

## BIENVENIDO A CASA LORENZO

Welcome to Casa Lorenzo. It is our hope the time you spend here is both enjoyable and relaxing as we truly try to make this one of the best vacation experiences you have had in Mexico.

Our manager Fidel and housekeeper/ cook Esperanza will do everything they can to help you have not only a relaxing vacation here in Puerto Vallarta, but one to remember bringing you back again and again.

Some details about the villa:

Address: Rodolfo Gómez #599, Alta Vista

Puerto Vallarta, Jalisco MX 48380

Villa Phone: +52 (322) 222-1514

Fidel Avalos: +52 (322) 227-4150 (celular)

Esperanza Garcia: +52 (322) 194-0401 (celular)

Taxi: Please call +52 (322) 222-2422; or

+52 (322) 223-8400

**TAXIS/ UBER:** Taxis are the of the principal ways of travel (Puerto Vallarta now supports UBER also) throughout Puerto Vallarta for guests. The taxis are principally yellow in color. Drivers are very friendly and speak some English, generally. Sit back and relax and enjoy our cobble stone streets. There are no meters in the taxis. Rates are by zone and are not based on time or distance driven. Zone rates can be provided to you upon request of the driver.

## USD OR MXN

US Dollars (USD) are widely accepted in Puerto Vallarta so there is no real need for pesos (MXN) unless for tips (propina) for the staff. Taxis will take either USD or MXN but don't expect drivers to have more than change for \$20 USD. Be aware there are many restaurants which do NOT accept credit cards and are USD or MXN only. The safest protocol is to simply inquire prior to sitting down so you are aware. The higher priced restaurants and activities will typically take credit cards and are principally focused on Visa & MasterCard. American Express is taken mostly in the resorts and higher end restaurants.

Be aware of the USD / peso exchange rate as all businesses, restaurants and taxis may use their own rate of exchange. I suggest you download to your smart phone one of the many FREE currency conversion applications available. Taxis typically charge by the zone they are driving in or to, so it is a flat rate for anywhere in a given zone.... again the best policy is to ask PRIOR to getting into the vehicle or being seated.

# NEARBY STORES AND BEACHES

## (WALKING DISTANCE)

Restaurants: Most areas for dining are casual in Puerto Vallarta. No matter the rating or the price of the food.

Most restaurants do take reservations and many are on the Open Table App. I do not want to dissuade you from eating in as Esperanza is a fantastic cook...but here are some suggestions, should you want some...

River Café <http://www.rivercafe.com.mx>

- Open air dining (under roof don't worry about rain)
- Romantic (if out on the terrace, riverside)
- Could be difficult to locate, but worth the search (taxi's know the location)

Joe Jack's Fish Shack <https://joejacks-fishshack.com/>

- Joe Jack's Fish Shack sports a cozy bar with restaurant on the main floor and a beautiful open air terrace on the upstairs deck
- Traditional great tasting seafood with comfort food classics and perfect hand crafted cocktails
- A favorite spot for locals and guests alike.

La Palapa <http://www.lapalapav.com/>

- Great beach front dining, or even on the beach!
- Great food and atmosphere
- Can be a little pricey, but awesome location

Los Muertos Brewery <http://losmuertosbrewing.com//>

- If you are just looking for good burgers and pizza in a typical sports bar atmosphere
- Great micro brewed beers at a great price
- Not so much Mexico....maybe downtown Anytown USA.

Daiquiri Dicks <http://mdi.ddpv.com/>

- Also an infamous local spot on the beach
- Good food and atmosphere...can be crowded
- Awesome sunset view since right on beach

Café Isabel <http://www.casaisabelpv.com/bar-and-grill>

- Within blocks of Casa Lorenzo (still want a taxi as it's a very steep hill)
- Absolutely the best view of the bay and city at night (except for Casa Lorenzo)
- Great food and atmosphere (reservations required during high season)

Bravos <http://bravospv.com/>

- Fine intimate dining, especially romantic
- Located in Viejo Vallarta (Old Town)
- Great selection of seafood and steaks
- Highly recommend for that special night

Closest food and liquor shopping option: There is a franchise called OXXO, a convenience store, which is the equivalent of a 7-11 about 4 blocks away. They carry a narrow selection of food, liquors, personal hygiene, pain reliever items, etc. much the same as any convenience store.

There is a pharmacy (Farmacia) located about 3 blocks from the house which maintains reasonable store hours 7 days a week where you can get most over the counter drugs plus many which require a prescription in the USA. There is also a 24-hour large pharmacy/ supermarket 5 blocks away, Farmacia Guadalajara.

