used! Example: Do not leave your car unlocked with an expensive camera inside. We suggest that you lock your doors at night and when you leave. Make sure you do not leave beach chairs on the beach, or anything of value lying around. You are held responsible for any loss or missing items. Just use common sense and do not invite trouble. Visit this link <http://www.rockypointissafe.com/category/articles-on-safety-in-mexico> for more information about the safety of Mexico

### **Do you have a phone at the house? How do I use the phone?**

Yes, we know being "connected" is important, so we provide high speed internet and 2 separate phone systems. We have both a Mexico land line and a US phone. Please refer to one of the following sets of instructions below to utilize the phone systems:

1. **VOIP (OOMA)** allows you to make and receive calls to and from the U.S. at NO CHARGE. The phone number for **CASA 2** is **480-300-4654** and for **CASA 1** is **480-300-4645**.
2. **Mexican Landline:** (if dialed from US) **011-52-638-382-0122**. Use this number to call a business or person in Mexico.

To dial a **Mexico cell#** from the US, dial **011-52-1-** then phone number like 638-xxx-xxxx.

To dial to a **Mexico land line** from the US dial **011-52-** then phone number like 638-xxx-xxxx.

To dial a **Mexico cell from Mexico landline** dial **044-** then the number like 638-xxx-xxxx.

### **Does my cell phone work?**

Yes, MOST will work, but certainly some work better than others and you should contact your cell phone service provider for details. Most important beware of charges. Rough cost are about \$1 per minute to call, 50 cents to send and .05 cents to receive texts, and \$5 per mb for data. To avoid the data fees, it is recommended to turn off your data. In addition to these fees, you should contact your cell provider to find out more about their exact coverage and if your cell will work in Mexico, and if so, what additional charges they have for cell use in Mexico.

### **Do you offer high speed internet?**

Yes we do! It is offered at no additional costs or fees! We have added installed an extensive system that should give you great connections no matter where you are on the property including, laying by the pool or by the beach! Please keep in mind "High Speed" in Mexico may not be the same "High Speed" as what you are used to.

### **Is there a private swimming pool?**

YES! There are 2 pools! There is a private pool for EACH home! It is not huge, but it is good size and about 5 feet deep. There is also a Jacuzzi (hot tub/spa) for each home which has GREAT views! Each home has several shaded areas, with many lounge chairs. Casa 2 also has a outside bathroom/shower/changing room. Please note that bromine is used in the spa and chlorine is used in the pool as a water purifier and disinfectant. Some people may be more sensitive than others to these chemicals. If you find it irritating on skin, or eyes, do not use the pool or spa. It is recommended to remove all jewelry before entering the pool or spa. Some jewelry will get discolored and tarnish.

### **What about daily/additional pool service?**

We make certain the pool is cleaned prior to your arrival; however, sand from the beach does tend to get into the pool on a regular basis. If you want additional or daily pool service, please let us know in advance and we will pass your request on to our pool maintenance staff. An additional fee will apply for this service.

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

Just about everything is furnished, but **MOST IMPORTANTLY** bring *A Good Attitude*, so you can relax and enjoy. It is slower paced in the tropics, my best advice, "Relax, chill out and go with the flow" Not all things go "as planned" in Mexico, so kick back and relax and take in the good things. Embrace the "Manana Attitude"

### **How are we different from a hotel?**

We are not a hotel. We try to provide you with a different, more private experience than what you would have by renting a room at some large hotel. Instead of a renting a small room, we offer a completely furnished home with all the amenities! For more information go to <http://www.sunsetparadisevillas.com/our-villas/vacation-outside-the-box> to see more about the differences and [Vacation Outside The Box](#) Our goal is to have you relax, unwind and get comfortable. We want you to think of this home as your home, "Mi casa es su casa", and to experience the casual life style of living on the beach. We have provided you with most supplies, but if you should need more or additional items there are many local stores that will offer anything you need. Also see next question below.

### **What does the cleaning fee cover?**

Rocky Point is known for being very windy, causing sand to blow into the pool/spa and along the stairs and patios of our properties. Because our homes sit on an acre of beachfront property, the private swimming pool, spa and large oceanfront patio are subject to the elements of the beach and ocean. During their stay, guests track sand in and out of the home and pool. Our property manager and maintenance staff clean the pool and patios/stairs prior to each guest's arrival, as well as when each guests checks out. We also hire a third party cleaning company to clean the inside of the home as well as to keep the windows and floors free of sand.



## **Is there a washer and dryer?**

There is a washer and dryer available for guests with long-term stays. A door code will be provided for access. PLEASE NOTE: we do NOT provide laundry soap.

