



Updated on: 6/10/2017

Things you should know about Paradise In Rocky Point...

PLEASE READ The following important information. It is provided to assist you in having a safe and relaxing vacation. If you have ANY questions, or need any assistance please contact Ben 638-386-1932.

We offer you a choice of two completely furnished private "side-by-side" beachfront homes with all the fine amenities that you want! Think of *this home as your home*, "*Mi casa es su casa*", and experience the casual lifestyle of living on the beach. Our goal is to have you relax, unwind and get comfortable while enjoying the peace of the ocean and the beauty of the Mexican culture around you. We provide you with a different, more private experience than what you would have by renting a room at a large hotel or resort complex.

Very Important - Please keep in mind you are not in the United States and things are slower paced down here and everything does not always work as it should. There is a *manana* attitude (put it off until tomorrow), so try to relax and take things as they come.

Owner's Personal Suggestion - You have rented a beach home to ENJOY the BEACH and OCEAN. Do not close up the house and turn on the A/C and watch TV! Go Outside! There is ALWAYS a breeze in Mexico! Enjoy walks down the beach and have fun exploring. Take full advantage of the pool or enjoy relaxing next to the ocean on the beautiful sandy beach. Sit under the ocean front palapas and relax, read a book or take a nap.

A/C Fees- We charge an A/C surcharge if the AC is in the "ON" position at any time during your stay. Electrical costs are very high and 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 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 (26 Celsius), and a slightly higher surcharge if you set the A/C lower than 78 (26 Celsius). We consider any setting at or below 72 (22 Celsius) to be "unreasonable use of utilities" and to be in violation of the rental agreement. See **Utilities** and **Violation** sections below 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 make sure everyone in the home is 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 (26 Celsius) or higher and \$60 per day for 77 degrees (25 Celsius) or lower.

Casa 2 A/C fee - \$25 day for 78 degrees (26 Celsius) or higher and \$45 per day for 77 degrees (25 Celsius) or lower.

BBQ - We provide a BBQ your use and convenience. Please help keep it clean. This is a gas and/or charcoal BBQ. If you use the gas side, be sure to turn off the gas after you use the grill. We provide a tank of LP and you can refill as needed. (See LP Gas below) The automatic igniters do tend to go out very quickly, so if you have any problems, you may need to light it manually. There should be lighter inside the kitchen somewhere. Please cover the BBQ when not in use to help slow down the grill from salt air corrosion.

Blankets - During the fall and winter months it can become quite chilly in Rocky Point, so we provide extra blankets for our guests to use. In addition to the blankets in each bedroom, they can also be found in the wicker basket in the great room, the armoire of the master bedroom and in the far ocean bedroom of Casa 1, as well as in the right hall closet of Casa 2. Also see: "Heat"

Bugs and flies - They like warm tropical climates. To minimize bugs (like ants etc) keep dishes clean, wipe up crumbs and spills off the countertops, place open bags of food in the refrigerator for storage, and frequently take the garbage outside to the trash can, which is in front of the house. In case you do see bugs or very small ants, we keep bug spray under the kitchen sink. If it gets low, let us know. The best way to control them is to keep the kitchen area clean. Mosquitoes are very common in tropical places and you may want to use insect repellent, particularly if it has just rained or the sun is about to set. Please wipe up standing water to keep mosquitoes from being attracted to the area. Most important keep doors and windows closed or if you want to open the doors and windows, make sure the screens are in place and closed. Keep in mind, most types of flying bugs are attracted to light, so at night you may want to close the doors, or turn off the lights, so they do not go inside. We also have several fly swatters hanging inside the homes. If you see any small lizards, don't be alarmed. They are harmless and are very helpful in eating a lot of the insects.

Cautions - 1) Since we are always doing improvements, there *may* be some minor construction going on and there *may* be construction materials on site, so use caution when walking around outside. 2) Tile can be slippery when wet. Be very careful walking on the wet tile. 3) The ocean might have fish and other creatures in it. Be careful. Try not to step on stingrays or jellyfish. 4) Ocean waters can be deep. Wear a life vest if you are not a good swimmer. 5) Rocks and coral can be sharp. 6) Stay away from the edge of the upper patio deck, if you fall over the edge, you could get hurt. 7) Wear sunscreen - We'd hate to have a sunburn ruin all your fun.

