



# VIVO RESORTS

OAXACAN BEACHFRONT LIVING

## Owner Information Package 2022

*The following are frequently asked questions to be used for informational purposes only.  
Please refer to the \*Governing Documents for complete documentation and explanation of defined terms.*

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## MEET THE TEAM



### **Alma Rosa Angulo Martínez - Condo Manager & Owner Relations**

Alma has served as the Manager on Duty & Rental Management Agent for Vivo. Her commitment to serving Owners makes her the perfect fit for this position.

“I started my story at Vivo on March 1, 2017 as a waitress in the Food and Beverage area, a position where I learned English and sharpened my customer service skills, a year later I got the position of Guest Services and learned to solve problems and improve my ability to communicate with guests and I was promoted to Manager On Duty 8 months later, since I learned about the distribution of condos, inventories and needs of guests and owners, I filled the position of Rental Program Agent and accomplished much. Now I am ready to serve as the Condo Manager.” She has a degree in Business Administration.



### **Edgar Rodriguez - Director of Finance**

Edgar has fifteen years of professional experience in the tourism industry with an in-depth knowledge of hotel operations, accounting, finance, and restaurant management. Strong administrative and organizational skills with the ability to foster a working relationship with colleagues at all levels. He has the ability to analyze financial data, prepare financial reports, statements, and projections.

Edgar is a powerful force in the workplace and uses his positive attitude and tireless energy to encourage others to work hard and succeed. He holds a degree in accounting and MBA from the Universidad Nacional Autónoma de México. Also, he has a master's degree in hotel management from the Universidad de Turismo y Ciencias Administrativas.

He loves traveling, he spends his free time studying about countries that he would like to visit because he wants to know different lifestyles, culture, traditions, etc. He loves Japanese, Indian, and Mexican food, especially el mole con pollo.

## **Gabriel Vargas—Director of Engineering and Maintenance**



Gabriel comes to Vivo with much experience in both entrepreneurship and business management. He has a degree in hotel administration from the Universidad Iberoamericana in Mexico City. This gives him a very broad background in understanding how a resort works. He is also an accredited Logistics Operator which will serve him well as he must do strategic planning for this very complex resort.



## **Cynthia Luis Carranza - Rental and Unit Care Manager**

Her story at Vivo Resorts began on April 08, 2019, as a receptionist but soon advanced to the position of cashier. In this position, she was able to meet and communicate with more owners and guests. As a result, her English skills improved very quickly. Six months later she returned to the front desk with both improved cashier skills and those of customer service.

She wanted to grow in her job so she asked others how she could assist them and better serve owners and guests. On her own initiative she helped the Manager on Duty and Condo Manager by learning the process for reading and opening door locks, unit and common area inspections and inventories. This training prepared her for her new position as a rental property and rental owner relations manager. Her first task was to get acquainted with all units by accompanying Alma, the Condo Manager, as she did a very thorough inspection of all units. She has the confidence to solve problems with guests and owners and is eagerly embracing her new role.

## FREQUENTLY ASKED QUESTIONS

### ***What is Vivo Resorts?***

Vivo Resorts is a luxury resort, condominium and villa development which currently consists of 3 condominium regimes, villas, Master Property and Master Amenities.

### ***What property do I own?***

You own a Condominium Unit in Vivo Resorts Condominiums, which is bounded by and contained within the interior surfaces of the perimeter walls, floors, ceilings, windows and doors of your Condominium Unit. You also own an allocated interest in the Common Property of the Condominium.

### ***What additional services, recreation or amenities will be available to me through the Resort?***

You will have access to the Master Club Amenities, as described in the Master Agreement. Although not part of your ownership of your Condominium Unit, you may also enjoy spa treatments, Kids' Club, limited transportation, business services, food and beverage offerings, general store, special events and other recreational activities for an additional fee.

### ***In which associations am I a member?***

As an Owner of a Condominium Unit, you will be a member of the following:

#### **The Vivo Master Association Club**

- Owners become members of the Club when they close on the purchase of their unit. The rights and responsibilities are outlined in the Club Vivo Resorts, A.C. – Membership Agreement. The right to use and access Master Amenities can be restricted based on infractions to the governance or non-payment of assessments.
- Through the Master Club, you will have access to various amenities and services associated with a luxury resort experience. Such services and amenities are Master Association areas, security, master landscaping, master roadways, road maintenance, learning library, tennis & pickleball courts, concierge services, open area use WiFi, resort charging privileges, access to the Master Association pools, fitness center, BBQ area and other areas that may be developed by the Club.

#### **Vivo Resorts Condominium Associations (CAs):**

Consists of owners of Condominium Units in one of the Vivo Resorts Condominium Associations. Each Owner shall be entitled to one vote for each unit that they own. Where the Owner comprises more than one person, such persons must designate among them who shall cast the vote. There shall be no split votes. An Owner must be in good standing which means all Association related fees and assessments are paid in full and they are not in violation of the governing documents to be

entitled to vote and participate on the Board of Directors. The Association:

- Manages and maintains Condominium Common Property (e.g. building structure, landscaping, certain pedestrian walkways, passenger elevators, hallways, stairways, utility systems, building life safety systems, parking, internet, television services and refuse disposal).
- Manages and maintains Condominium Limited Common Property at Owners expense (e.g. patios, balconies, unit “eyebrows”, unit palapas, windows, doors and locks).
- Imposes and collects assessment for maintenance of Condominium Common Property and establishes replacement reserves for capital improvements for Condominium Common Property.

### **What Condominium Associations will be established at Vivo Resorts?**

In order to better serve the Owners of each unique regime, the following condominium associations will be established at this time:

**Condominium Association 1 - Regime 1 Asociación De Vivoresorts Condominiums - Buildings A, B, D, H, F & E (Future buildings G & I)**

**Condominium Association 2 – Regime 2 Casa Club Building C**

**Condominium Association 3 – Regime 3 Olas de Pacifico Buildings L, M, N and O**

**Each Association will have their own Boards, bylaws, budgets and reserve fund.**

A more formal organization for Villas is being contemplated and developed.

### ***What is a Board of Directors?***

A Board of Directors is the governing body of the Condominium Association. Basically, they are part of the leadership team of a corporation - the association is a corporation; and, they are corporate board members responsible for running a business. The investors are the association members, and the Board is responsible for maximizing the return on their investment—their homes/condominiums.

They are elected officials, voted in by the members of the relative Association Regime. That makes a Board member similar to a town council member (the citizens are the association members, and the Board is responsible for maintaining and enhancing their quality of life, preserving their assets and responsibly managing their funds).

### ***What is the Board's role?***

Board members have the obligation, both fiduciary and ethically, to protect the community association by:

- Ensuring the Bylaws and any adopted policies, resolutions, rules and regulations are established, adhered to and fairly administered to all members.
- Approving and adhering to an association budget (with the assistance of the professional manager) that reflects the values and service requirements of the



members.