## **What about daily/additional housekeeping?**

We provide clean towels and linens and a clean home for you when you move in. However, the elements from living close to the beach can cause a film to develop on the floors which is perfectly normal. If you wish to have additional housekeeping services, please let us know in advance and we will pass your request on to our housekeeping staff. We prefer you contact them to work out all details and pay them direct. The going rate for this type of service is around \$10 per hour. **Please, DO NOT use the white bath and hand towels or the beach towels provided to clean up any mess.** A box of cleaning rags is available for guest use. White towels should ONLY be used for bathing. The cost of replacing any white towels will be charged against your deposit at \$10 per towel. Please contact our cleaning manager if you have any questions.

## **What if something breaks or we problems?**

Please contact our maintenance personnel, not the office. The latest contact info is always found on our web site [www.paradiseinrockypoint.com](http://www.paradiseinrockypoint.com) . Please understand we rent private homes and we are not a major resort or hotel. We do NOT have 24 hour maintenance staff. Please try to limit routine/non-emergency calls to Monday to Friday from 9 to 3. If something breaks or malfunctions, once notified, we will do whatever we can to either fix or replace any appliance or equipment in a reasonable timely manner. Please read our rental agreement as to what our limited liability is.

## **The power went out, what do I do?**

MOST times it is not an “issue”, and normally there is always electrical service, but things do not always work the same as in the states. Keep the refrigerator door closed, and go to the beach. Everything seems to always work out ok... Chill, Relax, enjoy, and take things as they come. If you are concerned, first thing to check is the entire house without power, or just 1 area of the home? If it is one section or part of the home, then the breaker was tripped. We have several electrical breaker panels, depending on which home you are staying in, check all of them. If the entire home is without power chances are the power to the home is out. Our **Electrical Service Supplier is CFE** web site [www.cfe.gob.mx](http://www.cfe.gob.mx) and their phone is 071. Our service number for Lote 14 Section 5 Las Conchas is 024 050 802 431. Our service number for Lote 13 Section 5 Las Conchas is 024 860 627 712. This is obviously something that is beyond our control and you need to contact them to notify them of this outage and ask them direct any questions you may have? If you need help, call the manager

## **What is the ocean like? Is it safe to go in the water?**

Yes, the water is very safe. I have never heard of any shark attacks, but still be aware of where you are swimming at. There is mostly sandy ocean floor with some rocky areas when the tide is out. Certain times of year you should also be aware of jelly fish on the beach and in the water.

## **What language is spoken?**

While Spanish is the country’s primary language, English is widely spoken and you should not have any problems, particularly in the tourism areas.

## **Can we drink the water?**

Yes, you should be fine drinking the water coming in at *all* faucets, but to a large extent we can not completely control the quality of the water, so just to be safe, we have water purification (R/O) systems in the kitchens of both homes. In addition, it is plumbed to the icemakers in the refrigerators of both homes. We also have a RO system for our commercial icemaker and a water cooler in the Gym. Many people still prefer drinking bottled

water which can be purchased in stores locally. We also have a water cooler in each home and it is cheap and easy to get the water container refilled in town.

### **Is there a currency exchange?**

Yes, peso is the currency used in Mexico, BUT dollars are also freely used.

### **Do you share or sell my information with others?**

No, we do not give or sell any information about you to others. The information is used only to process a reservation with us. At no time is this information ever shared with anyone else.

### **Why is Casa 1 more costly than Casa 2?**

Both homes are considered "beachfront" homes. But, casa 2 is on a smaller (more narrow) lot and the homes sits back farther than casa 1. Walk out the front door of Casa 2 and you have the private patio and swimming pool, spa, and huge oceanfront patio. In addition, there are many upgrades in Casa 1 that makes it a more "luxury stay" compared to Casa 2. A few examples are: The ceiling heights are higher and most rooms have brick domes. Casa 1 is decorated with numerous Mexican antiques and fine pieces that are unique adding a great amount of character. There several ocean front patios to choose from. In addition there is an outside fireplace and fire pit and a huge covered area. Overall the house provides a more grand living space with nice luxury upgrades. Some of the upgrades include a private negative edge pool and hot tub, large commercial refrigerator combined with stainless steel appliances in the kitchen, beach views from 3 of the 4 bedrooms with a huge master bedroom suite, that includes its own private office space and ocean view sitting area. (see Casa 1 amenities list for more details)

### **How do I get to Rocky Point?**

Most visitors drive as the roads are good and the drive down from Phoenix is only about 3-4 hours depending on traffic and dates of travel.