Cleaning/Housekeeping - The home has been cleaned prior to your arrival. Please contact housekeeping IMMEDIATELY if we missed a spot. We are happy to come back. We want you satisfied with the cleanliness. While linens and bath towels are included in the unit, daily maid service is not included in the rental rate. If you would like daily or additional cleaning service, you can make arrangements direct with the manager. The property should be left in a reasonably clean condition when vacating. **Please, do NOT use the white bath and hand towels or the beach towels provided to clean up any mess.** White towels should ONLY be used for bathing. The cost of replacing any white towels will be charged against your deposit. A box of cleaning rags should be inside the home and are available for guest use. A broom and mop are also available for guests to use during their stay and should also be located within your home. All dishes, kitchen items, pots and pans should be cleaned, dried and put away. **All garbage should be securely put in the trash containers by the street.** Any excessive cleaning or the cost of any damages caused by the guests will be deducted from the deposit. Examples of excessive cleaning: beer

cans/water bottles/cigarette butts or any other debris left on the grounds and not bagged and taken to trash area by the street.

Common Sense - Very little major crime occurs in Rocky Point, but common sense should be used. What little crime that does occur is "crime of opportunity" Example: Do not leave your car unlocked with an expensive camera inside. When you leave, lock the doors and make sure you do not leave anything of value lying around in plain sight. You are held responsible for any loss or missing items. Just use common sense and do not invite trouble.

Door locks - This is another one of the "use common sense" items. When you leave the house be sure to lock all the doors. The front main door to your unit has a programmable push button code, if the push button door does not lock; make sure the door is closed all the way. Normally, if there is a problem, the door bolt is not aligned properly with the hole into the door jamb. At times, you may have to "wobble" (pull/push) the door to make sure the door pin and the hole is aligned properly. If the door pin does not move or make any noise, most likely the batteries are either dead or are loose; remove the back cover and check the batteries. **VERY IMPORTANT** - We do remotely monitor when guests check in and when they check out.

Drains - The house is on a septic system. The septic system is very effective; however, it will clog up if improper material is flushed. We test all sewer drain lines to make sure they are flowing before you arrive. **DO NOT FLUSH** anything other than toilet paper. No feminine products should be flushed at anytime; you could be charged for clearing of any sewer lines.

Electronics - We have provided satellite TV with over 200 channels for you to watch and speakers are placed inside and outside of the home. Please find and read the electronics instructions for more details on how everything works. Copies can be found in the guest guide book and also in the separate channel guide that should be in the room by the TV. There is also an electronics guide posted on our web site. There are a lot of wires and cables and it can get very confusing very quickly. So, if you need help, **ASK**. **PLEASE DO NOT RE-WIRE** the system. There will be a fee of at least \$50 if **ANY** re-wiring was done.

Enjoy - You did rent a beach house so take full advantage and enjoy the sun, the sand, and ocean breezes. Please help us to keep costs down by only running the air conditioners when needed. Many of our past guests prefer to enjoy the tropical indoor/outdoor living simply by opening the doors and windows to fully embrace the ocean breezes. They prefer not to close up the house and run the air conditioning. Electricity is very expensive; so if you do decide to run the air run only the air conditioners in the rooms you are in and remember to shut off all air conditioners when you leave. It doesn't take long to cool the house or bedroom down in the evening. But, again, to truly experience the tropics, try opening the doors and windows and let the breezes flow. In addition, please turn off lights and fans when you leave or when they are no longer needed. Keep the refrigerator door closed so food doesn't spoil. Once in a while the electricity might go out for short periods of time there should be candles in the kitchen that you may want to use if this does happen.

Explore - If you go exploring, watch for the unexpected. You never know what you might see. There should be a tourist map inside several of the local free newspapers and is a great source to use as a guide. Do not be afraid to stop and ask for directions. A lot of the local people are not wealthy and live in poorer housing conditions, but they are friendly and are eager to help if you have such a need.

Floors - While the home and floors are cleaned prior to you arrival, the elements from the ocean breeze and the

beach do tend to leave a film on the floors. This is normal especially if doors and windows are left open. Try to keep the sand on the beach and wipe your feet before coming inside

Front Fountain - We custom built a huge center front fountain for ambiance and your enjoyment, but to conserve energy we do not run it 24/7. There is a timer switch on the column close to the fountain. You can set it to run up to 4 hours at a time. Fee free turn it on and enjoy. We also have lights that are on a timer. They should be set to run at night, but when the power goes out the timer is inaccurate. Feel free to reset the timer, or ask Ben for help.

Gym - We have provided for our guests a gym complete with weights and punching bag. You should be provided a door code inside the home, or call the office for the door code. Please do not let children use this unsupervised. Please be careful - weights are heavy and can cause injury. Use at your own risk.