- Adequately funding reserve accounts and educating homeowners about the value and purpose of a reserve fund.
- Often through a professional manager, ensuring that fees are collected from homeowners.
- Ensuring that bills are reviewed for accuracy and paid in a timely manner.
- Ensuring that the association has appropriate levels of insurance coverage.

***What can I expect my annual ownership expenses to be?***

I. **General Expenses**. Because each Association is a separate corporation whose funds cannot be legally co-mingled, the following expenses will be collected by your individual Condominium Association and also separately by the Master Club and will be **required\*** as a Condominium Unit Owner:

- **Condominium Association Assessment** is payable quarterly and based upon an annual budget and includes operation, maintenance and management of the Condominium Common Property, such as minor repairs, utilities, refuse disposal, management and accounting (and all applicable personnel), licenses, property taxes, legal fees, and board of director expenses. This Assessment includes insurance coverage for the building including fire and casualty, public liability, and directors' and officers' liability insurance. A portion of this Assessment will also go to the reserve fund for major repairs and the replacement of Condominium Common Property. Your unit's insurance cost has been invoiced separately to Owners but currently the cost is to be included as part of the Condo Fee calculation. Individual Owner contents insurance will be invoiced separately.
- **Vivo Resorts Master Club Assessment** is payable annually in advance or at intervals agreed upon by the Master Association Directors and will include a proportionate share of the operation, maintenance and management of the Master Club Amenities and services such as personnel expenses, repairs, housekeeping, utilities, management and accounting (and all applicable personnel), licenses, legal fees, and Master Club property taxes. This Assessment includes insurance coverage for amenities, buildings and facilities including fire and casualty and public liability, insurance. A portion of this Assessment will also go to the reserve fund for the replacement of Master Property Amenities.

\* It is important to remember that the Associations are separate entities from Vivo Resorts, Rental Management and Development. Despite any disputes that an Owner may have with these entities, they are still obligated to pay the Condominium and Master Assessments. The consequences of non-payment are outlined in the Bylaws and may include financial penalties, lien of the property and withholding of utility and other services.

## II. Other Owner Expenses.



- **Contents Insurance:** As a Condominium Unit Owner, you will be individually responsible for contents, liability, loss assessment and loss of rents insurance for your Condominium Unit. This insurance will be negotiated by the Condo Manager on behalf of the Board of Directors and billed to each Owner separately.
- **Unit Limited Common Property:** This means any portion of the Common Property reserved for the exclusive use of less than all the Owners. The expenses related to the maintenance of this property is the responsibility of the benefiting Owners.
- **Interior Unit Maintenance:** The Association does not maintain the furnishings, fixtures or equipment within the individual units, including palapa roofs on individual units.
- **Unit Whirlpool Tub Expenses:** The owners of unit whirlpool tubs are responsible for the maintenance of their tub. The Association may levy a utility surcharge to reimburse for the additional utility usage.
- **Other:** Electricity, additional TV cable boxes, work orders.

### ***What is the budget approval process?***

Condominium Associations: *Each year about a month in advance of the beginning of the calendar year, the Boards of Directors of each Condo Association and the Master Association will review the budget prepared by management.* Each expense item necessary for the upkeep of the common property, including a reasonable allowance for contingencies and reserves, will be reviewed for scope and pricing. Each Regime will have their own budgets and reserves based on the components of the regimes and the buildings within them. The Boards of Directors will approve the budgets and will deliver assessment notices to all Owners, targeted before the end of the calendar year.

### ***How are budgets developed?***

Associations and Master Club Operations Budgets: A matrix is developed to identify each expense allocation for each Association. In order to prepare the annual budget, the Boards and the Condo Manager will review prior year expenses, any known rate increases such as insurance, utility or tax rates and the Board approved scope of work. The Board will then look for areas that may be made more cost effective or efficient. Any surplus or deficiencies from prior years will be applied to the next year's budget. The Board is dedicated to keeping the assessments as reasonable as possible while delivering the level of service and asset preservation expected by the Owners. Factors for allocation of each may



be by unit square meter, by unit, by building and individual expense. Each Regime will have their own budgets and reserves based on the components of the regimes and the buildings within them. The capital reserves will also be reviewed to identify anticipated major projects, repairs or replacement.

***Budgets are confusing, is there an easier way for me to understand the budgets?***

Management prepares a narrative called the “Scope of Work” which describes in detail the services that are performed and staffing that make up the budget line items. This Scope is shared with all the Owners when the annual budgets are distributed and will be available on the Owner website or by request from Management.

***What are capital reserves?***

Capital reserves are the monies placed into a separate account to fund major maintenance, repair and replacement of common property, including limited common property that will require major maintenance, repair, or replacement in more than one and fewer than thirty years.

The yearly contribution is determined by an independent reserve study that identifies the useful life and future repair and replacement costs for Association or Master Club assets such as roofs, building elements, painting, elevators, utility systems, walkways, etc.

***Will my annual ownership expenses change?***

The annual costs of ownership could increase or decrease based on several factors including inflation, currency exchange rates service levels and frequencies, utility costs, insurance costs, property tax increases and wage increases.

***How are the utilities billed?***

A proportionate share of the costs for television, water, sewer, electricity and propane for the Common Elements and units are included in the condominium budget and will be factored into your Condominium Assessment. Exception: Unit electricity consumption is billed, directly, to each Owner.



***Will there be special assessments?***

It is anticipated that the annual budgets and reserve funds should cover most of the operating and capital expenses. If a special assessment becomes necessary, it would be subject to Condo Board discussion and approval requirements set forth in the Governing Documents.

***Do I pay for any expenses of the restaurants, spa, or other commercial entities?***

No. The Resort operator pays for all expenses related to the commercial operations and any commercial unit upkeep, utilities, repairs, capital replacements and related personnel.

***What repairs or replacements in my unit are coordinated through the Condo Association?***

Please contact the Maintenance Department through the Owner Portal for issues with the following: television and internet services, fire safety systems, doors and windows, entry doors and locks, and leaks. The cost of these repairs will be billed to the Owner. Arrangements for interior maintenance of each Condominium Unit are the responsibility of its Owner except for those services expressly provided in the annual Scope of Services adopted by the Condo Board of Directors, those services provided for in the Rental Management Agreement, or for non-rental Owners in the Unit Management Agreement.

***What repairs in my unit are the responsibility of the developer?***

At the time of possession, the developer delivers certain warranties. Your Vivo Resorts condo includes a warranty period of 13 months from the Closing Date which is the date when the Unit is ready to be occupied. Please refer to your Purchase and Sale Agreement for exact details. *Please remember damage that occurs due to a hurricane, tsunami or earthquake in excess of 5.0 in magnitude may void the warranty.*

It is important to report warranty problems at the appropriate time. Some items should be considered emergencies that should be dealt with immediately. Others may require prompt attention but can wait until normal working hours. The homeowner's manual contains examples of each type of problem and the appropriate response. During the 13 month warranty period, warranty or punch list issues should be addressed to the Developer Owner Relations person: [customerservice@vivoresorts.com](mailto:customerservice@vivoresorts.com)

***May I make alterations to the Regime Common Property?***

No Owner may make repairs to the Regime Common Property without written permission of the Regime Board of Directors. This includes adding any antenna or satellite dish to the roof or building façade.

