



# Arrival and Entry Instructions

## Casa Tropical, Unit 4CS

### El Cantil Condominiums



**Please read this information carefully prior to your arrival, and contact us if you have any questions.**

Contact Information		
For information prior to your arrival – USA number	Rentals Your Way	USA 1-719-531-0002
<b>Upon arrival, your contact will be Caribbean Beach Properties, the management company</b>		
Dial differently depending on phone/location	Primary contact 9 AM to 5 PM*	After-hours Emergency contact**
From outside of Mexico	011-52-987-118-5917	011-521-987-878-6811
From an international cellular phone	+52-1-987-118-5917	987-878-6811
From a Mexican cell phone	987-118-5917	987-878-6811
<b>From a land line in Cozumel – including the local phone in the unit (to the right of the couch)</b>	044-987-118-5917	044-987-878-6811
From anywhere in Mexico outside of Cozumel	045-987-118-5917	045-987-878-6811

\* Unless you have an emergency or urgent situation, please call between 9 AM and 5 PM. Thank you.

\*\* Or see one of the doormen in red shirts who can contact the property manager for you

### Traveling to Cozumel by ferry from Playa del Carmen

In most cases, you will be arriving at the Cozumel airport. However, in some cases, you might arrive at the Cancun airport or you may be coming over from a stay on the mainland. If this is the case, you will need to take a bus, taxi, or shuttle from the Cancun airport to Playa del Carmen, and then board the ferry from Playa del Carmen to Cozumel. Once you arrive at the Cozumel ferry dock, you can take a taxi to travel to the El Cantil Condos. You can use the information below to find your way to the property. The ferry ride from Playa del Carmen to Cozumel runs about \$10 USD per person and tickets can be purchased at the ferry dock. A taxi ride from the Cozumel ferry dock to El Cantil will run about \$5 USD. Because of the location of El Cantil, very close to downtown, we do not necessarily recommend renting a car for the entire week. If you plan on touring the island for a particular day, you can do a daily rental. Information about rental cars is below.

### Traveling from the Cozumel airport to the property

Basically, you have two options for getting to the property from the Cozumel airport:

**Option 1 - Transport Van** - The taxi syndicate has a monopoly on airport transfer in Cozumel, so unless you are renting a car, this is the only way to travel from the airport. After you exit customs, say “no gracias” to the time share sales people that will approach you persistently as soon as you exit the glass doors, immediately turn right, go to the last booth on the left and purchase a ticket to El Cantil (about \$9.00 per person). Exit the airport, you’ll see the vans, and tell any driver you are going to El Cantil. They will be sure you get on the correct van. If the van driver is unaware of the location, you can use the map below to show them the location. If you have any problems, contact the management company.

**Option 2 - Rental Car** - We recommend that if you do decide to rent a car for the week and want to pick it up at the airport, that you book it beforehand online using a company that you are familiar with. Rental car agencies at the airport include Thrifty, Alamo, Avis and Dollar. If you rent a car, use the information on the next page to drive to the property. For daily rentals once at the condo, there are several local in town options available.

