

FACT SHEET: VILLA SOLANA

May 2019



Welcome to our vacation home, Villa Solana (“a sunny place”). We have had many happy times here, and hope the same will be true for you. Because this is a private residence, we differ from a hotel in some respects. We do not have a full time staff on the premises, but we have an excellent property management company to help make your stay enjoyable.

Our property manager is Mercedes Garcia from Mercedes y Asociados. Mercedes will check you in when you arrive at the condo and show you how everything works. Her local contact number is 044-322-150-6198 (mobile) that you can dial from the house phone (all 13 digits). And her e-mail is mercedina@hotmail.com.

Check in: The afternoon on the day of arrival, unless prior arrangements have been made.

Check out: 1 pm on the day of departure.

Directions from the airport (PVR):

The fare from the international airport should be about P350-400 for a car taxi or double that for a larger van. The Spanish directions to give the taxi driver:

“Conchas Chinas arriba. Segundo entrada. Paseo Madre Perla. Villas La Punta condos.”

Conchas Chinas is a residential area a few miles south of old Puerto Vallarta. There are two arched entrances to access the upper (“arriba”) Conchas Chinas neighborhood, and it is easiest to take the second entrance, which is Madre Perla Street.

After turning left off the highway onto Madre Perla, you head up the hill a short distance and bear right (“a la derecha”) at both the first and second intersections. After the second intersection, there is a cul de sac to the right (Rincon Madre Perla). Just pass this street and around the corner uphill on the left is a gate and wall with the name, “Villas La Punta.”

Once inside the gate, Villa Solana is Villa #2. Walk toward the left, past the fountain and up the stairs. Villa #2 is on the right – the one with the large Chinese-style wooden door with a small padlock.

General rules:

Villa Solana is one of six private residences at La Punta. The condominium association has some rules that must be observed in order to make everyone’s stay more enjoyable. Do not engage in any inappropriate or illegal activities and note that any suspected illegal activity will be reported to the police.

- Please minimize noise made in the common courtyard area of the complex.
- Please do not feed any stray animals that may wander into the common area.
- Minimize noise inside Villa Solana between 11 pm and 8 am. Although the units are very private, noise may carry from one unit to another, particularly from the pool area or when doors and windows are open.
- Overnight guests are limited to 8 adults and/or children over 12 years old.
- The entrance gate to the complex is kept locked at all times. Please remember to take the key with you when you leave during the day or evening – you **MUST** have a key to re-enter.
- To open the gate from the inside without the key, there is a buzzer up high on the right side wall – just before you get to the gate.
- If you arrive with a car, please park only behind the car in space #2 or in the uncovered space at the top of the parking area next to space #3.

Smoking:

We respectfully request that you do not smoke indoors at Villa Solana. If you do smoke outside, please use an ashtray to stub out cigarettes or other burning materials – NOT on the tile surfaces – and do not dispose of cigarettes in the common areas.

Telephone numbers for Villa Solana:

- **If you are calling from the U.S.:** 011-52-322-221-5244
- **If you are calling the house locally from Puerto Vallarta:** 221-5244
- **Toll free Internet (IP) call from the U.S. using Magic Jack:** 503-926-7303

Long Distance Phone Calls:

You may direct dial only local numbers (both landline and mobile) and toll-free (800) numbers in Mexico from the house phone. You also may use the Magic Jack internet phone for free to call the United States. And U.S. callers also can reach you on that phone by dialing the local 503 area code number (Portland) above. For all other long distance calls outside Mexico and the U.S., please use your cell phone, Internet phone, calling card or personal credit card.

Emergency and other contact information:

- **Public security (Police):** 221-2586 / 221-2587 / 221-2588 (**Emergency:** 060)
- **Fire:** 224-7701
- **Taxi:** 223-2806
- **Hospitals/medical:**
 - AmeriMed:** 221-0023
 - Medasist:** 223-0444
 - CMQ:** 223-1919
 - Red Cross Ambulance:** 222-1533
- **Consulates:**
 - United States: 222-0069 or 223-0074 (www.usembassy-mexico.gov/guadalajara)
 - Canada: 293-0098 or 223-0099

Internet access:

There is high-speed Internet access at the house provided by Prodigy via Telmex. The modem to connect to your laptop is in the living room next to the telephone. It is also equipped with wireless, and the security code is on the back of the modem and written on the list on the fridge. You may use the printer on the desk in the living room. Printer paper is in the desk drawer.

