

Casa Maravilla

Casa Maravilla

House Information
Please Read Upon
Arrival

Tulum, Quintana Roo, Mexico

www.casamaravillatulum.com

Casa Maravilla

Welcome To

Casa Maravilla

(House of Wonder)

Dear Guests:

*We invite you to enjoy your vacation in one of the most unique homes on the Mayan Riviera. **Casa Maravilla** is a spacious and comfortable retreat from the world. We hope you will enjoy our home and remember it fondly as your favorite vacation spot, now and in the future!*

This booklet includes important information to help you learn about the house and its amenities. It also provides you with important safety tips and ideas for having fun in the area.

Please read it upon arrival and ask our manager any questions you may have about its contents. But most of all, kick back, relax and have a great time!

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Sincerely

Los Duenos

(The Owners)

MANAGEMENT

The managers of the property are Mr. Rhett Schober and his partner Mr. Eddie Garza. They will stop by to greet you and check on you and the house staff. Should you have any questions or if a problem arises, Rhett can be notified by calling his cell phone at 984-100-0007 or email at rhetto@prodigy.net.mx. Eddie can be contacted at his home phone at 875-9427 or his cell at 984-115-9803.

STAFF

We have a young family as our house staff. Their names are Marta and Luis. They do speak English but want to learn more and are more than happy to practice your Spanish with them. Our on site staff operates the house and provides guest services six days a week during the day. If there are any problems during the evening they can be contacted at their home phone 984-875-4271 or cell phone 984-133-8287. They live in the town of Cheyumil which is about a five minute drive from the house.

Marta works as the maid and cook and Luis maintains the grounds, pool and provides general house maintenance as needed. It is their pleasure to make your stay here as comfortable and enjoyable as possible.

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In an effort to conserve water resources in this environmentally sensitive area, we request that you use your towels more than once; however, when you would like fresh towels, please leave the used ones on the floor and the staff will provide clean ones.

SECURITY

Your security is of the utmost importance. Although this is a peaceful and friendly country, you must be alert and take normal precautions.

- Make sure the doors and windows are locked when you leave the house.
- Lock all windows and doors when you retire at night.
- Lock and deadbolt the front door any time you are not inside the house, including when you are by the pool or at the beach.
- Turn on all outdoor security motion detectors at night before retiring. Ask the staff how this is done. It's a simple switch system.
- Don't leave articles of value lying around. Cameras, money, jewelry. A safe, located in the armoire of each bedroom, is provided for your use to store passports and other valuables —**Please Use Them At All Times.**
- Our staff has been instructed to keep the front gates of the property locked at all times and to lock all doors to the main house at night.

Basically, use common sense and caution, just like you were at home.

FOOD SAFETY AND KITCHEN OPERATION

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Water

DO NOT DRINK TAP WATER! Although it is fresh water brought in by trucks, it is not treated and is stored in a cistern below the house. This water is meant for washing and bathing only. Fresh water for drinking and cooking is provided in the large water bottle in the kitchen. Each bathroom will have fresh water in the carafes, changed daily for use when brushing your teeth and rinsing your mouth.

Disinfecting Fruits and Vegetables

Mexico has wonderful fruits and vegetables at roadside markets where they are cheap and plentiful. To enjoy them you **MUST** first drop them in a solution of iodine. Fill the sink with water and add 5 drops of **Microdine** (bottle located under kitchen sink). Let them sit in the water for 10-15 minutes then rinse and dry. Fruits and vegetables you peel are generally considered safe for consumption.

As you know we are on the coast and in the jungle and most of the natural inhabitants are looking for something to eat. Please do not leave food sitting out on countertops, tables, in bedrooms or on the beach as it will be pounced upon by insects and more.

OVEN AND STOVE

The oven and stove are separate. Both are gas. To turn a burner on, push down on the knob and turn counter clockwise. It has an automatic ignition, which you will hear and see. Off is at 12:00 and ignition around 10:00. It may take a couple of seconds to light. Be sure you turn the gas off completely when done.

To Bake in oven: Press (**TEMP**)-Next press numbers to set temperature-Press start (**INICIO**). When food is done press off (**APAGAR BORRAR**).