Heat - To keep the house warm, the advice is very similar to A/C info above, but 100% opposite! To minimize the heat requirements in the winter, we suggest you close the windows during the night and open them again during the days when the outside air temperature is warmer than the air inside. Close them again after the sun goes down. We also have many extra blankets and encourage them to be used especially during the night! We also have space heaters and suggest they are used opposed to trying to heat the entire home. The entire homes do not heat well because of the large volume of space and the fact heat rises to the ceilings. Also see: "Blankets"

Ice Maker - In addition to the icemaker in your refrigerator/freezer, we have an additional commercial ice maker located inside the Gym. Please use the one inside your home first, but feel free to use the larger one if need be. It makes a lot of ice, so please turn on/off as needed and do not run continuously. With the lack of air circulation it will "freeze up" and over heat if left to run for a long time

Internet - We provide a "high speed" internet connection for you at no extra charge... CAUTION: Remember, we are in Mexico and "Mexico High Speed" might not be as fast as you are used to (in the states). In addition, (see above under "Very Important") *things do not always work as they should! At times, the connection speed is VERY SLOW and it does go down (quits working) more often than it does in the states...* But, we do provide the **best** service available to us.

The modem and router equipment are on the shelf in Casa 1. We have added an extensive "network" of routers, access points, antennas, and repeaters. They should send out a good wi-fi signal throughout the home and property, but of course the signal will be stronger the closer you are to any one of the 6 sources of the signal. Infindem fbf6b is in laundry of casa 1 (behind locked doors) *currently no security needed to log in.* **Paradise 1** - located in kitchen of casa 1. **Paradise 2** - located in the master bedroom of casa 1. **Paradise 3** - located in the lower level of casa 2. **Paradise 4** - located in the library of casa 1 and it is also beamed towards the palapas by the ocean. **Paradise 5** - located in kitchen of casa 2. All have the same password of "paradise" (all small - no caps) so log on should be easy. Log on to any and/or all that show a strong signal. **If internet goes down** check all 6 network to see if they ALL are down, or just one. If you are having problems first check to see if everyone is having problems. If it is just you, it is with your computer or device.

Kayak/Paddle Board - We have several kayaks and a paddle board available for your use. The paddle board

needs to be "checked out" and "checked in" again with Ben before you leave. The kayaks should be sitting out and are to be stored at the top upper level. The orange 2 person kayak is surprisingly heavy. Plan accordingly. If you use it, make sure you are able to take it all the way back up the stairs again when you are done. Do NOT leave on the beach! There will be a charge if we need to haul it up. Tip: From past experience, when 2 people use it, put the heavier person in front it just seems to work better and less water tends to come in the kayak if there is more weight in the front vs. the rear. All bets are off if you want to kayak in heavy seas! We always recommend life vests but we do not provide those. *PLEASE NOTE: We DO NOT provide life jackets. Guests are responsible for securing their own if needed.

Large Groups/Events - We enforce a very strict occupancy limit and are renting the homes to the number of people indicated on the reservation form. **No additional guest(s) are allowed on the property without prior approval.** Before and after each guest's stay with us, we do a thorough inspection of the property to note any differences between check in and check out. **Please be aware:** past experience has indicated there is a direct correlation between the *amount of guests* and the *amount of damages*. We understand when there are many people staying at the homes it is impossible for you to watch all your guests all of the time. If any issues occur, we of course, have no idea exactly who in your party might be knowledgeable of the damages. We can only notify the person making the reservation and hold that person responsible, even though many times you personally may not be even aware of any damages or issues.

To protect yourself from being held responsible for cost of damages, in a home you are not staying in, we have a couple of suggestions: 1) The best protection for you is to have each home reserved by an individual occupying the home, therefore, this person will be held responsible for any damages incurred. 2) 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*

Lights -All outside lights in both of our homes are on a photocell. We encourage you to leave the outside light switches in the "on" position at all times so that the lights will automatically come on as it starts getting dark.

LP Gas - We provide you with one full LP tank for your use during your stay with us. You can use that for the BBQ, or any other LP appliance (fire pits, fireplace, patio heater, etc). If you want another LP tank or a refill, we will provide an extra tank (at a cost of \$15). Please contact Ben.

Move in/out times Check in is after 3 PM and check-out is by 10 AM. A late check-out may be possible, based on availability, but additional charges may apply. Most times we can do 1 hour early or late at no charge, but depending on the season, 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 time is rounded up to the nearest full hour. **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.

