A few reminders...

Address:

Bay View Grand Marina Ixtapa - **Unit 502-S** Boulevard Ixtapa, Lote 9 Zona Hotelera I Ixtapa, Guerrero

Check In: After 4:00 pm - Check Out: 11:00 am

Go to Reception/Lobby, and the attendant will contact the local property managers (Diego, Dania, or Javier Alejandre), who will greet you. If you will be arriving after 8:00 pm, please contact us prior to arrival so we can make suitable arrangements for after hours check in.

Reminders:

At check in, you'll be required to pay a **400 peso non-refundable deposit for the bracelets (400/bracelet)** that are required to be worn by all BVGM guests. And, you'll also be required to **pay a security deposit of 2000 pesos** to the local property manager.

If you're hooked on coffee and tea, note that we only provide a starter set of coffee pods for the Keurig K-Elite coffee maker. You may want to **bring some Keurig-compatible pods** with you, or plan to stop at Soriana or Aurrera (the local supermarkets) to pick some up upon arrival. (Don't want to do the pods? There is also a 10-cup coffee maker available for you.)

About 502-S



Bay View Grand Marina Ixtapa - Unit 502-S Boulevard Ixtapa, Lote 9 Zona Hotelera I Ixtapa, Guerrero



Bienvenidos

Hola and welcome!

Thank you for selecting our home for your stay! We want to welcome you and it is our hope that you love Ixtapa/Zihuatanejo as much as we do. Our goal is for you to feel right at home and comfortable while you're here!

In this welcome book you'll find all the information you need to enjoy the condo, the Bay View Grand Marina ("BVGM") facilities, and Ixtapa/Zihuatanejo. Looking for something to do or somewhere to eat? We've also included a list of our favorite activities and restaurants!

If you have any questions or need anything at all during your stay, please don't hesitate to contact our local property managers, Diego (786-757-2503) and Dania (444-134-9760) at Aura Real Estate. Or you can message us through the vacation rental app (Airbnb, VRBO, etc.), if you made your reservation online.

Welcome to Ixtapa, and enjoy your stay!

Melissa & Javier Zavala

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WiFi

Network: INIFINITUMjy98

Password: 20e8e3d16c



Checking In

Check in is at 4pm Check out is at 11am

Directions

Use Google Maps (or your preferred Navigation app), or follow this instructions below.

From Zihuatanejo Airport (approximately 12 miles - 20 minutes)

- Exit airport and follow signs to Zihuatanejo (Petatlan-Mexico 200)
- Continue straight on Petatlan-Mexico 200 for approximately 7 miles. Passing through Zihuatanejo, follow signs to Ixtapa.
- Continue following signs to Ixtapa, veer left onto Blvd. Paseo Ixtapa.
- Take Blvd. Paseo Ixtapa (with the ocean and hotels on your left) for approximately 4 miles.
- At the end of Blvd. Paseo Ixtapa, you'll hit the Marina where you will go around the roundabout and the ocean will be on your right.
- Bay View Grand Marina will be the second condo complex on your right.
- Provide your name and the unit number (502-S) at the security gate, and check in with the reception at the front desk. When you arrive, go to reception and they will contact the property manager who will escort you to the unit and show you around. (In the event that it is late in the evening, check in procedures may be slightly different.)
- The apartment is on the 5th floor; use the south tower elevators to access the unit.



Parking

There is outdoor parking available. Have the security guard at the front gate provide you with a temporary pass and show you the appropriate parking areas for overnight guests.

Reception/Front Desk

The reception / front desk is open from 8:00 am to 8:00 pm daily (hours may vary).

- Upon arrival, your first stop should be at the front desk. For security purposes, the attendant will provide you with a small plastic bracelet (bracelete), which you are required to wear for the duration of your stay. This bracelet will allow you access to the facilities. Please note that there is a refundable deposit of 400 pesos per bracelet; when you return the bracelets, your deposit will be refunded.
- In addition to providing you with any assistance that you require, the front desk attendant also arranges for purified water delivery, gym access, and the bar/restaurant card. (You can read more about those amenities in later in this booklet.)

Security Deposit

Please note that Aura Real Estate will require a security deposit of 2000 pesos, which will be refunded to you at check out and after confirmation of no damage to the unit or the personal property within.