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To Broil in oven: Press broil (**ASAR**) then start (**INICIO**). When done press off (**APAGAR BORRAR**).

COOKWARE AND UTILITY ROOM

We have provided for you everything you will need to cook your own meals should you choose not to use the staff's services. Most of the pots and pans are located in the cabinets adjacent to the sink. The copper pots hanging on either side of the stove are for *decoration only* and are not to be used for food preparation.

The utility room in the kitchen remains locked. This area is for all cleaning and extra household supplies for the home.

PLUMBING

We have a special septic system that is environmentally friendly. It cannot process anything more than toilet paper. **Please put only toilet paper in the toilets** and other products in the wastebasket.

LAUNDRY

If you want, the staff will wash clothes for you in our laundry. The charge is 50 pesos per load and we recommend you tip her as well. Please do not wash delicates and we are **not** responsible for any damage to clothing.

DOGS

You will probably be greeted by four friendly dogs. No, they're not wild, but in fact live here and two doors down at Casa Zazil Ha with the caretakers. They're names are *Canela, Romero, Nina* and

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Robin. Please do not fallow them on the furniture or beds. If you take a walk down the beach, please do not allow the dogs to follow you as there may be some guests down the beach that do not love the dogs as much as we do.

AIR CONDITIONING

The entire house is air conditioned by individually controlled units in each bedroom and in the living and dining room. Remote controls, located in the bedside table, are provided for each unit allowing you to turn the air off when you are not actually in the room. **Please do so.**

The controls have been preset at 24 degrees Celsius for a comfortable room temperature. If you choose to lower the temperature on the remote the unit may freeze up and repair service in this area takes about two weeks. The units cool the rooms very quickly and need not be run continuously. We get a steady breeze from the Caribbean and encourage you to ***go tropical***, turn off the A/C, open the windows and doors and turn on the ceiling fans. We ask that you not run the A/C and leave doors open at the same time. The staff has been instructed to close the doors if you forget. The staff has also been instructed to turn the A/C off in the house during the day if unoccupied.

SMOKING-OUTDOORS ONLY PLEASE!

If you smoke, please go outside and please use the ashtrays provided for you **at all times**. Please do not smoke in the house, as many of the fabrics used are natural and flammable. Also, be aware that this is a somewhat arid jungle and many neighbors have palapa (dried plant roofs), thus, the chances of a fire are increased, and the results would be disastrous.

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FIRE PIT AND OUTDOOR GRILL

While on the subject of fire, please note that we provide you with a fire pit and a gas grill. Please use them whenever you wish, the staff will provide cooking utensils and wood. **Be sure you turn the gas off completely** after cooking on the grill. Please use the plastic dishes provided in the kitchen for all outdoor use. Also, keep a close eye on sparks from the fire pit.

INDOOR AND OUTDOOR GAMES

We have provided for your enjoyment outdoor volleyball and horseshoes. Please ask the staff to set up both activities for you on the beach. Various indoor board games are located in the downstairs cabinet adjacent to the couch. There is also a large ice chest available for any day trips away from the house.

FURNITURE

The house is furnished with pieces we have collected throughout Mexico. Please enjoy them respectfully.

- Feel free to move the pool lounge chairs around as you wish.
- Please do not take any furniture from inside the house outside, it will ruin in the sand, sun and moisture.
- Please leave balcony furniture on the balcony. If you need something special, ask the staff to arrange it.

Plastic outdoor lounge chairs have been provided for you under the beach palapa.

TELEPHONE

The house is furnished with one portable cellular telephone located

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in the upstairs study. This phone operates on a *Telcel* pay-card, which can be purchased in increments of \$10-\$20 amounts from either the house staff or manager. These *Telcel* cards can also be purchased at any *Telcel* store and most grocery stores. These are scratch-off cards that contain a number on the back you will program into the phone to obtain your minutes.

Local calls range from 50-60 cents per minute and most international calls range from \$1 to \$1.10 per minute.

Please replace the phone in the charger cradle in the evening and please do not remove the phone from the house. To operate: obtain a dial tone, press (*333#) (the *Telcel* card number) (#) hang-up and retrieve new dial tone.