Move In - Upon move in, please review the kitchen inventory sheets that are provided and immediately let us

know of any missing or damaged items. Please find the *Guest Guidebook* and read it. There is a lot of very important information in it. The password for the internet and the "Who to Contact" info should be posted on a wall.

Move Out - We strive to provide you with a clean and attractive place to stay. We would appreciate your help when you leave by taking all garbage to the trash container at the bottom of the drive. Make sure you put the trash inside the containers. Trash gets picked up Monday, Wednesday and Friday. Please check the unit prior to your departure to ensure you do not leave any items behind. Please make sure all the dishes that you used are cleaned and put away. We do charge if excessive cleaning is required. Any leftover food items may be left in the refrigerator. If you have used the AC, make sure they are all turned **OFF** before leaving. Each house has several A/C controls. You are responsible for any damages or missing items and agree that any claims towards excessive cleaning, damage, missing items, or uncollected amounts owed will be deducted from deposit.

No Smoking - Smoking is not allowed in or near the home. Smoking is allowed outside only, at least 10 feet from the home. No throwing cigarette butts on the ground.

Occupancy - We enforce a very strict occupancy limit and are renting the home to the number of people you indicated on your reservation form. **No additional guest(s) are allowed on the property without prior approval.** We do not allow sleeping on any of the couches. Also see *Large Groups/Events*. At some point during your stay our manager will do a "Meet n Greet" to answer any questions and to ensure your satisfaction. He/she will also be checking on the number of guests. We also have cameras on the premises for your security to ensure that there are not any people on the property that do not belong on the property. If a violation in occupancy occurs, any refundable deposit will not be returned to help offset additional cleaning, utilities and wear and tear. Management also reserves the right to terminate this agreement and any money paid will be forfeited for any breach of this contract. Children under 13 years of age are not to remain alone in the home. Pets are not allowed unless previously approved prior to trip.

Parking - Parking is limited. If you have a larger group, please try to consolidate the number of cars in your group.

Pets - No pets are allowed unless previous arrangements have been made and the extra pet fee (currently \$75) has been paid. 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.

Phones - We know being "connected" is important, so in addition to providing high speed internet, we have 2 separate phone systems. The country code for Mexico is (52). The city code for Puerto Penasco is (638). Please refer to one of the following sets of instructions below to utilize the phone systems:

1. VOIP (OOMA) - our cordless phone: 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 - our corded phone: Use this phone to call a business or person in Mexico. The phone number is 638-382-0122. There is one landline shared between our two homes; be sure the line is clear when placing a call.

How to Dial:

- To dial a Mexico cell# from the US, dial 011-521- then phone number like 638-xxx-xxxx.

- To dial to a Mexico land line from the US dial 011-52 + the phone number like 638-xxx-xxxx.
- To dial a Mexico cell from Mexico landline dial 044 + the number like 638-xxx-xxxx.
Do Not use the US phone "OOMA" to call a Mexican business or person, there will be a charge. Any extra charges incurred will be billed back to you

Pool/Spa - It is recommended to shower first and wipe your feet before getting into either the pool or the spa. Please do not wear cut off jeans, or street clothes and it is recommended to remove all jewelry before entering the pool or spa. Some jewelry and swim wear will get discolored and/or tarnish and your body lotions, oils and street clothes will cause the water to get cloudy. Due to our proximity to the beach, ***Sand is everywhere!*** and it is ***impossible*** to keep ALL sand out. It is normal for a small amount of sand to settle at the bottom of both the pool and spa. The pool and spa is cleaned prior to your arrival. Daily or additional pool service is available for an extra fee. Please contact our manager, Ben Wood, if you wish to use additional pool/spa cleaning services. Help us maintain clear and sanitized water by keeping sanitizing chlorine/bromine tablets in the floaters of the pool and the spa. **Please note that some people may be more sensitive than others to the chlorine/bromine in the water. If you find it irritating on skin, or eyes, do not use the pool or spa. The only controls you need to use are on the front control panel of the spa. Please DO NOT stand on the cover. The cover will break and is expensive, and you may be charged for replacement. Please be careful when removing the cover. Remember when not using the hot tub, leaving the cover on it will keep the hot tub warm and also it keeps sand and other debris from getting into the hot tub. Make sure you set the temperature to a lower (80 degrees) setting before leaving. We do NOT provide oversight or a lifeguard. No children under the age of 12 permitted in the pool or hot tubs without adult supervision. When using the pool or hot tub, remember there are certain health and safety risks associated with use. Use at your own risk. PLEASE supervise your own children.*