***May I make or independently arrange for repairs to my Limited Common Property?***

For safety and quality control, only Association authorized personnel or vendors may make repairs to Limited Common Property. Each Owner shall also be responsible for expenses related to the maintenance, repair and replacement of any Limited Common Property.

***What repairs or replacements in my unit are my own responsibility or expense?***

Each Owner is responsible for the following repairs, replacement and expenses: appliances, AC units, individual unit water heaters, plumbing, furnishings, planters, window coverings, unit interior painting, flooring, light fixtures, interior doors, woodwork, cabinetry, linens, pots, pans, plates, cutlery etc. The Boards of Directors and the Condominium Manager must be notified of and they must approve any major repairs or refurbishment.

***What preventative maintenance repairs or replacements in my unit are my own responsibility or expense?***

Replacement of water feeds to refrigerators or washing machines must be replaced at certain intervals

based on the materials in the water feed tube (flexible plastic, steel mesh). Insurance claim data suggests that water damage for failure of these water feeds causes the most claims in multi-residential buildings. Our maintenance team will be monitoring the age of water feeds to determine replacement timing. This should help to prevent most but not all failures.

### ***Can I remodel my Unit?***

Any changes or additions to a unit to include structural (walls, ceilings, windows, common mechanical systems, flooring, etc.), electrical, plumbing and/or any changes visible from the unit can only be made to your Condominium Unit in strict conformance with the Governing Documents and approval by your Condo Board.

### ***Can I rent my Unit to guests?***

Every Owner has the option to rent or not rent. If you decide to rent, you must agree and sign the Rental Management Agreement and all rentals must be managed by the approved Rental Manager and comply with the Rental Management Agreement and the Purchase and Sale Agreement. Any Owner that wishes to rent all or any separate rentable portion of his unit must do so through the Rental Management Program. This includes rentals to friends or family. If you rent your unit outside of the Rental Management Agreement you are in violation of your Purchase and Sale Agreement and you may be liable for significant penalties. In addition, per the Master Club agreement, any guest of an Owner not renting through Vivo may have to pay a daily guest fee for access to the Club amenities such as the fitness center or pools.

### ***Can you explain the Rental Management Agreement?***

Each Owner enters into an *individual* contract with the Approved Rental Manager. This contract is not a part of the Condominium Association so any issues, questions or requests should be directed only to the Rental Manager who can assist you. ***A separate Rental Management Q&A is available to answer most questions pertaining to the Rental Management Program.*** Or Contact the Rental Management Team [rentalmanagement@vivohospitality.com](mailto:rentalmanagement@vivohospitality.com)

### ***Can you explain the Unit Care Agreement?***

We understand that our Owners have different reasons for purchasing (primary residence, second home, retirement home) and not everyone desires to rent their condo. We have created a program to give Owners the services that they might desire and depend on in a Unit Care Agreement. Owners who are not part of the Rental Management Program may enter an *individual* contract with Management. Non-rental Owners will be able to contract for services such as pre-arrival checks, putting patio furniture in and out between stays, regular unit inspections, housekeeping, maintenance, and repair. A service price list will be included in this agreement. This contract is not a part of the Condominium Association. [rentalmanagement@vivohospitality.com](mailto:rentalmanagement@vivohospitality.com)

***What if I don't want to enter a Unit Care or Rental Management Agreement?***

Some Owners want to clean their own units, do minor maintenance (light bulbs, batteries, interior painting, and touch-up), attend to their patio furniture and understand that they may arrive to a dusty unit, with patio furniture inside. All owners receive only Scope of Work Services. For you, ala carte services are available. Please contact [Owners.Relations@vivohospitality.com](mailto:Owners.Relations@vivohospitality.com) for the current price list of a la carte services.

***Why must my guests and I check in through the Reception Desk?***

For the convenience and safety of each Condominium Unit Owner, access to Vivo Resorts will be monitored through key control and owner/guest registration at the reception desk. All guests and Owner stays **must** be registered through the Reception Desk. Most importantly, in the unlikely event of an evacuation or impact from a natural event, Vivo Resorts must have an accurate count of all Owners and guests on the property. Each Owner either individually or through their rental management company must approve in advance all access to their Unit by their guests or any vendors.



***How do I or my guests receive pool towels?***

Each Owner will be issued pool towels when they purchase their unit. These towels are color coded – blue and white for Owners and tan and white for guests. Rental guests of Vivo pay a Resort Fee upon check in that entitles them to pool towels. Any Owner's personal guests may either use the towels in the Owner's unit or pay a nominal fee for the rental of a pool towel. These funds are used to defray the cost of eventual replacement, the laundering, and distribution of towels.

***How do I notify the reception desk of either my own or my guests' arrival?***

Simply contact the reservation office to inform them of your arrival and departure dates. Please contact the reservations office: [reservations@VivoHospitality.com](mailto:reservations@VivoHospitality.com) When requesting please give the correct spelling of the last name, first name, a contact number and email of the guest. Guests should be provided with a confirmation number to provide upon arrival. Guests who are not immediate family may be charged a daily occupancy fee to access the amenities.

***What special benefits do I get as an Owner?***

Owners will get "Hospitality Benefits" which means those benefits that may be given to Owners by Vivo Resorts Hospitality operations such as discounts on food and beverage, services and/or retail. Currently, Owners receive a 20% discount on dining. These benefits may be changed from time to time and/or withdrawn.

***Do I have a parking space?***

You will have the right to use one parking space while in residence. To arrange for long term parking,

please contact Vivo Management. [Owners.Relations@VivoHospitality.com](mailto:Owners.Relations@VivoHospitality.com)

### ***What if I have more than one car?***

You are only guaranteed the use of **one** parking space while in residence. If you need parking for additional vehicles while in residence, the Master Property Owner **may** be able to provide extra parking spaces for an additional fee. You may park extra cars while in residence in the parking lot without additional permission.

### ***What about landscaping?***

The Condominium Common Property landscaping is the area extending 2 meters from the Condominium building and has individual access and use rights. The Condominium Association pays to maintain this area.

### ***Is housekeeping and linen service provided?***

Housekeeping is provided for the Common Elements such as hallways, stairways, walkways and elevators. Arrangements for interior housekeeping of each Condominium Unit are the responsibility of its Owner. Certain a la carte services can be arranged in advance with the Resort. These services are at Owner expense.