INTERNET AND STUDY

Casa Maravilla provides free Internet services. The connection is located on the second floor in the study. It is a satellite connection so please be patient with the speed, it is faster than dial-up but probably not as fast as your connection at home. The user ID is *casa* and the password is *maravilla*. You must provide your own computer, or you may also wish to go to Tulum or Akumal where Internet access is available, cheap and easy. International phone service is also available there for a relatively low cost.

Along with the house we have provided you with an extra room upstairs we call *The Study*. This room is furnished with a bookcase we have filled with books, music and movies for your enjoyment. Help us maintain it by keeping up with and returning things you borrow. We are unable to inexpensively replace some of the things you will find here and expensive things like coffee table books, music CDs, and DVDs are counted in the inventory and can be expensed to the guests if missing.

We also have provided an additional safe located in the study that

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is large enough for most computers.

SWIMMING POOL

The pool is a fresh water treasure. As you enjoy it, please observe the normal rules of safety. Never leave a child unattended at the pool area. Use life vests and supports for non-swimmers. Also, note that the pool is not deep and is **never meant for diving** from any part of the house. The staff will show you how to turn on the lights for night use. We also provide pool floats, please request from the staff.

BEACH TOWELS

Beach towels will be provided for your use. Once again, help us conserve scarce water resources by reusing them when possible. The staff will refresh them as needed or at your request. Missing beach towels will be expensed to the guests. If you would like to purchase a beach towel (\$50) please inquire with the manager.

HAMMOCKS

Hammocks will be put up in the beach palapa and/or on the roof for your use daily. If you decide you do not want them or they are in the way, please let the staff know you will not need them.

OCEAN KAYAK, CORAL REEF, WILDLIFE

Two ocean kayaks have been provided for your use and enjoyment. Please observe the following guidelines when using them:

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- **ALWAYS** wear a life vest, these are located outside in the snorkel/dive equipment storage box.
- Walk the kayak out past the shore grass before launching; you will be more comfortable if you wear beach shoes to do this. Lots of coral wash up to the shore and makes the first 20 feet or so painful on bare feet. We maintain a little sandy path for you to follow out past the shore grass and coral bits. Still, there can be pieces of jagged coral that wash onto the path.
- Please respect the coral reef and groupings of brain coral, fish and the small group of eagle rays that live in our gorgeous little bay. Development, and yes my friends, visitors, have taken their toll on the ecosystem here, but if you are careful, the fish and coral we do have will remain and grow. Never touch or stand on coral, it will kill it instantly. Please admire the wildlife respectfully.

THE SUN

*While enjoying the great outdoors in Mexico, please remember that the sun down here is **very hot**, and you will burn much quicker than you do back home. You can suffer for numerous days of your vacation by one single day of over exposure. **Take precaution.** At the same time, the sunscreen we use is a pollutant and not good for fish and coral. We find that sunning on the beach for a tan is great, but wearing t-shirts and caps into the sea reduces the amount of lotion we have to cover ourselves with, and wash into the sea. There are local lotions that are environmentally friendly, please ask for them at local grocery stores and popular water attractions like **Xel-Ha** and **Xcaret**.*

MEALS

Should you desire a meal served at home, the staff would be

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pleased to prepare an authentic Yucatecan/Mexican meal for you and your guests. Please discuss your plans a day ahead with the manager so the staff has time to shop and prepare. Menus from which you may choose are available on the following page. ***Casa Maravilla*** will also provide you with complimentary continental breakfasts (M-F) and a complimentary dinner. Please let the manager know which you would prefer upon arrival.

Breakfast \$3 per person + food

(served at 8:30 am)

Lunch \$5 per person + food

(served at 12 noon)

Dinner \$8 per person + food

(served at 6:30pm)

***It is customary to tip the cook for her services.**

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Menu Options

Breakfast

- Caribbean Eggs
- Mexican Eggs
- Eggs Rancheros
- Breakfast Tacos – Cheese, Bacon, Potato
- Omelets
- French Toast
- Pancakes

Includes Fruit Plate, coffee, fresh juice and bread or tortillas.