House Rules

To the best of our knowledge, no detail has been overlooked in the preparation of the unit. This is our home, and we ask that you treat our home with the same respect that you do your own.

- Absolutely **no smoking** inside the unit or on the balconies.
- Out of respect for our neighbors, please keep noise to a minimum after 9:00 pm.
- Only guests who are on the original booking are allowed to be in the condo and stay overnight.
- No open flames or candles are allowed in the condo.
- Please hang wet towels, clothes, or swimsuits on the clotheslines in the laundry room, or use the clothes dryer to dry them. To avoid damage and assure that your entire deposit is returned, do not drape wet items on the beds or furniture.
- If you plan to leave the sliding glass doors open, then use the ceiling fans. Do not use the air conditioning when sliding doors are open.
- Do not drape towels or loose items on the balcony railings or furniture.
- Condo complex rules will be provided separately.

//04 **Electronics**

Television

There are two smart televisions in the unit: one in the living room and one in the master bedroom. The living room also has cable television, which offers a handful of English-speaking channels. The living room television is high definition. Both are equipped with smart TV options, but we recommend using the Roku (one with each television) for a wider variety of smart TV options.

NETFLIX

Netflix is available on both televisions. If you do not have a Netflix account, contact Aura Real Estate and they will provide you with login information.

Keurig Coffee Maker

The unit includes a Keurig K-Elite coffee maker. We've provided you with some disposable coffee pods to get you started. You can purchase additional coffee pods at the large grocery stores in Zihuatanejo, such as Mega Soriana and Bodega Aurrera. In the event that you read this before coming to visit, we recommend you bring additional Keurig-compatible pods from home. (Please note that a 10-cup coffeemaker is also provided.)

House Guide

Cooling Instructions

There are two air conditioning units. One for the living room area, and another for the bedrooms. If you keep the balcony doors open during the day, please use the ceiling fans and turn off the air conditioning units.

Ceiling Fans

There are 5 remote control operated ceiling fans in the unit: one in each of the bedrooms, one in the living room, and one in the extra room behind the kitchen. In the event that you are attempting to turn on the ceiling fan via the remote and nothing happens, flick the light switch as all fans (except for the one in the master bedroom) are also connected to a light switch which needs to be in the 'on' position for the fan to be operational.

Garbage + Recycling

The plastic basket in the laundry area is for recyclables; the white bin in the kitchen area is for trash. Trash can be disposed of in the door on the landing outside the service entry. Recyclables need to be taken to the trash area at the first floor elevator bank. If you are only staying for a short visit, leave the trash and the cleaning crew will dispose of it for you. Additional trash bags are located under the kitchen sink or in the pantry.

//05 **House Guide**

Laundry - Washer / Dryer

Instructions are written on the outside of the unit and laundry detergent is provided. Because of the climate, it is best to do laundry in the evening or early morning. Keep loads small, if you plan to use the clothes dryer. And, always remember to remove the lint from the lint trap. There are also two clotheslines in the laundry room, and clothes and towels dry quite quickly (often quicker than in the dryer) if you hang them to dry.

Lights and Electrical Switches

With the exception of the floor lamp in the dining room area and the master bedroom ceiling fan, all the lights, lamps, and ceiling fans are controlled by a switch. This means that if you attempt to use a lamp switch or a fan remote control and the lamp or ceiling fan does not immediately turn on, then the wall switch that controls it is in the off position. Additionally, please note that the lamps in the master bedroom have USB ports. If the wall switch that controls the lamps is in the off position, the USB function on the lamps will not be operational.

Refrigerator

Due to the tropical climate, food spoils more quickly here than in other parts of the world. It is recommended that you keep fresh items (such as breads, fruits, and vegetables) in the refrigerator so that they do not spoil as quickly. Also, please note that for the protection of our guests, the water connection to the fridge has been disconnected. Instead, use the purified water from the 5-gallon dispenser. Looking for cold water? There's a plastic covered pitcher that you can fill from the dispenser and leave in the fridge.