Playa de los Muertos is the closest beach you are able to walk to...approximately a 15-minute walk or a \$50 MXN taxi ride. The beach is extremely popular so if you are here during the holiday season you will want to go early to get a spot.... all other times there should not be a serious problem getting a seat and umbrella, if desired. Many of the restaurants provide food and beverage service along with umbrellas and chairs all for the price of very reasonably priced food and drink minimum.

Playa de las Conchas Chinas (Beach of the Curly Shells) has the whitest sand beaches and is one of the most beautiful in the area. This beach is definitely a taxi ride of approximately 10 minutes.

# **PLEASE BE CONSIDERATE OF BOTH WATER AND ELECTRICITY**

Mexico has shortages of electricity and water so it is important to conserve these resources as you do in your own homes. We want you to feel comfortable here in every way, but please be responsible.... If you are running the air-conditioning, please close the doors to the bedroom and make sure the windows are closed....no sense in air-conditioning the great outdoors. If you leave for the day, please check to turn off the air-conditioners and fans. Based on the location of Casa Lorenzo we enjoy a tremendous refreshing breeze throughout the home year round, so open your windows wide and enjoy.

Shower a reasonable length of time....be considerate of others in the home and conserve hot water.... you wouldn't want to take a cold shower would you?

Towels are changed daily if needed. All towels left on the floor are replaced with fresh linens, so if your towel is not dirty consider hanging it up to dry and you will be able to use it again as well as conserving our natural resource.

Drinking water from the faucet is great at Casa Lorenzo, better than most tap water in the United States as I have installed a 3 step filtration system in the home. Though the water in Puerto Vallarta is already purified and I have taken it to the next level and have had it tested to confirm its quality.

# **ROKU, BLU-RAY, CHROMECAST– YOUR GUIDE TO TELEVISION ENTERTAINMENT**

## **TURN ON TELEVISION/RECEIVER**

1. Using the Yamaha remote control pressing the orange button in the upper right turns on the receiver.
2. Select HDMI input
  - a. HDMI-1: Blu-ray Player
  - b. HDMI-2: Roku Entertainment System
  - c. HDMI-3: Chromecast Streaming Device
3. Using the same remote, lower section labeled TV, press the orange button to turn on the television.
4. Use the volume buttons in the center of remote to control the television volume.

## **OPERATE ROKU DEVICE**

1. Using the Roku remote, press the upper right HOME button to wake Roku if nothing is displayed on the television
2. If the Casa Lorenzo has lost power due to a storm, you may need to unplug the device and reconnect the power to reset the device.
3. The Roku, will need to connect to the internet, so after a 1-2 minutes you should see the time on the screen, this means you are connected.
4. Use the 4-way arrow buttons to control the cursor and OK button to make your selection.

## **OPERATE BLU-RAY / DVD PLAYER**

1. Using the Yamaha remote press BD/DVD button, or select HDMI-1
2. Use the remote to the Blu-ray to control the device

## **INTERNET RADIO**

1. Using the Yamaha remote select NET to listen to streamed internet radio
2. Using the 4 directional keys and ENTER button, select the type of music you wish to listen to from radio stations throughout the world who stream their content over the internet.

## **LOCAL RADIO**

1. Using the Yamaha remote select RADIO to listen to local, Puerto Vallarta radio.
2. Use the arrow keys and ENTER keys to select the frequency of a local radio station.

## **CHROMECAST**

1. Using the Yamaha remote, select HDMI-3 to access the Chromecast device.
2. Download the Google Cast app to your device
3. Follow the instructions to connect



## **GUEST SERVICES**

Casa Lorenzo's local property manager name is Fidel Avalos. His English is very good and is available for any type of assistance you may need such as:

- Translations with staff
- Meal planning with staff
- Information about the property
- Information and activities in the Puerto Vallarta area.
- Assistance with checking in / out
- ANY Casa Lorenzo maintenance issues.

To contact Fidel call: +52 (322) 227-4150 celular

Normal hours are 9AM to 6PM Monday-> Friday

Saturdays 9AM – 2PM

EMERGENCIAS after hours, religious and national holidays call the number above.

Typically, Fidel will let you know if he will not be reachable for some reason and will provide you a backup person and telephone number which to use.

# GENERAL INFORMATION

Upon your arrival the staff will provide you a tour of the villa, which will include orientation to the geography of the villa, how to operate the television (Roku) system, Blu-ray player, general orientation to the remote controls how to access the wireless internet, where certain amenities are located such as the hair dryer, beach towels, iron and board, etc.

**KEYS:** A set of keys will be provided to each bedroom which will include access to the roadway and upper gate, front doors of the main house and Casita. If you are staying in the Casita, the door operates like a hotel room door and you will need your key to enter at all times if the door is closed. Please, you are responsible to return these at the end of your stay. There is a \$100 USD charge for each set of keys lost to cover the expense of rekeying the locks of Casa Lorenzo.