Housekeeper:

Our housekeeper's name is Maria Louisa and her regular days are Monday, Wednesday and Friday from 9 am to 1 pm. Please make sure the sliding wooden plank lock on the front door is open by 8:45 am on those days so she can get in. Her general duties are as follows:

1. Make the beds and change bed linens weekly. If you would like more frequent changes, please let her know.
2. Wash bathroom towels when necessary. Place your dirty towels on the washer in the laundry room. Maria Louisa's laundry duties are limited to bed linens and towels.
3. Dust and vacuum the furniture.
4. Sweep and/or mop all floors.
5. Clean the floors on all outdoor terraces.
6. Clean all the glass windows and table tops.
7. Clean the bathrooms, sinks and toilets.
8. Clean the kitchen, refrigerator and stove and run the dishwasher when it is full.
9. Vacuum carpets.
10. Tend to all plants – watering, pruning and fertilizing.
11. Empty garbage in kitchen and bathrooms.
12. Clean up after the indoor geckos.

Please DO NOT ask Maria Louisa to change her schedule. The villa will be cleaned just prior to your visit and after you leave, as well as on her regularly scheduled days. Maria does not speak English so please use this opportunity to practice your Spanish! While each villa owner employs and pays their own housekeepers, it is customary for guests to pay a gratuity at the end of their stay – typically US\$12 per adult per week or approximately US\$50 per week for a party of four adults.

Condominium management:

Alberto and his assistant are employed by the Villas La Punta condominium association. They are in charge of the grounds and common areas as well as the plumbing and swimming pool maintenance for each villa. They normally work on the grounds from 9 am to 5 pm weekdays and a half day on Saturday.

Additionally, Alberto may perform small services for you, such as carrying in luggage and groceries; washing your car; or replacing hard-to-reach light bulbs. This is not part of their normal duties, so please express your appreciation with a small gratuity.

Issues related to guests are each villa owner's responsibility. If you have any problems with guests of other Villas La Punta properties during your stay, please call Mercedes (mobile: 044-322-150-6198) and she will notify the condominium management company.

Supplies:

- **Toilet paper:** There should be an adequate supply in the villa when you arrive. Please respect the Mexican sewer system by not putting large amounts of toilet paper in the bowl and do not flush anything else down the toilet.
- **Beach towels:** If you did not bring your own beach towels from home, there are blue and white striped towels on the pool terrace for your use. Please DO NOT use the bath towels at the beach or pool.
- **Kitchen:** There are paper towels, paper napkins and plastic wrap in the kitchen as well as dishwasher and hand dishwashing soap.
- **Laundry:** There is laundry detergent in the laundry room. NOTE: If you purchase your own laundry detergent at the grocery store, please be sure it is low suds. We recommend the brand Ariel Bajaespuma (low suds). We shop at the various local grocery stores on the north side of town – Mega, Soriana or Ley's. Walmart, Sam's Club and Costco are also close to town and easy to get to and from by taxi.
- **Food:** Any food left in the cupboards or refrigerator (e.g. all condiments, salt, spices, hot sauce, sugar, vinegar, etc.) is yours to use. In turn, when you are ready to leave, please feel free to leave any extra items that you do not want to pack home so that the next guests may enjoy them.

Electricity and climate control:

There is an overabundance of light switches in the house for the lights, fans and some electrical outlets. Most are labeled but some experimentation may be necessary to determine which switch operates what. The rope lights on the living room terrace are plugged in at the outdoor socket and you can turn them on at night if you wish. The rope lights on the pool terrace are turned on at the wall switches.

We recommend that you turn the overhead fans on whenever you are using a room – we leave them on at low speed all the time. The fans will add tremendously to your comfort level and will also keep the moisture level down. You should be comfortable with just the ceiling fans, but there are several portable fans and air cooling towers in the house for your use as necessary.

Also, if you are out of the rooms every day this will help keep your clothes and belongings from developing mold and mildew. We leave windows open but all screens closed at night to keep the bug population under control in the house (the geckos help with this task, too). The neighborhood is generally very safe – you do not need to close the sliding glass windows at night or when you leave the house during the day.