Lunch

- Shrimp/Fish Ceviche
- Beef/Chicken/Fish/Vegetarian Tacos
- Beef/Chicken/Cheese Enchiladas
- Chicken/Cheese/Fish Empanadas
- Chicken Panuchos
- Chicken Flautas
- Chicken/Beef crispy or soft tostadas

Dinner

- Pan Seared Garlic Shrimp or Fish
Includes salsa, quacamole, chips, sauteed vegetables, green salad, rice, tortillas or garlic bread and vanilla flan.
- Mayan Chicken with Banana Leaf
Includes salsa, quacamole, chips, tortilla soup, vegetables,

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rice, black beans, tortillas or bread and mousse.

- Beef, Chicken or Shrimp Fajitas
Includes salsa, quacamole, chips, lime soup, vegetables, rice, tortillas or bread and brownies.
- Grilled Shrimpl Kabobs with Vegetables
Includes salsa, quacamole, chips, green rice vegetables, black beans, tortillas or garlic bread and coconut flan.
- Traditional Beef, Chicken or Pork Tamales
Includes salsa, quacamole, chips and dessert.
- Arrachera (Beef or Turkey)
Includes cream of avocado soup, cambray onion, green salad, tortillas or garlic bread and dessert.
- Grilled Lobster, Chicken or Fish
Includes salsa, guacamole, chips, baked potato, sauteed vegetables, tortillas or bread and apple pie with ice cream.
- Tacos Chemuyil
Includes salsa, guacamole, refried beans, chips, tortillas and dessert.
- Chili Rellenos
Includes salsa, guacamole, chips, rice, sauteed vegetables, tortillas or bread and dessert.

Drinks

Margarita
Pina Colada
Fresh Sangria
Michelada
Chelada

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Please ask the staff to prepare our favorite local refreshments of Jamica, Horchata or fresh squeezed Lime-aid for breakfast, lunch or dinner. We guarantee you will love them as much as we do. Also, the staff is open to any suggestions on meals, so please do not hesitate to ask.

Spanish 101

Bread *pan*

Fork *tenedor*

Knife *cuchillo*

Cup *taza*

Salt *sal*

Table *mesa*

Menu *carta*

Olives *aceitunas*

Grilled *al carbon*

Rice *arroz*

Tuna *atun*

Steak *bistec*

Shrimp *camarones*

Onion *cebolla*

Mushrooms *champinones*

Ice cream *helado*

Ham *jamon*

Lettuce *lechuga*

Butter *mantequilla*

Spoon *cuchara*

Plate *plato*

Napkin *servilleta*

Pepper *pimienta*

Ashtray *cenicero*

Oil *aceite*

Garlic *ajo*

Baked *al horno*

Roast Meat *asado*

Barbeque *barbacoa*

Snacks *botanas*

Meat *carne*

Pork *cerdo*

Breakfast *desayuno*

Nut *nuez*

Lobster *langosta*

Mustard *mostaza*

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Orange *naranja*

Potato *papa*

Turkey *pavo*

Cheese *queso*

Stuffed *relleno*

Soup *sopa*

Vegetables *verduas*

Spicy red sausage *chorizo*

Ribs *costillo*

Egg *huevo*

Honey *miel*

Cake *pastel*

STEREO AND SATELLITE TV

The two stereos provided are for indoor music and television (**top receiver**) and outdoor music (**bottom receiver**). The remote, located in the basket on the living room coffee table, operates only the TV and satellite functions. The CD and DVD functions operate manually on each receiver.

Please respect the volume level as we do have close neighbors and also love our music down here and would hate to come and find our system reprogrammed or speakers blown. Speaker damage can be expensed to the renters.

There is also an additional TV and DVD player located upstairs in the master bedroom. The remote is located in the bedside table and directions for operating the DVD are located on the TV.

TV/Satellite/CD/DVD operating instructions are located below. There is also an additional instruction page located in the basket on the living room coffee table.

We also have two iPod cable connections for each of the interior and exterior stereos. On each receiver please press the button labeled SELECT until the display on the receiver reads AUX.

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TV Operation

- Press TV button on remote
- Press Power button on remote
- TV must be on channel 3
- Press Sat (satellite) button on remote

Surround Sound Operation

To operate surround sound for TV

- On top receiver press button labeled SELECT until display on receiver reads TV.