House Guide

Front and Back Entry Doors

You will be or have been provided with keys to the front door. You will receive 3 keys in each set. These are for the top and bottom front door locks, and a key to the locking drawer in the master bedroom closet. The back entrance is a service entrance. You can lock the service entrance from the inside of the home, but it is used only by maintenance staff when the condo is vacant. (You will also receive a numeric code for the keypad on the front door.)

Games & Puzzles

Staying in for the evening? No worries. In addition to the Smart TVs, the home has a few books for your perusal. Also there is a 1000 piece puzzle in the living room area, and a 10-in-1 game compendium that includes everything from chess, checkers and backgammon to dominoes and a deck of cards. There is also a library of books to take and share in the lobby area.

Dishwasher

The home is equipped with a Frigidaire dishwasher. Dishwasher soap pods are located under the sink. When the dishwasher is full, just pop a pod into the soap spot, close the dishwasher, and press start.

//05 **House Guide**

Bath Towels

We're pleased to provide you with 8 imported luxury Hygro cotton bath towels for the duration of your stay. We've also provided 8 hand towels, 8 washcloths, 3 bath mats, and 1 kitchen towel. If towels are damp, please hang them in the laundry room or on the hooks provided in the bathrooms. These towels are to remain in the condo. Beach and pool towels are provided. (Note that there is a lost towel charge, so please try your best not to lose the towels.)

Beach & Pool Towels

We've provided you with 8 authentic Turkish beach and pool towels. To avoid confusion, they are monogrammed with the condo number (502-S). The BVGM requires that you use these at the beach and at the pool. You're welcome to use these wherever you go throughout your stay, but please try your best not to lose them. There is a \$25 (US dollar) charge for each lost towel.

Shampoo, Conditioner, Body Wash, and Soap

Each of the bathrooms is equipped with shampoo, conditioner, body wash, hand soap, and lotion dispensers. While the dispensers are refilled between guests, if you run out, please contact the local property manager to obtain more.



Iron and Ironing Board

If you need it, the iron and ironing board are located in the small closet in the second bedroom (the one with the green pillows).

Hair Dryer

If you need it, the hair dryer is below the sink in the master bathroom.

A Word About the Climate

The tropical climate affects everything... from the furniture to the lights and even the kitchen utensils. If something looks a little bit spotted or the color is a little off, it is likely not dirty, but is experiencing the impact of residing in a tropical climate. If you notice some item that is experiencing the ill effects of the climate, we hope you will let us know.

Ring Doorbell

You've probably already noted that the condo complex is extremely secure. However, for the safety of our guests, the entry to the condo is also monitored by a Ring Video Doorbell with motion detector.

Purified Water

We recommend drinking only purified water (that's why we disconnected the water dispenser built into the refrigerator). For your convenience and safety, we've provided you with a 5-gallon bottle and dispenser in the kitchen area. If you need another 5-gallon bottle, please contact the reception desk. The cost of an additional bottle is 30 pesos, payable upon receipt.



Within Walking Distance (or a very short drive)

There are all sorts of restaurants and shops just south of BVGM on the opposite side of the street. Here are just a few of the most popular ones:

Ruben's Hamburgers

Just like the name says, it is pretty much just burgers and fries. It's a safe bet, if you have a hankering for a burger. (Informal. Moderately priced.)

Emilio's Pizza

Pizza, pasta, and salad... traditional Italian-style cuisine. (Informal. Moderately priced.)

Sr. Taco Grill

This is your pretty standard Mexican fare. They even sell hats and t-shirts with their logo on them. (Informal, Moderately priced.)

In Zihuatanejo

Hornitos

This is definitely your abuelita's taco shop. Located on the main drag, you and your entire extended family will eat well and it's dirt cheap. (Informal. Very low prices.)



If it's Thursday, it's Pozole...

Ixtapa is in the state of Guerrero. And, traditionally guerrerenses eat pozole on Thursdays. If you want to try this delicious soup and have a traditional experience at the same time, go to Teosintle in Zihuatanejo at around 3:00 pm on any Thursday. Live music and ambiance galore!

Formal Dining

You may not need a dinner jacket and a tie, but these are a few restaurants that offer a more formal dining experience and may require a reservation.