### ***Can I have pets?***

Residents are permitted to have a total of 1 dog or two cats, subject to the restrictions adopted by the Boards. All pet(s) must be leashed or otherwise secured at all times when on the Common Property; pets are not allowed to be at the pool areas except in transit; the Resident must immediately clean up any mess made by his or her pet(s); the Resident must ensure that his or her pet(s) are properly trained and well behaved at all times so as not to disturb other Residents or guests; no pet(s) (excluding service dogs for persons with disabilities) shall be permitted on any property of the Master Association unless otherwise designated by the Manager.

### ***Where can I smoke?***

Vivo Resorts is declared and accepted as a 100% smoke-free space in accordance with the general law for tobacco control in Mexico (article 6 fraction X. There is no smoking in the Common Property or Limited Common Property (**which includes unit balconies or patios**) of the Condominium Association. No smoke may emanate from any unit. This has been further clarified by Board resolution. On any property of the Master Association, smoking is only permitted in those areas designated by the Manager. Violation of this policy may result in fines and other actions as allowed by both Oaxacan and Mexican law.



### ***What are the Rules and Regulations?***

The Rules and Regulations are contained in the Bylaws of each Regime and the Master Club Agreement and further clarified in the Policies adopted by the Boards of Directors. The rules for each amenity area (Pools, Tennis, BBQ, etc) have posted signage so that the acceptable behavior in these areas is clearly disclosed. In addition, all guests must sign a registration card in which they agree to comply with the rules of the community. The Rules and Regulations have been further adopted as policies of the Master Club Board and are available on the Community Website. <https://www.vivoresortscommunities.com/>  
For your password, Contact [Owners.Relations@vivohospitality.com](mailto:Owners.Relations@vivohospitality.com)

### ***How are the Rules and Regulations enforced?***

Every Vivo employee is empowered to ask any violator to comply with the rules. If the violator refuses to comply, further action and fines may be applied by Vivo Management and the Boards of Directors.

### ***Where can I discard my trash?***

All trash, rubbish, waste material or other garbage must be kept in proper receptacles within the Unit until removed; no trash, rubbish, waste material and other garbage or material of any kinds shall be kept in the Common Property except in proper receptacles designated by the Condominium Manager. Owners must take their trash to the receptacles provided. (See instructions below)

### ***Where can I store personal items while not in residence?***

Most Condominium Units have been purchased or equipped with a secure "Owner's closet" above the closet or cupboard where you may store personal items between visits. *Due to frequent electrical outages in this area, it is strongly advised that no food or medications be left while you are not residing in your unit. Any food or medications left will be done so at the Owner's own risk.*

### ***How do I know when and how to evacuate in case of emergency?***

Depending on the situation, the Vivo staff will notify guests with bullhorns and sirens. The information for evacuation is located in each unit in a binder in the main living area, please be familiar with these procedures. In addition, evacuation route arrow signs will lead you to an emergency meeting point where staff will give further instructions.

### ***Who do I contact if I have questions about my account or services?***

Condominium Association or Scope of Work Issues: [Owners.Relations@vivohospitality.com](mailto:Owners.Relations@vivohospitality.com)

Rental Management: [rentalmanagement@vivohospitality.com](mailto:rentalmanagement@vivohospitality.com)

Resort Operations: [Owners.Relations@vivohospitality.com](mailto:Owners.Relations@vivohospitality.com)

Accounting [Owners.Accounting@vivohospitality.com](mailto:Owners.Accounting@vivohospitality.com)

***Since our team is serving the needs of over 170 Owners please allow at least 2 business days for a response.***

**\*Refers to Act, the Bylaws and Rules and Regulations of both the Condominium Associations and the Master Association**  
The information contained in this document is for informational purposes only and is subject to change without notice.

## OWNER BENEFITS

Owners and future Owners who have units still being built are special to us at Vivo and we would like to offer unique benefits to thank them for being part of the Vivo family. Note – some of these are restricted during the COVID pandemic.



**Dining** – Enjoy 20% off your food and beverage purchases in Ernesto’s, CocoBar, Pool Bar, Mezcalina’s and in-room dining for you and your immediate family.



**Spa** – Pamper yourself at Senses Spa by Elaina and receive a 20% discount on your treatment for you and your immediate family\*.



**Recreation** – Owners and their families enjoy gratis participation in recreation events and classes such as yoga, pool aerobics and other exercise classes\*.



**The General Store** – Owners will receive a 10% discount on clothing, shoes, and jewelry in the market. There will also be special sales with greater discounts for Owners only.



**Room Reservations** – Owners will receive a 15% discount off the best available rate when booking reservations for less than a month. For reservations greater than 30 days, a discount of 40% off the best available rate will be applied.

*\* Discounts and admission to gratis recreation activities are for Owners and their families. Guest reservations for classes and activities must be by advance reservation and payment of a nominal fee.*

## CONDO MANAGEMENT – SCOPE AND DUTIES

The Condo Management (CM) reports to the Boards of Directors of the Regimes and Associations and receives all direction either through Board Resolutions or per the duties defined in the Management Agreement. Although the CM is an Owner liaison, this person cannot take direct orders from any Owner but rather will refer issues to the Board when applicable or to the Vivo department responsible for the solution to an issue.

### **What does the Condo Manager do?**

Generally:

Works with the Boards of Director to ensure that common areas and property are well maintained, expenses are in line with Budget and Scopes of Work and ensures prompt follow-up on all Associations' pending matters.

Board Meetings:

Prepares and distributes agendas for Board input, reports on the state of the Association and the Association finances, prepares minutes of each meeting if not prepared by the Board Secretary and acts in accordance with all decisions made by the Board of Directors. Brings Owner concerns to the Board.

Owner Relations:

Assists Association members with any Association related issues or needs they may have, responds in a timely fashion, communicates with members, deals with complaints objectively and consistently and communicates and enforces rules for Owners and guests.

Associations Administrative:

Prepares for Annual Meeting, distributes Association Board and Management communications, follows up on problems and suggestions of the staff and membership, keeps the boards informed through regular written and oral reports on problems and progress of Association activities and maintains all Association records as required by Bylaws, State/Federal statutes.

Financial:

Works with Vivo accounting staff, understands and manages the Associations budgets, reviews and codes all accounts payable prior to review by Association Board Treasurer and subsequent disbursement, works with Vivo financial manager to ensure that Association financial reports are properly prepared, contribute to the preparation the yearly operations plan, budget, cash flow forecast



and review of Reserves to present for approval to the Boards, and is ultimately responsible for accounting records.

Association Property Maintenance:

Oversees all Association maintenance/landscaping aspects required of the Association, works with the maintenance department and Association Board of Directors to establish requests for proposals. Review and approve all work requests before issuance and inspect all property to ensure all tasks in the Scope of Work are performed and inspects residential areas for quality.

This is a summary, please refer to the Rental Management Agreement for complete details.