Privacy/Respect - Please be respectful to neighbors and other guests that might be staying in our other home. Please no loud noises or music. If there are guest in the other home, please be aware of gathering out at the front edge of the patio and loud noises and conversations outdoors late night. Voices can easily travel and can disturb those that prefer to go to bed early. Try to stay on your side and keep an eye on children and make sure they are not running and disturbing others

Restaurants - There are many great restaurants in Rocky Point. The most up to date and complete resource is the "Best Restaurant" list by Trip Advisor. www.tripadvisor.com/Restaurants-g153981-Puerto_Penasco_Northern_Mexico.html For some of our personal favorites: www.paradiseinrockypoint.com/Downloads/RockyPointMapRestaurants.pdf This list has been provided by our good friends and locals of the community, Grant and Judy. Each of these restaurants has been an excellent experience and we hope you also enjoy. You can also pick up several local free papers ***JoinUs*** and ***Rocky Point Times*** that are widely available at local stores.

Safety Advisory - For the most part, common sense is all you need to be safe in Mexico. Rocky Point is a small town and very little major crime occurs here. Most crime that does occur is "crime of opportunity". For Example: ***DO NOT*** leave your car unlocked with an expensive camera inside. We highly recommend you lock the doors at night and when you leave. ***DO NOT*** leave beach chairs on the beach or other items laying around. ***DO NOT*** leave the door unlocked with cell phones, laptops and other valuables laying around in plain sight. You are held responsible for any loss or missing items so just use common sense and do not invite trouble. These additional security measures will reduce *crime of opportunity* from occurring and enable your stay to be relaxing, comfortable and worry free. Thank you in advance for assisting to prevent crime of opportunity at the homes. Also see *Common Sense*

Sand is beautiful on the beach, but it is not good inside the house. The sand causes the drains to clog and damages the floor. In our efforts to prevent these damages there is an outdoor shower by the beach; please rinse off and wipe your feet before coming in the house. Please make every effort to keep the sand on the beach. If needed, we provide a plunger in the unit which should be in the bath or under the kitchen sink. Also for your use are a mop, broom and rags located in the unit. Please do not use our white bath towels as mops to wipe up spills! If you are unable to locate the necessary cleaning supplies we provide, please let us know. Thank you.

Security Cameras - We have two camera systems. One system is set up outside throughout the property and aimed at the gates and entrances. A second system has been installed inside all of the villas to record anyone entering our villas. Our office will be notified as soon as you enter the villa to alert us of your arrival. The camera is aimed at the front door only and not inside the home. Guests *MAY* switch off, or unplug the inside camera upon arrival, but please remember to turn the camera back on upon check out.

Supplies - We have provided you with many general supplies - a "starter amount" of toilet tissue, a roll of paper towels, dish soap, dishwasher detergent (in units having dishwashers), bath soap/shampoo. If you need additional supplies there are many different stores to provide you with all your needs.

Things to Do - There are many things to do and enjoy in and around the Rocky Point area. There is something always going on! A good starting point is our web site <http://www.paradiseinrockypoint.com/thingstodo.html> and the above mentioned newspapers.

Utilities - Reasonable use of utilities (which include 1 tank of LP gas, water, and electric) are included as part of this agreement. Unreasonable use of the utilities, are considered a violation of this Rental Agreement. Please conserve the utilities and turn off ceiling fans, lights, and A/C when not in use. Water is precious. Please conserve and use the water wisely. We have installed water saving toilets that use less water. Hold the handle down longer if you need a longer flush. Occasionally the water supply is turned off for short periods of time, but we have water reserve tanks and you will be provided with limited water in case it does. The tap water is filtered and should be "safe" to drink. We also installed a reverse osmosis purified drinking faucet at the kitchen sink. See "water section" below for more details

Water - Reasonable use of water is included with your rental rate. You will be charged for excessive use. The entire city of Puerto Penasco has had a LONG history of water shortages. In the past, it has been mostly during the summer months, but it *can* happen year round and without warning. The simple answer is to "ALWAYS CONSERVE WATER". Do NOT use water as if it has a needless supply. If/When there is a water outage, we do have water reserve tanks and this *should not* affect you *too much*.. **IF you conserve and use the water in our tanks sparingly**. Our manager, Ben does try to monitor the water situation and we will do everything we can to ensure you have water at all times. The guards at the front gate always has the latest information and I suggest you speak with them direct to get the most current information, or if you have any questions about water supply.

Now, just sit back, relax, read a good book, take a nap, walk down the beach and enjoy the ocean breezes, or go in to Rocky Point and enjoy the town!