El Faro - Ixtapa

The sunset views here are out of this world. While it isn't the Four Seasons or the Beverly Hills Hotel, it is probably one of the best that Ixtapa has to offer. (\$\$\$\$)

Kau-Kan - Ixtapa

This is a very unique experience at an exclusive restaurant that requires reservations and has a gated entry. Be open minded about the food because this place is more about the experience. (\$\$\$\$)

Mar y Cielo (La Casa Que Canta) - Zihuatanejo

Looking to have a special meal, this lovely place with gorgeous ocean views boasts an unparalleled culinary experience. (\$\$\$\$)



Here is some information about the activities and amenities available at the Bay View Grand Marina.

Restaurant/Bar

Located next to the pool.

- Restaurant is open daily from 8:00 am 7:00 pm
- Bar is open daily from 8:00 am 8:00 pm

Food and drinks are paid with the use of a prepaid card that you can obtain from the concierge or at the restaurant/bar. Note that when you check out and return your bracelets, you may also request reimbursement for the unused funds on the prepaid card.

Pool

Daily from 8:00 am - 10:00 pm

- Only food and drink from the restaurant/bar is permitted in the pool area. (Your own food and beverages—including coolers—are permitted at the beach.)
- Food and beverage service at the pool begins at 12:00 pm.
- For security purposes, red BVGM towels with the embroidered condo number 502-S are required. (Note that there is a lost towel charge of \$25 USD.)
- The smaller pool and jacuzzi at the south side of the facility are for adults only.



Beach

The BVGM beach is fairly quiet in comparison with the public beach areas and the beaches near the hotel areas, where there are vendors and adventure activities available. (Read more about that in the activities section.)

Palapas, chaise lounges, and chairs are available for use of BVGM guests. There is also a volleyball court at the south side of the beach area. Please note that Ixtapa beaches do not permit any glass or styrofoam. Remember that you need a red towel to use the beach and the pool.

Gym

Open daily from 6:00 am - 10:00 pm

- Located on the 2nd floor (North tower)
- Available for ages 15 and older
- Guest surcharge is 100 pesos per day; see reception for more information or to gain access.

Spa

Daily from 10:00 am - 6:00 pm

Located on 2nd floor (North tower), if you are interested in spa services (manicure, pedicure, massage, and facial among other treatments), you will need to stop by or call to make an appointment. There is also a sauna and jacuzzi available for those who purchase a spa treatment. (Note: If you are looking for an authentic Mexican-style massage, check out our recommendations in the activities section.)



Business Center

Daily from 9:00 am - 7:00 pm Located on the 2nd floor in the administration area.

Tennis Courts

Daily from 7:00 am - 10:00 pm. Reserve your time in the lobby.

Game Room - Table Tennis / Ping Pong / Pool

Daily from 9:00 am - 10:00 pm Located on the first floor. Equipment can be borrowed from the concierge.

Children's Playroom

Located on the north side of the Lobby level, this area is open daily from 8:00 am - 10:00 pm

Movie Theater

Daily from 9:00 am - 9:30 pm

Located on the 2nd floor in the south tower, the movie theater has a seating capacity of 12-15 people. To use, make arrangements in the lobby.



Groceries

Merza - (Ixtapa) - Small selection Oxxo - (Ixtapa) - Extremely Limited selection Mega Soriana (Zihuatanejo) - Full selection, very large supermarket Bodega Aurrera (Zihuatanejo) - Full selection, very large supermarket

Pharmacy

There are several pharmacies on Blvd. Ixtapa and throughout Zihuatanejo. Remember that certain items require a prescription, which you can obtain on site or from a doctor at a nearby location.

Bank

Bancomer - Ixtapa and Zihuatanejo HSBC - Ixtapa and Zihuatanejo Scotiabank - Ixtapa and Zihuatanejo

Gas

Pemex - Zihuatanejo

Souvenirs

Artesanías - Ixtapa

Directly across from the Barcelo Hotel at the beginning of the Zona Hotelera is your typical Mexican shopping experience with the opportunity to bargain for typical Mexican handicrafts and not-so-typical souvenirs.

You can also meander along the streets of Zihuatanejo to take in the typical markets (Mercado de artesanías and Mercado Central) and local shops.