CD/DVD Operation (Inside)

- On top receiver press button labeled SELECT until display on receiver reads CD/DVD
- Insert CD/DVD
- Press TV button on remote
- Press WHO-INPUT button on remote until AV1 appears on TV screen
- Press button labeled PLAY on receiver

CD operation (Outside)

- On bottom receiver press button labeled SELECT until display on receiver reads CD/DVD
- Insert CD
- Press button labeled PLAY on receiver

ALL CD/DVD OPERATIONS ARE CONTROLLED MANUALLY ON EACH RECIEVER.

IF BATTERIES IN REMOTE ARE REPLACED PLEASE FOLLOW THESE INSTRUCTIONS

TV Remote Directions

1. Turn on TV
2. Press and hold down TV button
*At the same time press 1062
3. Release TV button
4. Press on/off

LOCAL INFORMATION

Part of the fun of being here is exploring the local restaurants, villages and sites of interest. Be adventurous and look around. Akumal Villas, LLC (the rental agency) has provided a ***Guide of Akumal*** and the area for you. It is useful and may be helpful during your stay. ***SAC-BE***, a ***local newspaper***, is always full of helpful information and recreation tips. You can find it at most restaurants and stores in the surrounding towns.

Essentially, there are too many things to do to list here. Just go out and look around, pick up tourist info, which is everywhere, and explore the region. We have left several travel guides and books (Frommers, Let's Go Mexico, etc.) in the study for you to use. Please leave them behind for future guests.

DINING OUT

Some of our favorite restaurants in Akumal are ***Turtle Bay*** for wonderful breakfasts and dinners and ***La Lunita*** for dinner. They are located in Akumal past the main gate to the left. ***Turtle Bay*** is directly on the left after making the turn and ***La Lunita*** is further down the road on your right. ***Imelda's Restaurant*** on the ***Centro Ecologico-Akumal*** patio by the dive center has a good breakfast as well. We have also eaten at ***La Buena Vida*** (good burgers, beach location and swing chairs). There are lots of places we haven't tried, let us know if you find a good one.

In Tulum we like ***Don Cafetos*** (on the left as you go through town) for breakfast and ***Charlie's*** (end of town on the right) for lunch and dinner. Really, don't limit yourself, we buy whole roasted chickens with rice and tortillas from the local Pollitos for \$6 and always feel like we got a good deal. Dinner in Tulum can include Italian at ***La Nave***, or turn left at the light by the San Francisco grocery store

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and head to the beach road. To the right on the beach road you will find great places to eat like **Zamas** or **Ana y Jose's** for breakfast, lunch or dinner. There are many places to try on this last bit of primitive beach. Don't miss the margaritas or the Sunday buffet at **Casa Cenote** on the road to Tulum (turn left at the sign and follow the road).

In Playa Del Carmen we often go to a locals' place called **El Sarape** on Constitution Street, a main drive into town. Walk the main tourist street (Fifth Street) and there are plenty of good choices for places to eat and drink and have a great time. Try **La Parilla** or **The Glass Bar**. For after dinner drinks try the rooftop of the **Hotel Deseo**, which is located across the street from The Glass Bar. For dancing under the stars try the **Blue Parrot** on the beach and it's new restaurant **Playasia** also on Fifth street.

THINGS TO DO IN THE AREA

You will find the area offers numerous activities and sights to see and we recommend you visit a few. Some are:

Mayan Ruins

The grandfather of them all is in **Chichen Itza**. It is several hours north west of the house and is reached by returning to Cancun and heading west on highway 180D. It is an all day experience as the ruins stretch over acres of land with hundreds of more acres yet to be excavated.

The ruins in **Tulum** are small but extremely dramatic. **El Castillo**, the centerpiece, is perched on a tall cliff overlooking the crashing, turquoise water below. Tulum is south 5 minutes away from the house and the archaeological site is marked to the left before you enter the town.

The sight of **Coba** (***Waters Stirred by the Wind***) is south of the house towards Tulum. The turn is well marked (right) and it is a

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35-40 minute drive to reach this impressive sight in the middle of the jungle. Boasting the highest pyramid in the Yucatan (a hand sweating climb, for sure) the pyramid offers views of its beautiful location between two lakes.