## HOUSEKEEPING SERVICE DESCRIPTIONS & A LA CARTE FEES

### Pre Arrival Cleaning

<u>Kitchen</u>	Dust and clean all surfaces and sweep/mop. Check inventory stock.
<u>Dining Room</u>	Dust and clean all surfaces and vacuum/sweep/mop.
<u>Living Room</u>	Dust and clean all surfaces and vacuum/sweep/mop.
<u>Bedrooms</u>	Dust and clean all surfaces and vacuum/sweep/mop.
<u>Bathrooms</u>	Dust and clean all surfaces and sweep/mop. Check inventory stock.
<u>Patio/balcony</u>	Clean all patio/balcony furniture, sweep/mop deck and wipe windows. Water plants, put furniture outside.
<u>General</u>	Restock base supplies if needed (tissue, toilet paper, soap, lotion, shampoo and conditioner)
	Assure all lights and electronics are in working order. Inspect for any maintenance issues. Issue work orders as necessary.

### Mini Pre Arrival Cleaning

<u>Patio/balcony</u>	Clean all patio/balcony furniture, sweep/mop deck and wipe windows. Water plants, put furniture outside.
<u>General</u>	Sweep and mop floors

### Daily/Mid-Stay Housekeeping

<u>Entrance</u>	Sweep and clean the front door.
<u>Kitchen</u>	Dishes in the dishwasher, clean counters (spills and crumbs), sweep/mop floors, replace supplies (garbage bags, dish soap, dish cloths), and clean inside the microwave.
<u>Dining Room</u>	Dust and clean all surfaces, vacuum and clean.
<u>Living Room</u>	Dust all surfaces, straighten furnishings, vacuum and clean floors.
<u>Bathrooms</u>	Clean the tub, shower, toilet, mirror and sinks, replace towels and bath mat, restock base supplies if needed (tissue, toilet paper, soap, lotion, shampoo and conditioner), and clean/mop floor.
<u>Bedrooms</u>	Dust, vacuum and clean floors, wipe mirrors, and make beds.
<u>Patio/balcony</u>	Clean all patio/balcony furniture, sweep/mop deck and wipe windows. Water plants.
<u>General</u>	Empty trash containers, remove all trash from the Unit, and ensure all lights work properly.

	In addition, a Mid-Stay Linen/Cleaning will include changing bed linens.
<u>Living Room</u>	Straighten up and empty trash.
<u>Kitchen</u>	Light clean up, organize, and empty trash.

## Departure Cleaning

Departure cleaning includes all of the above tasks as well as the following:

<u>Kitchen</u>	Light clean up, organize, and empty trash.
<u>Entrance</u>	Sweep and clean front door
<u>Kitchen</u>	Clean all appliances, wipe all cabinets, countertops and cupboards, clean baseboards, scrub and clean floors, remove all leftover food, wash and dry all dishware and glassware.
<u>Dining Room</u>	Clean light fixtures and wipe baseboards.
<u>Living Room</u>	Clean and vacuum behind and under furniture, clean windows and tracks, lamps, remove chair cushions and sofa cushions and clean, clean window blinds, and dust all surfaces.
<u>Bathrooms</u>	Clean walls and both sides of the door, wipe inside vanity drawers and underneath cabinets, clean baseboards, scrub floors, and replace towels and amenities.
<u>Bedrooms</u>	Clean and vacuum behind and under furniture, wipe out all drawers, wipe baseboards, clean windows, sills, blinds and tracks, and replace bed linen.
<u>General</u>	Check for required maintenance and create a work order, check base supplies levels, straighten all furniture and decorative items, collect personal items left behind (store as directed), and ensure all lights work properly.
<u>Patio/balcony</u>	Put furniture inside as necessary.

## Interior Deep Cleaning – Recommended every six (6) months

Interior Deep Cleaning services include all of the above services departure clean services as well as the following:

<u>Kitchen</u>	Remove all vents and clean, clean painted and tiled walls, wash inside and outside all cabinets and drawers, pull out appliances and clean behind and around all surfaces, remove light fixtures and clean.
<u>Dining Room</u>	Clean vents, light fixtures, fans, move all furniture and vacuum, wash or dust walls.
<u>Living Room</u>	Move all furniture and vacuum, wash or dust walls, wash interior windows. Clean light fixtures, fans and vents.
<u>Bathrooms</u>	Remove vents and clean, clean ceiling and light fixtures.

<u>Bedrooms</u>	Clean light fixtures, fans and vents, move beds and furniture and vacuum, clean all doors on both sides, wash walls.
<u>General</u>	Identify and have repaired any maintenance deficiencies, check all plugs and outlets, and wash all windows inside and out. Repairs at Owner expense.

### Trash/Towel Services

<u>Bedrooms</u>	Pick up, straighten, organize and empty trash.
<u>Bathrooms</u>	Change all used towels, restock base supplies more the half used, empty trash, and wipe down vanity areas and tub and shower.

Current Fees Available upon request.

*\*For Owners in the Rental Management or Unit Care Programs please check the schedule of preferred rates.*



## MAINTENANCE LABOR SERVICES AND FEES

(May be adjusted, with notice, periodically at Manager's discretion)

<b>Maintenance (Semi-Skilled)</b>	<b>\$MXN 200 per Hour</b>
<b>Maintenance (Skilled)</b>	<b>\$MXN300 per Hour</b>
<b>Outside Vendor Services</b>	<b>Vendor Billing + 15%</b>

If a problem arises outside of Manager's scope of expertise, with Owner approval, Manager will contact a qualified professional contractor on Owner's behalf for a minor fee not to exceed 15% of the Vendor Billing. Manager will monitor the contractor to ensure the timing and accuracy of their work. With larger jobs, Manager will obtain competitive bids.

### A. Routine and Minor Maintenance

Examples of routine and minor maintenance where semi-skilled labor will be utilized:

- Respond to calls for maintenance to inspect and diagnose problems.
- Replace light bulbs.
- Unclog toilets, sinks, tubs by use of plunger.
- Replace batteries in smoke detectors, remote controls, card key locks and clocks as needed.
- Reset / turn on circuit breakers.
- Instruct family and guests on use of Unit equipment. Reprogram TV as needed.
- Reconnect or replace blinds and blind cords, pulls, glides and hooks.
- Re-hang artwork, towel racks and other attached wall items.
- Make adjustments to and/or lubricate screens, cabinets and sliding glass doors and all door locks.
- Inspect and clean all filters on appliances and equipment
- Respond to and inspect all appliance or AC malfunctions. (Cost of any repair beyond minor adjustments or resets will be at Owner expense)

### B. Non-Routine and Major Maintenance

Examples of non-routine and major maintenance where skilled labor will be utilized:

- Install and remove any loaner appliances or equipment.
- Replace or repair an item utilizing the Owner's Deposit Account.
- Perform a structural or furniture repair.
- Paint the Unit.

Note: In the event of an emergency or federally declared disaster, Owners and the Boards may authorize the Manager to provide or contract for services necessary to mitigate additional damage without prior notice. Subsequently, Manager shall provide estimates of repair costs to the Owner in verbal and written format. Manager shall be entitled to a handling charge for management of the repair effort.