Beaches

Here's a list of the main beaches in Ixtapa and Zihuatanejo. In addition to Playa el Palmar (which is the beach right in front of the Bay View Grand Marina), there are plenty of other beaches you may want to check out. To learn about the ones most popular with children, check out the kid's activities section.

- **Playa Linda**
- Barra de Potosi
- Playa la Ropa (see kid's section for more info)
- Playa la Madera
- Isla Ixtapa (see kid's section for more info)
- Playa Blanca
- **Troncones**
- **Playa las Gatas**



Day Trip Ideas

Within driving distance

Barra de Potosi

This family-friendly fishing village/beach is popular with both locals and tourists. Cruise up to one of the local beachside restaurants, find a good spot to sit, and enjoy a beach day accompanied by good service and delicious seafood.

Playa la Ropa

With white sand and blue water, this beach is great because the water is calm on this small bay. Wherever you put down your towel, there will be plenty of adventure activities available: parasailing, jet skiing, and even getting pulled through the water while seated on a giant inflatable banana.

Isla Ixtapa

Grab a ferry from Playa Linda (right next to the cocodrilario) for a short ride to Ixtapa Island. Just like Playa la Ropa, there are all sorts of beach-related adventure activities available. (Pro Tip: Park yourself at a restaurant that offers nice restrooms.)



Ciclopista Urbana (Bike Path)

Take the approximately 9 km trail from Blvd. Paseo Ixtapa around the Marina Ixtapa Golf Course, and through the Ecological Reserve, Parque Aztlan where you may see all sorts of animals. The path ends at the cocodrilario (Crocodile Farm) next to Playa Linda, where you'll see tons of crocodiles, iguana, and exotic birds. After checking out the crocs, grab at cold drink from a nearby vendor or the Oxxo across the street before heading back. (The path is relatively flat, but does have a handful of hills. Small children may want to ride tandem with adults.) Bike rental at Bici Ixtapa on Blvd. Paseo Ixtapa or sign up for a guided bicycle tour online or at a local travel kiosk.

Delfiniti - Swim with Dolphins

Delfiniti is a 10-15 minute walk south on Blvd. Paseo Ixtapa. They offer all sorts of programs from dolphin shows to personal and group interactions with dolphins. They also have an amazing collection of beautiful birds in their aviary. Check out their website at <u>www.delfiniti.com</u> (Pro-Tip: Be sure to make a reservation.)

Magic World Aquatic Park - Ixtapa

Equipped with water slides, a lazy river, a wave pool, and a children's pirate adventure play area, this water park is guaranteed to keep the kids busy and entertained.

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For Kids (& Kids at Heart)

Playa la Ropa - Zihuatanejo

With white sand and blue water, this beach is great for kids because the water is calm on this small bay. Wherever you put down your towel, there will be plenty of other children and lots of adventure activities available: parasailing, jet skiing, and even getting pulled through the water while seated on a giant inflatable banana. (Pro Tip: Park at La Perla Restaurant and grab some beach space there. And, if the kids' permit, give yourself an hour for an authentic Mexican massage right next door.)

Isla Ixtapa - Ixtapa Island

Grab a ferry from Playa Linda (right next to the cocodrilario) for a short ride to Ixtapa Island. Just like Playa la Ropa, there are all sorts of beach-related adventure activities for kids and kids at heart. (Pro Tip: Park yourself at a restaurant that offers nice restrooms.)

Snorkeling and Fishing - Zihuatanejo

You can arrange for a private or group snorkeling or fishing trip on Blvd. Paseo Ixtapa or through one of the guys who runs the beach adventure activities at Playa la Ropa.

Paseo del Pescador - Zihuatanejo

This waterfront walkway runs from Playa Principal to Playa Madera and is a great place to meander, check out fish for sale, and pick up a little bit of the ambiance of this wonderful town. Finish your walk by grabbing some Mexican-style corn on the cob from the street vendors in the plaza in front of the basketball court.



Getting Around

Taxi

While Uber has not yet arrived in Ixtapa, you can take a taxi to just about anywhere. Ask the porter or the lobby attendant to call one for you, or venture out onto Blvd. Ixtapa to hail one on your own.

Car

While it may seem a little confusing at first, Ixtapa and Zihuatanejo are pretty small and fairly easy to navigate. If you've driven, then use Google or Apple Maps to get around on your own. Or, you haven't brought your own car, you can rent a car at the airport.