AKUMAL is a far apart quiet place, but full of surprises and places to discover. Many years ago, it was a harbor and avenue used by Mayans for trade. Today it is a white sand paradise comprised of bays such as Jade Beach, Half Moon and Akumal. The longest coral reef is near this coast, ideal for diving and snorkeling. This is the very same reef that runs just in front of *Casa Maravilla*.

Only minutes from *Casa Maravilla* (you pass it on your way to the house) is *Hidden Worlds*, where you can swim along underground rivers, among stalactites and stalagmites. This place was the location for the IMAX film, *Journey Into Amazing Caves*.

Island Fun

COZUMEL is known for diving and is located just off the coast of Playa del Carmen and reached by a 45 minute ferry ride (6 a.m-10 p.m). It is a beautiful, though well developed, cruise ship destination. Like **Isla Mujeres**, you can stay in the business zone and shop, eat and hang at the local beaches. You can also rent alternative transportation including jeeps, scooters or taxis and head down the length of the island where there are many opportunities to eat, swim, snorkel, sun bathe and relax. There are numerous reefs off the shore and plenty of people to help you get there for diving or snorkeling.

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ISLA MUJERES is a small island reached by ferry from Cancun. It has a distinctive laid back Mexican feel though it too has developed greatly over the last decade. There are numerous beaches for swimming and sunning. Most people walk to the nearby spots, but you can also rent golf carts and scooters and check out the whole tiny island.

If you have time, visit **Garrafon National Park** and bring or rent your snorkel gear. Also **Manchones Reef** is a great snorkel spot and is reached by boat. There are also plenty of diving and fishing opportunities there too. Some prefer to find a beautiful beach, grab a few drinks and watch the day go by.

CENOTES AND LAGOONS

Other places in the nearby area to visit include:

Xel-Ha: meaning “*Where Waters Are Born*” is just a few kilometers north of the house (you probably saw the entrance on your way). It is a beautiful natural cove and a snorkelers' paradise known as an ecological park and interesting archaeological site. For about \$20 an adult and less for kids, you can spend all day swimming with fish, splashing in the fresh water cenotes, seeing lots of wildlife and just having a good time. It offers swimming with dolphins for an extra charge.

Yal Kul Lagoon is right in the village of Akumal and is a great place to snorkel and experience the mixing of fresh and ocean water.

Grand Cenote, Tankah Beach and Cenote, Dos Ojos and many more cenote sites are right off ‘the road’ highway 307. The free cenote right across from the restaurant *Casa Cenote* is worth the swim (don’t drink the margaritas first!). Try a few or try them all, they are all cenotes but each has its own special

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features.

Aktun-Chen is a great underground dry cave adventure, right off the road between the house and Akumal. You'll also see lots of monkeys and jungle animals in and around the above ground exhibits.

Xpu-Ha Beach is clearly marked by a sign on the highway between Akumal and Puerto Aventuras and is a wonderful stretch of wide sandy beach on which sits one of our favorite restaurants *Café Del Mar* (don't miss the Mixed Ceviche)

Xcaret is another attraction with more advertising, it is located just south of Playa del Carmen. It is a specially built ecological and archaeological theme park offering lots of water adventure, tubing, snorkeling, and even Mayan shows.

DRIVING AND TRAVEL TIPS

Left-Hand turns

Turning left off of Highway 307 is quite tricky, so follow these steps for your safety. First, click on your left blinker to tell the cars behind you "pass me". Then, pull your car over to the RIGHT onto the shoulder as far as possible and wait for all cars behind you to pass. Once both directions are clear, you will be free to make your left hand turn.

Highway passing

It is common, though not mandatory, to pull your car over to the right if a car is trying to pass you. Again, your left hand blinker

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means- **PASS ME, I WANT TO PASS YOU, or I AM PASSING YOU**-depending on the situation.

Glorietas

Traffic in the glorieta has the right of way. Merge into a glorieta by allowing the buses and taxis to go first if they insist, then proceed. A glorieta marks the entrance to Akumal. Allowing for safe exit from the highway, this glorieta is used by exiting to the right and following the circle around. If you wish to turn left when leaving Akumal, proceed straight across the highway and follow the circle around to the merging lane. **DO NOT** turn left directly onto the highway.