## MAINTENANCE AND REPAIRS

### USEFUL LIFE OF EQUIPMENTS AND FURNISHINGS

To get an idea of the expected “life” of some of the major items please note the following estimated life expectations:

Painting – total repaint every 3 - 4 years or as needed

Furniture – replace every 8 -10 years, but dependent on condition and quality

Sofa Bed – replace mattress and mechanism as needed (3-5 years)

Décor / Wall Hangings – every 8-10 years or as needed

Beds – replace mattresses every 10 years or as needed

Major Appliances – replace every 8-12 years or as needed

TVs – replace every 4-5 years

Blinds — replace every 6-8 years, but dependent on condition and quality

Patio Furniture – replace every 6-8 years, but dependent on condition and quality

Air Conditioners - replace every 4-5 years

Ceiling Fans- replace every 6-8 years

Bathroom Fans - replace every 4-5 years

BBQ are discouraged

## ASSESSMENT AND FEE PAYMENT

### How do I pay my assessments?

The Associations are separate corporations, and, by law, the funds cannot be commingled. Therefore, each of your individual regime and master fee will be billed and must be paid separately.

### What are the Annual Fees?

- **Master Club Assessment:** In order to have less confusion, the Master Fees will be billed at a set amount each quarter in pesos.
- **Regime Fees:** Are allocated between the members of each Regime. An assessment matrix will be distributed to all owners.

### What Other Fees Do I Pay?

- **CFE (Electricity service)** – These bills are either directly billed to the Owner from CFE or sub-metered and billed to the Owner individually through their service account. For buildings A, B, D, CH, D, E, F, H and Villas the payment is bimonthly; for building L & M it is charged monthly.
- **Work Orders** - These bills are directly billed to the Owner individually through the service account.
- **A la Carte Housekeeping** - These bills are directly billed to the Owner individually through the service account.
- **Additional Sky Boxes** – This charge will be monthly made through the service account for those owners who have more than one Sky service.

\*Participants in the Rental Program have Rental Revenues and Expenses detailed in their Service Account.

### Accepted Methods of payment:

- **Transfer from Service Account:** Each Owner has a Service Account which is totally separate from the Regimes or Master Club. For Owners in the Rental Program, the net rental proceeds are reflected in this account. Owners may ask for payment, but many keep these fees to offset the Association and other fees as mentioned above. If you do not rent, you may deposit funds into your service account to pay *non-Regime* related other fees as mentioned above.
- **Cash:** Some Owners pay in cash. Remember, if you wish to only pay in cash, you must prepay a sufficient amount to cover your expenses. The Associations will not allow deferment of expenses and you will be subject to late fees.
- **Credit Card:** We happily accept credit cards but remember, the credit card companies charge associations fees, this is not a Vivo charge. When someone uses a credit card there is a merchant fee charged for every transaction. Vivo management has arranged with Santander Bank to find an

easy way for Owners to pay their fees directly through the bank. Owners can request a link to pay by Credit Card for each individual Regime or the Master Association.

- **Wire Transfers:** When you are billed for your Association Fees, wire transfer instructions will be given to you.



## TRASH AND RECYCLING

At Vivo Resorts we have attempted to have a recycling program that reduces our impact on the environment and make us more eco-friendly, but we were unable to fully implement it. After researching the available resources to do recycling, we have restructured the program to reflect what we are currently able to achieve.

This first stage of the program will consist of the separation of aluminum and glass, in the second stage we will be able to separate more elements to reduce the volume of landfill trash. Some elements that we hope to be able to separate in the near future: Organic for compost, cardboard, plastics, electronic waste, etc. We are looking for a company/companies that recycle these materials.

There is a mixed recycling container in each area. Staff is being trained on the process of separation.

You will notice that the number of receptacles has been reduced in the collection areas next to building D, the security shack near Building B, the far end of the Parking lot at Marino, and additional area for Villas near the intersection of cul de sac (Calle Agua Azul) and main gate. Each container is identified with the following images so that Owners, Guests and staff can easily deposit the trash or recyclable material where it corresponds.

**Contenedor Mixto para papel y cartón**



Cartón



Papel



Las colillas de cigarro se retirarán de los contenedores en el área de fumar, para los empleados que fuman favor de colocar sus colillas en estos contenedores.



**Contenedor Mixto para PLASTICO**



Ganchos



Tapitas



Botellas



Empaques



Plástico duro



Botes de spray



Latas de aluminio y de metal



Bolsas y contenedores



## MASTER CLUB AMENITIES AND RULES

The Master Club Amenities are where the fun begins at Vivo Resorts!

**2 Infinity Swimming Pools** – Featuring swim-up bar, snack bar and poolside drink service. All are located adjacent to Palmarito beach.



**Family Swimming Pool** – The family pool with waterfall feature and water slide is located adjacent to Vivo Resorts Clubhouse building.

**Palmarito Beach** – Vivo Resorts is located on Palmarito Beach, a 12-mile (20km) stretch of picturesque unspoiled Pacific Coast beach, with no beach vendors. Enjoy the serenity of a long beach walk, indulge in beach horseback riding, or take in the most incredible Pacific coast sunsets ever!

**Tennis & Pickleball Courts** - Two dedicated tennis courts, two pickleball courts and a basketball area.

**Oceanview Fitness** - Vivo Resorts Clubhouse Fitness Center includes an impressive array of free weights, strength training equipment, cardio equipment, and a separate yoga studio to help you stay physically and mentally healthy. The fitness center overlooks the resort's infinity pool and offers stunning views of Palmarito Beach and the Pacific Ocean.



**Infirmary**- This is a room specially equipped to provide basic first aid services that respect the privacy of the person needing assistance. It is equipped with a hospital type bed, oxygen, neck braces, back boards, and other necessary supplies to administer basic first aid or provide a treatment area in the event a medical professional is summoned.

**BBQ & Picnic Area** – Located beside the tennis and sports courts area, Owners and guests can enjoy a pleasant picnic spot and BBQ. All the BBQ supplies like charcoal and utensils are available from the Tienda. Reservations are necessary and a small cleaning deposit will be required. For your convenience, the kitchen offers coolers with any foods or beverages needed for your BBQ. Restrooms are available.

**Botanic Gardens** – Take a pleasant stroll through the Botanic Gardens which showcases the native flora of this region.

## Services

**Security** – The Master Club provides property wide 24/7 roaming security as well as greeting and access control at the main gate.

**Owner and Guest Services** - The Master Club provides property wide 24/7 front desk services as well as manager on duty staff to deal with any issues or problems that may arise at any time. The Manager On Duty staff is trained in CPR and First Aid to provide first response services while waiting for municipal Emergency Services.