Bus

The bus stops in front of the Bay View Grand Marina on Blvd. Ixtapa and you can take the bus to Zihuatanejo or just down the street if you don't want to walk. Ask the lobby attendant for more information and latest fare information.



Check out is at 11am

We hope you enjoyed your stay with us! Meet the local property manager at the unit to do a quick walk through to assure you haven't forgotten anything. If you would like a later check-out time, please contact the local property manager and we will do our best to accommodate your request.

Laundry

Don't worry about making the bed as we will be washing all the sheets and coverlets anyway. If you want to go the extra mile, you can peel off the sheets, and place them in a pile on the bed. It's not really necessary, but appreciated.

Key and Parking Pass

Please lock all of the doors and windows and return the parking pass to the security guard as you exit the complex.

Perishables and Leftovers

Just leave your perishables. You'll be on the road or getting on an airplane - it's more convenient for you to leave it, and we will take care of it.

// 14 FAQs

Maybe you've been to Mexico before... maybe you've even been to lxtapa before. For those who have not or are just curious, here are the answers to some of the most frequently asked questions:

Is the tap water safe to drink?

While the BVGM facilities do state that the tap water has been treated, we recommend drinking only purified water (that's why we disconnected the water dispenser built into the refrigerator). For your convenience and safety, we've provided you with a 5-gallon bottle and dispenser in the kitchen area. If you need another 5-gallon bottle, please contact the reception desk. The cost of an additional bottle is approximately 30 pesos, payable upon receipt.

If you want to be uber careful, use the purified water when brushing your teeth or when washing fruits and vegetables. When in restaurants, order bottled water and do not put ice in your drink.

Do I need to worry about theft?

Just like any other place in the world, there's always a risk of something being stolen. Take the necessary precautions, and do what you can to keep your items secure. Do not draw attention to your items of value when in public places, such as the beach or the marketplace. And, don't wander in "sketchy" parts of town.

RFID theft is increasingly commonplace in Mexico, so we suggest that you protect your credit cards (and your passport) when in public places. For your convenience, we've given you a key to a lockable drawer in the master bedroom closet.

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What's the deal with the wastebasket next to the toilet?

When you are out and about in Ixtapa/Zihuatanejo, you may notice that there are wastebaskets next to the toilets and that are filled with toilet paper.

That's because there are places throughout the country where the pipes are so narrow that they cannot accommodate toilet paper. (I don't think we need to say more here.) Note that you are safe to flush tp at BVGM; but please place any flushable wipes and other items in the wastebasket.

Can I negotiate in the markets?

Yes, no, and maybe. Anyone who has taken Spanish in school has probably learned that you can negotiate your price in the open air marketplaces. However, lately we've noticed that the vendors are fairly firm on their prices. But, feel free to give it a try!

What are those flexible plastic or rubber circles over the drains?

If you haven't seen them yet, you will. They may be in the condo, or in a public restroom. They resemble the old school rubber grippers that you use to open a jar. Believe it or not, these are used to cover the drains. Because of the warm and humid climate, sometimes an unfortunate smell or little creatures may come up through the drain. To avoid this unfortunate fate, drains are kept covered, except when in use.

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In Case of Emergency...

Lobby Attendant (8:00 am - 8:00 pm)

ext. 10352

Security - Main Gate

ext. 10353



Some of our Reviews

$\star\star\star\star\star$ Like home but with an ocean view

A beautiful getaway. There's forty feet of glass overlooking the ocean and pools when you enter the condo. You wake up every morning to the view and sounds of the ocean making it hard to even leave the bed... If you love to walk the beach, this is a good one. Melissa, the owner, if everything you would want from an owner and her management team there is excellent. We already signed for another year. —Cal K., VRBO

★★★★★ Upscale and beautiful

We loved the condo. It is a beautiful condo fully equipped with all that you need. I even used the washer and dryer. High-quality sheets and towels are provided. The pool area and beach are fantastic. —Esther G., VRBO

★★★★★ Beautiful and comfortable

The condo is gorgeous, comfortable, and in perfect condition. —Adriana, *AirBNB*