Window shades/curtains:

Black window shades are installed on the living and dining room windows. These shades filter out 95 percent of the light but are nearly transparent during the day. They should be drawn down during the afternoon when the sun shines directly in from the south in the winter and west in the summer to protect the fabrics and carpets from fading.

Please be gentle when pulling the cords to draw them up or down. The curtains in the bedrooms on the southwest facing windows should also be drawn in the early afternoon to minimize fading – use the cords on the side of the curtains to draw them open and closed.

Water and plumbing:

The cold water in the kitchen sink and the refrigerator water dispenser and ice maker are both filtered and safe to drink. The water filter cartridges and UV lightbulb are replaced regularly and should not need any adjustment while you are there. The filter unit is located on the wall behind the cupboard next to the refrigerator. Please be careful when moving the pots and pans on those shelves. The filter has a very sensitive UV bulb that can break if something pushes against it.

The water in the rest of the condo is safe for brushing teeth and showering. Although the city of Puerto Vallarta filters the municipal drinking water, the city pipes are very old and we suggest you use the bottled water dispensers for drinking water. There are three in the house: 1) on the pool terrace; 2) on the landing outside the mid-level guestrooms; and, 3) in the master bathroom. When a bottle is empty you may exchange for a full bottle at the OXXO store for around 20 pesos. Alberto can help you carry it in and invert it onto the dispenser.

The water heater tank is relatively new and located in the closet in the pool terrace bathroom – the controls are set for maximum efficiency – please DO NOT adjust them. Note that hot water can sometimes take a while to reach the showers and sinks on the lower levels. Please be patient and remember, on the faucets “C” is “caliente” (hot) and “F” is “frio” (cold).

There are several plumbing issues that will be fixed eventually. The drain in the master bath is very slow and the tiles are not sloped properly, so there is a squeegee in the bath for your use in directing standing water toward the drain.

In addition the toilets in the powder room on the main floor and in the bathroom on the pool terrace sometimes continue to run after flushing. Please listen for running water and jiggle the handle or check the tank to make sure the flapper is aligned properly. If any of the toilet mechanisms break, just let Maria Louisa know and she will arrange to have Alberto fix it.

Furniture:

Please do not sit on the furniture with wet bathing suits or with suntan lotion or oil on. Also refrain from eating or drinking on the living room furniture – use the dining room or terraces instead. Thank you for your consideration in helping keep the villa looking nice.

Antiques: Several of the furniture pieces in the house are Chinese antiques dating from the late 1800s and require some extra care – Maria Louisa will clean and dust them regularly. The antiques include the dining table and chairs, the display shelf and the opium bed in the master bedroom. The opium bed in particular is delicate and should not be used for sitting.

In case of rain or high winds: If it rains, we ask that you bring indoors or under cover any chair cushions on the terraces. Also, the late night and early morning dew can drench anything left uncovered so you may want to bring in the cushions each evening even if rain is not expected. In the event of high winds, please lower the umbrellas on the living room terrace and pool terrace.

Laundry room instructions:

IMPORTANT! When doing personal laundry, use only low suds detergent (marked “Bajae Spuma”). Using too much or the wrong detergent will cause the drains to back up here and possibly in other units. You will need only ½ cup of detergent. The washer and dryer are both new U.S. models and operate just like yours back home, but the washer may take a long time to fill if you are using hot water. Please do not leave the washer or dryer running when you are not in the villa and remember to clean the dryer lint trap after using.

Appliances:

There are manuals for almost all appliances in the yellow folder on the kitchen bookshelf.

Marble countertops:

The marble countertops in the kitchen have been sealed but they are still susceptible to stains and white marks. Please use one of the cutting boards found next to the microwave when preparing food and wipe up any coffee, wine and especially lime juice spills as soon as possible.

Stove, oven and microwave:

The gas burners and oven will light automatically when you turn the appropriate knobs. The instructions to the oven and microwave are in Spanish – please ask Mercedes if you need any interpretation assistance.

Dehumidifiers:

There is a dehumidifier on each floor. During the winter months, the humidity level drops enough so that it is not usually necessary to run them. However, if the air moisture level in any room is uncomfortable for you, please feel free to use them. When running the dehumidifier in any particular room, all doors and windows must be closed. It will shut off automatically when the water container is full – just empty it in the sink and the machine will restart when you put it back in place.