## Maps and Driving Instructions

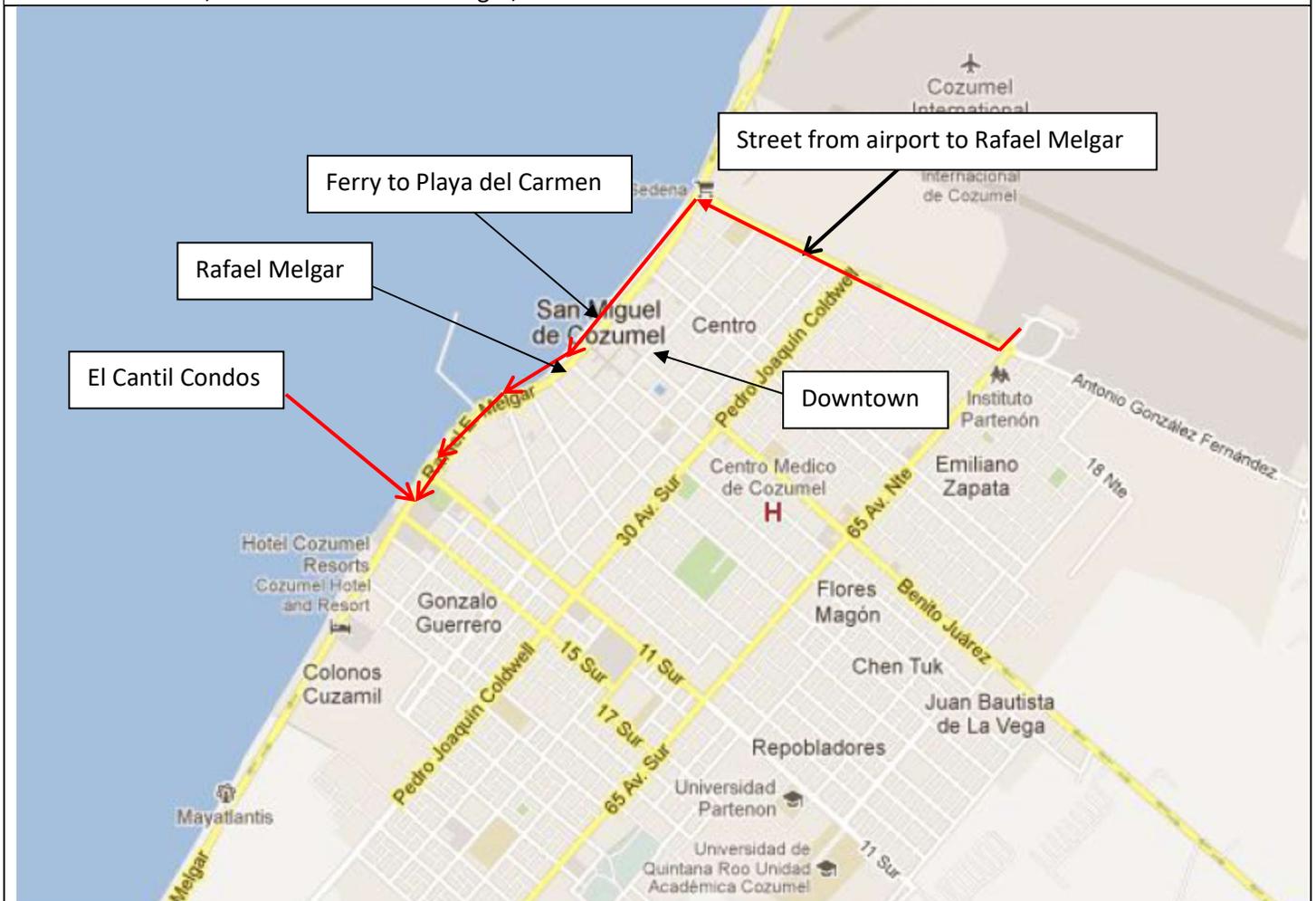
Google Maps - Click on the link below to see the exact location of El Cantil on Google Maps. You can then zoom out and scroll around to see different locations and features of the island of Cozumel.

[Click here to link to the Google Map showing El Cantil, or copy and paste the link below](#)

<https://www.google.com.mx/maps/place/Mexico/@20.5030694,-86.9581856,608m/data=!3m1!1e3!4m5!3m4!1s0x84043a3b88685353:0xed64b4be6b099811!8m2!3d23.634501!4d-102.552784>

Driving Instructions - If you are driving from the airport, take a right at the airport circle upon exiting the airport and you will be heading west. You will go all the way until this street ends at the ocean, and then take a left on Ave. Rafael Melgar heading south. You will stay on Rafael Melgar all the way through town for about 3 kilometers (2 miles). You will see El Cantil on the right side. Park and give the guard in the south tower your name and the condo you are staying in and they will help you in. Note: Do NOT go into the office between the two buildings.