**FRONT GATE:** If you have a vehicle(s) on the property you will be provided a remote control to open and close the gate for each vehicle present.

The gate system has the ability to be opened remotely via the villa telephone if you have a visitor who has pressed the "Call Button". The phone in the villa will have a distinctive double ring indicating someone has pressed the button. You simply take the phone, press the talk button and you can determine if you wish to allow

the visitor to enter. You are able to open the gate, while on the call with the visitor, by pressing **\*9** on the telephone. You will hear a tone and the gate will open allowing entry to the property. The gate will close automatically after 1-2 minutes.

The gate can also be opened using the entrance keypad by pressing **#8722**.

**SAFE:** There is a programmable safe located in the master bedroom closet for your convenience. Instructions as to how to operate are in the safe. Please do not forget your code to the safe. Fidel, the property manager, is able to open the safe, but there is a charge \$50 USD if he is not on the property at the time the safe is needed to be opened.

**WATER AND ELECTRIC:** Filtered, purified tap water is provided at Casa Lorenzo. All electric is 120v, similar to what you may be familiar with in the United States.

**INTERNET AND TELEPHONE:** Casa Lorenzo has wireless 50MB download/ 10MB upload fiber optic internet. The broadcast name is CASALORENZOPV. Select this when searching for wireless internet service in the villa. The password is **1027826447**. We have made a great effort to ensure adequate internet service is accessible throughout the home.

The villa has a single land line whose number is +52 (322) 222-1514. This line allows you to make unlimited calls worldwide at no expense.

**POOL:** The pool is for your pleasure and enjoyment. Please follow those traditional policies of no running on the deck, no glass containers in the pool area (plastic cups are available in the kitchen), no diving or jumping into the pool. 2 beach towels are provided in your closet, please do not use the bath towels in the pool area. If you take the towels to the beach, please remember to bring them back with you.

**TELEVISION:** Video on the television is provided over the internet via a Roku box (similar to Apple TV). This service provides you access to many internet based applications which allow you view the latest movies, TV shows, News and various documentaries. If you have any questions, please contact Fidel to answer your questions.

**BLU-RAY / DVD:** We have a current generation Blu-ray available for your use which is from the USA, therefore it will not play Mexican disks. This is also a smart player which also allows you to use various internet streaming services. If the Roku does not have what you need, you may subscribe to any services on the Blu-ray player to purchase movies or watch internet content.

**AIR CONDITIONERS:** Air-conditioners are located in the bedrooms of Casa Lorenzo. All rooms have ceiling fans. Please make sure the doors and windows are closed when the air-conditioners are operational, and when you leave for an extended

period of time, please turn the air conditioning, fans and the lights off and enjoy the cool mountain top breezes.

**LAUNDRY SERVICE:** If you would like laundry services, Esperanza can do this for you as access to the laundry is for staff only. There is no charge for this service, but please consider this extra service in your tip.

**STAFF:** Esperanza is in charge of housekeeping for Casa Lorenzo as well as doing all food shopping, preparation, cooking and clean-up. If you requested Casa Lorenzo be stocked prior to your arrival, Esperanza will have the receipts for all of the items purchased. Please reimburse her upon your arrival. Esperanza will do all of the grocery shopping during the week and will provide you detailed receipts for reimbursement. Your visit includes up to 2 meals per day to be prepared by Esperanza, should you desire them. The cost of food and beverage is not included and is extra. Please arrange with Esperanza a minimum of 24 hours in advance to provide adequate time to purchase the freshest ingredients.

Fidel is the property manager of Casa Lorenzo and is responsible for not only the proper maintenance of the villa and lush landscaping, but to ensure you have an unforgettable time. Fidel can help you with many activities such as fishing, zip-lining, whale watching, scuba diving, taxis, etc. Puerto Vallarta has to offer. Fidel speaks very good English and looks forward to helping you have a great vacation.

**SUNDAYS AND MEXICAN HOLIDAYS:** The staff does not typically work on Sunday's and National Holidays in Mexico. Special circumstances can be arranged for service on these days at extra cost. If you wish the staff to work on either of these days they will need to have advanced knowledge at least 48 hours in advance, or earlier if possible. The cost of this extra service is \$50 USD for Sundays and \$75 USD for National Holidays. Optionally, you can offer another day off during your stay so as to not incur the extra charges.

**TIPPING OF STAFF (PROPINA):** It is customary when you receive good service to tip the staff at the end of your stay. There are many ways this can be done, but in Puerto Vallarta it is typically \$10-12 USD a day per guest staying at Casa Lorenzo. Please give the tip (propina) to Esperanza and she will distribute to the balance of the staff.