Taxis, buses and trucks

Tending to believe they always have the right of way, let them pass, for they can drive very aggressively.

Speed limits & Stop signs

Many people joke that these signs are merely suggestions, and it can appear to be truth. However, they are extremely good to follow, even if you are the only one!

Roadside Emergencies

A majority of the cars here do not have roadside emergency signaling devices, so if you find yourself on the side of the highway changing a tire without proper signaling, do as locals do. Haul rocks, tree limbs, or whatever you can find from the jungle

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onto the road. It is crude, but effective. This is also an obstacle to watch out for along the highways.

Retornos

Without many stoplights or exits on Highway 307, retornos (or “returns”) were created to give motorists a spot to make a safe u-turn. The signage throws people off however, because all that appears is the name of the town you just passed and an arrow pointing off to the left (typically). Be advised to use patience when wishing to make a u-turn on Hwy 307 and look for a retorno.

OTHER NOTES

- The management and staff will work very hard to make your stay pleasant and safe. Please let them know what you want, and they will try to make it happen. It is customary to tip the staff when you leave based on how pleased you are with their service. These tips normally average a minimum of 5% of your total house rental and expenses. We typically figure pesos at a 10 to 1 ratio with the dollar though you will notice how the exchange rate fluctuates from day to day.
- We have gotten the best exchange rates on dollars at banks. Just look for the advertised rates on the Casa Cambio kiosks and in the bank windows and pick the one with the highest exchange rate.
- Remember to consider the safety of yourselves and guests at all times. A first aid kit is located in the kitchen cabinet above the microwave. Major medical facilities are located in Playa del Carmen and minor emergency rooms are in Tulum and Akumal.
- A directory of emergency phone numbers is also located in

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this booklet.

- A fire extinguisher is located under the kitchen sink.

We hope you enjoy your stay at Casa Maravilla, please fill out our guest comment book about our home and your stay. We can also be reached by e-mail at our web site

www.casamaravillatulum.com.

We are always looking for ways to improve the experience at Casa Maravilla. Your happiness here is our number one priority, and we hope you will want to return and share this special place with others. We would also be happy to plan for special occasions including anniversaries, weddings, and birthdays to name a few. Please contact us with your requests and thank you for your stay.

Sincerely,

Los Duenos

(The Owners)

RESPONSIBILITIES AND LIABILITIES

This home on the Caribbean is a place for fun-please enjoy it responsibly! By renting this house the Renters assume any and all responsibility for their safety, the safety of their children and of any person in their party. The owners, the management and the rental agency assume no responsibility and hold no liability whatsoever to the Renter and/or the Users well being. Please be aware that you, the Renter, are solely responsible for all events resulting from your stay here.

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TELEPHONE NUMBERS

Casa Maravilla Home Phone 984-804-0627

Long Distance National Operator 020

To Call from US and Canada 011-52+area code+number
To Call US and Canada 001+area code+phone number
To Call International 00+country code+phone number

Local (Tulum, Playa, Akumal) 7-digit phone number
To Call Cancun 01-998+phone number
Local Cell Phones 044+area code +phone number

Police (Emergency)

066

Police (Akumal) 875-9345, 879-7461
Police (Tulum) 871-2055
Police (Playa del Carmen) 984-873-4000
Federal Police (Tulum) 871-2375
Federal Highway Police (Cancun) 01-998-884-1107
Fire Department (Playa del Carmen) 984-879-3670

Ambulance

984-873-0493
984-873-0885
044-984-876-2250
044-984-879-3154

Casa Maravilla

Medical Service	044-984-876-2250
Dr. Nestor Mendoza Cell	876-0710
Hospital Medica del Carmen	984-873-0885
Americano (Cancun)	01-998-884-6133
Ameri-Med (Cancun)	01-998-881-3400
Hyperbaric Chamber (Playa del Carmen)	984-873-1365
Hyperbaric Chamber (Cancun)	01-998-881-5252
Red Cross (Playa del Carmen)	984-873-1233
Civil Protections (Playa del Carmen)	984-877-3050
Taxi Station	871-2029
Taxi Station (Tulum)	871-2259
Taxi Station (Playa del Carmen)	984-873-0032