If you are driving from another location in town, simply head west toward the ocean until you get to the last street next to the ocean, which is Ave. Rafael Melgar, and then follow the instructions above.



## Entry Instructions

**The keycode for your condo door lock will be emailed to you prior to your stay**

To the right is a photo of El Cantil Condos. DO NOT ENTER THE OFFICE WITH THE RED TARP. The first number of the condo unit numbers corresponds to the floor the condo is on, the second letter is the unit on that floor, and the letter (S or N) at the end corresponds to either the South or North tower. **Our unit is 4CS** (the third unit on the fourth floor of the South Tower). If you are not immediately greeted by the property manager, give your name to one of the doormen (in red shirts) and they will give you access to the elevator, assist with your bags (it is appropriate to tip them), and inform the property manager of your arrival. **Once at our door, enter the code provided in the lock keypad to enter the condo.** Please do not share the code with anyone that is not a representative of our management company (Caribbean Beach Properties). If you have any problems getting the door open, please contact the management company using the information on the first page, or ask anyone in a red shirt to help contact the property manager.



## Inside the Condo

**Check in and checkout times** - Check in is 2:00 PM. Check out is 11:00 AM. If you plan to arrive prior to 2:00 PM, or if you plan on departing after 11:00 AM, please contact us. If we do not have a guest checking out the same day you check in, or if we do not have a guest checking in the same day you check out, we can likely make an exception for you to accommodate your schedule, but we have to inform the management company so that they can schedule their procedures correctly. If the management company enforces the check in or checkout times, these instructions must be respected. If we have guests checking out the same day you check in, the housekeeping staff may still be cleaning the property when you arrive. If we have guests checking in the same day you check out, housekeeping may have to begin cleaning the property as early as 9 AM on your checkout day. When you leave the condo, simply leave your elevator key cards on the kitchen counter.

**Guest services** - As soon as possible after your arrival, a staff member of Caribbean Beach Properties will stop by to make sure everything is ok. They will also periodically check in on you to make sure you have enough paper towels, toilet paper, soap and shampoo. Please contact management between 9 AM and 5 PM Monday through Saturday, and only call after-hours if you have an urgent request or emergency. If someone does not answer, leave a message and someone will respond promptly. In an emergency you can see one of the doormen in red shirts for assistance.

**Missing or Damaged items** - You are responsible for any items that go missing or damaged in the condo during your stay. If, when you check in, you notice that something is broken, please inform the guest services person when they visit you. If anyone in your group loses or breaks something, please inform management right away.

**Guest Guide** – See the Useful Information tab of our web site [www.tropicalcozumel.com](http://www.tropicalcozumel.com) for more important information about using the items in your condo, and local information.

**Management** – Your condo is cared for by Caribbean Beach Properties. They do not have an office onsite at El Cantil, so for any questions or help, please use the phone in the condo or ask anyone in a red shirt.

**Pool** - There is no lifeguard on duty. Do not take glass to the pool. Do not reserve beach or pool chairs that you are not using. Instructions from the common area staff must be obeyed at all times. Use caution while in the ocean as tides and currents can change, and boat traffic is frequent. Do not leave children unattended. Do not leave valuables unattended at any time. Please do not leave children unattended in the Jacuzzis.

**Air Conditioning** - Electricity is extremely expensive in Cozumel, and AC accounts for the majority of electricity usage. When guests abuse the AC, it makes it difficult for owners and agents to keep rental prices reasonable. When you leave

the condo, please turn the AC units off. Do not run AC units while doors or windows are open. Do not set the AC at the coldest level. Find a level that feels comfortable.

**Drinking Water** – Building water is filtered throughout, and purified in the kitchen, the sink has a reverse osmosis tap for drinking water. The ice cube maker in the freezer is also purified. At restaurants, order bottled water only.