**Lifeguards** – Lifeguards provide both water rescue and general first aid and CPR services to the Resort. At least one lifeguard per shift is certified in water rescue. Lifeguards work 10 hour shifts 7 days a week to cover the times that the beach and pools are open. The lifeguards patrol the beach areas from the Villas to beyond Building M currently. Lifeguards are stationed at the pools and will be empowered to enforce all rules and regulations related to pool and pool area use and behavior.

## GENERAL RULES

- Do not make noises above using generally speaking voices after 11:00 pm or prior to 9:00 am. Refrain from using sound devices in common areas without the use of headphones.
- At no time are loud noises allowed without prior written consent by the Manager. Respect the peace of others.
- Weapons of any kind are prohibited.
- Dangerous, illegal or prohibited substances and activities are prohibited.
- No gambling except where no legal currency is used.
- Do not remove furniture from common areas without Management permission. Please use furniture only as it is intended. i.e. no standing or lying across tables.
- The Food and Beverage service is exclusively provided by the "Resort", therefore the introduction of any external food or beverage is prohibited without prior written authorization from the Management.
- All Owners and guests are expected to behave with kindness, respect and decorum to the other guests and to the staff of the Resort and, in general, refrain from any action that disturbs or annoys other guests or Owners.

## FAMILY POOL REGULATIONS

- Open from 8:00 am to 9:00 pm.
- Use of our facilities is at your own risk.
- There is no lifeguard on duty at the pool area.
- **For safety, no inflatable pool toys, or rafts allowed.**
- Children under 12 must be accompanied by an adult.
- The Resort is not responsible for any loss or damage of personal belongings.
- Please shower before using the pool.
- Proper swimwear attire is required.
- Children under 2 must wear waterproof diapers in the pool and pool area.
- Do not leave towels or personal belongings unattended.
- The area around the pool may be slippery when wet.
- No diving or horseplay allowed.
- Glass containers are not allowed inside the pool nor in the pool area.
- Towels and lounge chairs are for the exclusive use of guests of Vivo Resorts.
- Reserving lounge chairs is not permitted.
- The use of music players without headphones is prohibited.
- No outside food, beverages and/or coolers are allowed in the pool area.
- Vivo is a smoke-free area by official arrangement, smoking is not allowed in areas of swimming pools and gardens.
- Pool and beach chairs may not be unoccupied for period of greater than 30 minutes. Management will remove belongings and take to reception after 30 minutes of disuse. This is to ensure all Owners and guests have access to pool and beach furniture.
- **No pets**

## ADULT POOL REGULATIONS

- Open from 8:00 am to 9:00 pm.
- Use of the facilities is at your own risk.
- There is no lifeguard on duty at the pool area.
- **For safety, no inflatable pool toys or rafts allowed.**
- The Resort is not responsible for any loss or damage of personal belongings.
- Please shower before using the pool.
- Proper swimwear attire is required.
- Do not leave towels or personal belongings unattended.
- The area around the pool may be slippery when wet.
- No diving or horseplay allowed.
- Glass containers are not allowed inside the pool or in the pool area.
- Towels and lounge chairs are for the exclusive use of guests of Vivo Resorts.
- Reserving lounge chairs is not permitted.

- The use of music players without headphones is prohibited.
- No outside food, beverages and/or coolers are allowed in the pool area.
- Children under 18 years of age are not allowed in this pool.
- Vivo is a smoke-free area by official arrangement. Smoking is not allowed in areas of swimming pools and gardens.
- Pool and Beach chairs may not be unoccupied for a period of greater than 30 minutes. Management will remove belongings and take to reception after 30 minutes of disuse. This is to ensure all Owners and guests have access to pool and beach furniture.
- **No pets**

### **TENNIS AND PICKLEBALL COURTS REGULATIONS AND SCHEDULES**

Open daily from 7:00 am to 7:30 pm (during daylight savings time)  
For reservations, please go to the Market.

- Use regulation shoes for the practice of tennis, which must have a soft sole and it must NOT stain or mark the courts.
- Wear regulation clothing for exclusive use of this sport, regardless of color.
- For safety, it is not authorized to use the courts when they are wet.
- The Maintenance Manager will have the power to restrict the use of any court for maintenance reasons.
- It is strictly forbidden to reprimand or abuse the courts' personnel, whether they are ball boys/girls, captains, trainers or maintenance personnel. Complaints must be presented directly to the Manager of Vivo Resorts.
- For security reasons, the presence of children and other persons who are not participants of the game will not be allowed on the courts.
- Companions and spectators must occupy the places or spaces specifically designated for them.
- It is strictly forbidden to shout bad words within the court and hit the court or the net with the racket.
- Vivo is a smoke-free area by official arrangement, smoking is not allowed in areas of tennis and pickleball courts.

### **BBQ AREA REGULATIONS**

- To make use of the BBQ area, you must make a reservation at the Resort Store next to Front Office (General Market).
- The barbecue item kit can be requested at the Resort's store and must be returned clean, or a cleaning fee will be applied. If items are not returned, a replacement fee will be applied.
- A grill can be used for each reservation, with the possibility of sharing the area with another resident or guest, without exceeding the maximum number of 10 people in the table area. You can reserve up to 2 grills if there is no reservation and they are available.
- The maximum number of people for each rotisserie per condominium is 10, including the resident.
- Music should not be disruptive to other people.

- The installation of awnings, ropes, or canvas of any type or additional decorations that may damage walls or installations is not allowed.
- The schedule for use of the grill is from 10:00 am to 9:00 pm.
- Guests not staying overnight will not have the right to use other common areas, such as swimming pools, tennis courts or wading pools.
- You cannot move your condo's furniture, nor can you bring furniture from other common areas to the barbecue area, in particular, the pool area furniture.
- Each person making a reservation must clean the area and collect the garbage generated by their food and activity.
- An a la carte cleaning service is available and a charge of \$ 1,000.00 MXN and will be required to be paid at time of the reservation.
- Guests may use the designated restroom area next to the BBQ in the Botanical Garden.
- Security personnel will deliver the area to the condominium owner, with a check-list of the area, and will also supervise that there is order during the event.
- In case of non-compliance with this regulation, the reservation will be terminated, and the area will be requested to be released.
- In case of damages, the administration will make the repairs which will be charged to the person responsible for the reservation.
- The BBQ area has no smoking restrictions and is an open area for everyone.

#### **FITNESS CENTER RULES**

*The following rules are for your safety and convenience.*

- Consult your physician before exercising and follow his or her advice.
- Improper use of this equipment can result in injury. Use the equipment only for its intended purpose.
- Children under 14 years old must be accompanied by an adult all the time.
- All persons using the OceanView Fitness area do so at their own risk.
- Vivo Resorts accepts no liability for injury, death or any loss associated with the use of the OceanView Fitness facility.
- Do not exercise while impaired by alcohol or drugs.
- No eating or horseplay is permitted.
- Pets are not permitted in the OceanView Fitness area.
- Appropriate fitness attire must be worn.
- Please wipe off the equipment after you have used it.
- In case of emergency, please contact Front Desk.
- Please use headphones to play your music.