Television and DVD player:

We have a new AppleTV box that is connected to the TV through the internet. There is separate remote device for the AppleTV that should be left in the TV cabinet when not in use. The TV must be on the correct mode to view the AppleTV applications.

On the TV remote control, use the TV/VIDEO button and the PAGE up/down arrow keys to change the TV mode, if necessary. To watch a DVD, change the TV to DVD mode with the remote control. Operate the DVD player with its own remote control in the TV cabinet. The DVD player was manufactured in the United States and plays only Region 1 or 1/4 DVDs. There are extra batteries in the cabinet if you need them for the remotes.

Garbage:

If the waste baskets in the house require emptying when Maria Louisa is not working, tie a knot in the plastic bags and deposit them in the barrels across the street from the entrance gate. Plastic bags for the kitchen garbage are stored in the pantry and plastic liners for the other wastebaskets are in the storage closet on the mid-level.

Swimming pool/BBQ/upper terrace:

There is a gas barbecue, sink and small refrigerator on the pool terrace along with all the non-breakable dishes, glasses and cutlery you need to enjoy meals there. Please use just those items when eating and drinking around the pool.

Towels for your use at the pool are on the terrace – please use those instead of bath towels, and let Maria Louisa know when they need to be laundered. The pool filter is on a timer and is set to come on automatically every day and run for four hours. Alberto maintains the pool and he should be advised (through Maria Louisa or Mercedes) if you experience any problems with it during your stay or if you want to change the filter operating schedule. He stops by several times a week when Maria Louisa is working to clean the pool and add the necessary chemicals.

IMPORTANT! Please be aware that the steps along the edge of the pool can be slippery when wet, and also the tile stairs going up to the bathroom or down to the kitchen. Be very careful when getting in or out of the pool and also when you are on the tile stairs and floors with wet feet.

Also, please try to minimize noise while on the terraces – sounds carry very easily to the other villas. If the guests in neighboring villas are too noisy, let Mercedes know and she will speak with the other owners/managers as appropriate.

Security:

Villas La Punta has experienced very little criminal activity over the past 10 years. Keeping the front entrance gate shut during the evenings and weekends when the maintenance guys are not on duty is important to maintain this good record. Please also lock the padlock on the front door when you leave the villa unoccupied. You will need your keys to enter the front gate – please keep a set with you when leaving the complex.

We generally do not close or lock the sliding glass doors on the terraces when we leave the villa during the day, or when we retire at night. We do keep the front door and the pool terrace door locked at night and when we are not at home.

Beach access:

On the main road at the entrance to Conchas Chinas, cross the highway and then walk down the small cobblestone road called “Easy Street.” At the bottom of this road are steps leading directly to the beach. This is Conchas Chinas beach – the one you see from the villa. Conchas Chinas actually includes three sections of beach, separated by rock formations. Be sure to explore all three.

Walking to town or back:

At the base of the hill at Conchas Chinas entrance is the main road to town to the north. Past the OXXO store you will come to a road that turns downhill toward the beach (it is just past the first entrance to upper Conchas Chinas). Turn down this road and go right immediately. This is Calle Santa Barbara and it will take you directly to town, past beautiful homes interspersed with views of the bay. Follow Santa Barbara Street to “Olas Atlas” – the main drag in old town. Then use your map to go from there.

For a little adventure, you also can walk to town along the beach – wear walking shoes as the going can be a bit rough and there is a small hill to climb up and over before you arrive at Playa Los Muertos.

Taxis/buses:

Taxis are plentiful in Puerto Vallarta and relatively inexpensive. You can either call one to pick you up at the house (tell the dispatcher – “Conchas Chinas, Villas La Punta, Paseo Madre Perla”) or walk down to the main highway and flag one down.

Fares to town vary based on the time of day/night and your negotiating skills. You can also catch the city bus at the bus shelter at the bottom of the hill. They run frequently until around 11 pm. The fare to the Olas Altas area is less than US\$1 and you can transfer there to take another bus into central Puerto Vallarta or beyond for additional fare. You also can take the bus the other direction to Mismaloya and beyond!

We hope this information helps you enjoy your stay in at Villas La Punta. We love the city and we are pleased to share our home with you. Have a wonderful time and add your notes to the guest book on the chest by the front door or contact us at info@villasolana.com.