**Towels** - Bath towels, beach towels and linens are provided and laundered at no cost to you. To help us conserve cost and to help the environment, do not throw clean towels on the floor. Do not use towels to clean. Please do not hang beach towels from the balcony! Before entering the condo building, shake as much sand from the beach towels as possible. Do not leave towels at the beach or at the pool. You will be charged for any missing or damaged towels. Towels are specific to each condo and are not shared by everyone in the complex. If you lose towels, please report this immediately to the property manager.

**Maid Service and Tipping** - Housekeeping is typically provided twice per week during your stay. Times and frequency of housekeeping may vary. Housekeeping will include throwing trash, changing towels and linens, sweeping and mopping, and cleaning dishes. Please note that this condos is privately owned. It is our second home, and we ask that you treat the condo as you would your own home. As much as possible, please keep the condo clean and tidy during your stay. A significant portion of the housekeeper's salary is based on tips, so if you feel that they did a good job, please leave a tip at the end of the week. An appropriate tip is \$10 to \$20 for the week depending on how many people are the unit, how many bedrooms you used, and your kitchen use. If the maid performed additional services that you requested (such as cleaning clothes) please tip an additional amount at that time.

**Security** - Cozumel is a safe area but petty theft is common in Mexico (just like all tourist areas). Use good judgment at all times. Do not leave valuables unattended while at the pool, the beach or while in town. The management company does their best to hire reliable and honest staff, but please do not leave any valuables visible in the condo. Safes are provided in the condo and instructions on using the safe are provided in the unit. Use the safe to store all valuables and your passports! Rentals Your Way, the management company, and the owners of the condos are not responsible for any items that go missing during your stay.

**Feedback** – We will contact you for feedback after your stay. Your comments help us to improve our service, and positive comments on TripAdvisor and/or VRBO are extremely helpful and appreciated.

**Telephone and Internet** - Two telephones are provided in the condo for your use. The local line (on the right side of the couch) may be used to contact the management company and other local calls. Please do not use it to make international calls. A second phone (on the left side of the couch) is a VOIP phone for toll free international calling to the USA and Canada. Most cell phone carriers work in Mexico, but be careful as international roaming charges for telephone and data use can be very expensive. Your condo has free WiFi. Password information is listed on the router (on the left side of the couch).

**Parking** – Parking is not assigned, so you are free to park in any unmarked available spot in the garage.

## Island Information and Concierge Services

**Groceries and Chef Services** -There are two large grocery stores within walking distance of the condo, including Mega (about a block away and the largest) and Chedraui (directly across the street from El Cantil). The property manager also offers a grocery service, where they can purchase your groceries and stock them in the condo before you arrive. We charge 25% of the total bill or a minimum of \$35.00 USD for this service. In addition, they can also arrange for you to have a chef cook meals in the condo. Please contact the property manager if you are interested in either of these services.

**Restaurants** - One of the really great things about Cozumel is all of the great places to eat at very affordable prices. We list some of our favorites on our web site at [www.tropicalcozumel.com](http://www.tropicalcozumel.com) on the Useful Information tab.

**Extra Housekeeping** - If you think you might want housekeeping more often than twice per week, this service is available for a reasonable fee. Please contact the property manager if you wish to receive additional housekeeping visits.

**Diving and Snorkeling** - We recommend Blue XT-Sea [www.bluxtseadiving.com](http://www.bluxtseadiving.com) or Dive Paradise [www.diveparadise.com](http://www.diveparadise.com)

**Tours / Excursions Other Information** - Feel free to ask the management company any questions regarding activities or information. You can also find a lot of very helpful information on [www.thisiscozumel.com](http://www.thisiscozumel.com), and on Trip Advisor.

**We hope you have a wonderful stay in Cozumel at Casa Tropical at El Cantil!**

Owners: Gary & Pat Gomola [rent@tropicalcozumel.com](mailto:rent@tropicalcozumel.com) [www.tropicalcozumel.com](http://www.tropicalcozumel.com) Ver. 5/5/18