#### **BEACH REGULATIONS**

- Operating Hours with lifeguard on duty: 9:00 am to 7:00 pm.
- Do not swim when there are red or black flags on the beach. There is a lifeguard on duty during hours of operation.

- Refrain from swimming when there is no lifeguard on duty. Lifeguard reserves the right to close the beach due to inclement weather or when lifeguard ratios are insufficient to properly supervise beach users.
- Coolers, food and beverages from outside the restaurant / bar / clubhouse are not allowed in the beach area.
- It is important that you act in accordance with the rules and safety measures.
- The tide and undertow are strong. Swim at your own discretion and at your own risk. We do not recommend that minors swim in the sea.
- Bonfires are forbidden.
- Vivo Resorts is not responsible and has no relationship with unauthorized vendors on the beach. To protect the tranquility of the beach, it is advised to NOT purchase any products from such vendors.
- When swimming, minors must be accompanied and supervised by an adult and within arm's reach at all times.
- Persons under the influence of alcohol/drugs are not allowed to swim.
- Do not swim after eating or drinking alcoholic beverages.
- Use of glass objects is forbidden when in or around the beach area.
- Be aware that sand can be hot. Please extreme caution and avoid burns.
- You swim in the sea and use the beach and facilities at your own risk and under your own responsibility. Management nor the resort are NOT responsible in case of injuries or death.
- We strongly recommend the use of water shoes.
- The beach is federal property. The resort is not liable for incidents that occur on the beach or in the sea.
- Please avoid removing corals and shells.
- Use of inflatable life rings or life vest is encouraged. No other kind of inflatable device is allowed.
- Swimming suit is mandatory when swimming in the sea. Children under the age of 2 must be wearing disposable swim pants.
- Lounge chairs are for the use of all owners and guests. If you are not using the chairs, please allow other guests to use them. Reserving lounge chairs is forbidden.
- In order to maintain a comfortable environment, any music must be played through headphones.
- Guests are requested to maintain decorum at all times.
- Kindly keep all valuables in the safe box provided in your residence. The resort cannot be held liable for loss of any valuables or other personal property left at the beach or any other public area.
- These rules and regulations are subject to change any time without prior notice.



**REGLAMENTO SEGURIDAD DE PLAYA**

MUY IMPORTANTE OBSERVAR LAS CONDICIONES DEL MAR

CONDICIONES EXCELENTES

PRECAUCIÓN AGUA MALA

PRECAUCIÓN

MAL TIEMPO PROHIBIDO NADAR

CONDICIONES EXTREMADAMENTE PELIGROSAS Estrictamente PROHIBIDO NADAR

NADAR EN EL MAR ES BAJO SU PROPIO RIESGO LA PLAYA DEL HOTEL ES UNA PLAYA PÚBLICA SALVAVIDAS DE GUARDIA DE 8:00 AM A 7:00 PM



**BEACH SAFETY REGULATIONS**

VERY IMPORTANT TO OBSERVE SEA CONDITIONS

EXCELLENT CONDITIONS

CAUTION JELLY FISH

CAUTION

BAD WEATHER NO SWIMMING ALLOWED

EXTREMELY DANGEROUS CONDITIONS, STRICTLY FORBIDDEN TO SWIM UNDER THESE CONDITIONS

SWIMMING IN THE OCEAN IS AT YOUR OWN RISK THE HOTEL BEACH IS A PUBLIC BEACH LIFEGUARD ON DUTY FROM 8:00 AM TO 7:00 PM



## SMOKING POLICY

Vivo Resorts is declared and accepted as a 100% smoke-free space in accordance with the general law for tobacco control in Mexico (article 6 fraction X), by this reason IT IS RESOLVED that the Association does hereby adopt the following policy governing smoking on or affecting Common and Limited Common Property.

### Rules:

- Smoking is prohibited in the Common Areas of the Association. On any property of the Master Association smoking is only permitted in those areas designated by the Manager. Smoking areas are clearly marked with signage and a map is available at reception.
- Smoke may not be allowed to drift into the common areas.
- Cigarette butts or other tobacco products must be discarded in a safe manner, in proper receptacles and not on any Resort grounds or beach.
- Smoking is defined as including carrying, burning or otherwise handling or controlling any lighted or smoldering product including, but not limited to, cigarettes, e-cigarettes, vaping apparatus, joints, cigars or pipes. Each owner is responsible for the compliance with the above rules by the owner and all residents within the owner's unit, and for all guests and invitees of such owner. Violations of this rule may result in a fine pursuant to the Association's fine schedule as adopted and amended from time to time by the Board of Directors. In addition, per the rules and regulations of the CLUB VIVO RESORTS, A.C. – MEMBERSHIP AGREEMENT, for serious or repeated infractions this may include loss of Membership or other remedies considered appropriate by the Board of Directors.



### Smoking Allowed Areas Map



This is a non-smoking resort, except in the designated areas for that purpose.

You can smoke in the 4 designated areas for smoking.

- 1. Back of Coco Thai
- 2. Next to Mezcalina’s Bar
- 3. Lobby fountain
- 4. BBQ area

### La Tienda – The General Market



We now have “El Café at La Tienda” where we will have fresh brewed Mexican coffee and fresh-baked pastries, rolls and breads to go. In addition, we will be offering take-out items such. All this is in addition to our basic grocery, health care products and beach clothes.

We will offer preferred pricing for Owners on many items.

## Spa



### Senses Spa by Elaina

Senses Spa is the perfect break from sun and sand. It's fragrant body wraps; soothing massages; refreshing facials; and other healthful treatments. Stop in, pick your favorite, and recharge: We'll get you back out on the beach in no time. Enjoy massages, facials, nails and special treatments in a tropical

style open air spa.

## IMPORTANT CONTACT NUMBERS

In order to facilitate our communication with Owners, we have simplified our email structure so that we can respond more efficiently.

We kindly ask that you do not use personal emails, as our staff takes vacations and their breaks are variable. By using our new email structure, someone will always be available to answer you.



### OWNER RELATIONS & ISSUES

*For everything related to maintenance, housekeeping, rental program, owner portal, Regime Scope of Work, unit care program and general information.*

[owners.relations@vivo hospitality.com](mailto:owners.relations@vivo hospitality.com)

### ACCOUNTING

*For everything related to accounting, payments, CFE Bills, account statements and other accounting issues.*

[owners.accounting@vivo hospitality.com](mailto:owners.accounting@vivo hospitality.com)



### RESERVATIONS & PRE-ARRIVAL ARRANGEMENTS

*For all owners and guests of owners' reservations, transportation requests and other special requests for your stay or guests.*

[reservations@vivo hospitality.com](mailto:reservations@vivo hospitality.com)

### ON PROPERTY HOTLINE

*For whatever you need, questions in general, reporting of issues and violations*

Dial 01 for Front Desk  
Dial 02 for Room Service



**WhatsApp**

