

## RESORT PROPERTY NUEVO VALLARTA - IMPORTANT UPDATES

Dear Partners,

October 24, 2022

- Subjects:**
- 1. Airport Pick-up Changes**
  - 2. Check-In / Check-out Times - 11 am & 4 pm**
  - 3. Beach House Maintenance**
  - 4. No Hurricane or Earthquake Damage**

### **Airport Pick-up Changes:**

No owner/partner/guest or driver (Rafael or Erika) can pick up guests within the Puerto Vallarta airport complex. No exceptions. The Owner of the week will pay all fines and other costs. Effective immediately we will engage a third-party transportation company that has federal license plates and federally licensed drivers to pick up Owners/Guests from the airport. We (Resort Property Nuevo Vallarta LLC) will pay for one airport pick-up each week for the foreseeable future. The company with whom we have contracted has Suburbans (7 passengers) and Sprinters (up to 13 passengers). The driver will meet the guest(s) on the sidewalk just as you exit the airport main room. He will have the name of the Owner or Guest displayed. Please allow him to assist you and he will drive you to the house - Los Cocoteros # 41, Nuevo Vallarta, Nayarit. Please provide the driver with a tip (\$20 would be fine) when he drops you off at the house. **Please email Rafael the name of the Owner or Guest to be picked up, the airline name, flight number, number of passengers on the flight, arrival time, and city of departure. This needs to be provided no later than the day prior to arrival.** Rafael will then contact the Transportation Company with arrival details so that they can meet you timely. If some guests arrive on different flights or on different days, you can ask them to take an airport taxi to the house. A taxi will charge about US\$25 to \$50, depending on the passenger capacity of the taxi vehicle. If you wish to have additional guests picked up from the airport, then you are welcome to have Rafael coordinate the pick-up with the transportation company. Please provide the arrival details stated above to Rafael via email and pay the driver directly (US\$80 for a suburban or US\$120 for a Sprinter, plus a \$20 tip). We thank you for your understanding and will continue to work on this airport pick-up issue.

### **Why are we making this change?**

Soldiers from the Mexican National Guard have been assigned to patrol all Mexican airports. They have threatened to fine us 120,000 pesos and confiscate our cars while picking up guests from the airport parking lot. Our weekly airport pick-ups make us look like we are providing an Uber or taxi service. We pleaded our case and lost on appeal. Mexican legal counsel advises us not to test the resolve of the National Guard. They do not take bribes. We have changed the airport pick-up protocol. Neither Rafael nor the Owners can pick up guests from the airport parking lot. You can pick them up outside the airport area (across the highway bridge or at the Comercial Mexicana parking lot, just two blocks south of the airport.) Taxi is the best option.

Rafael can take you back to the airport and drop you off when you depart. Again, he cannot go into the airport parking lot, nor await other arriving guests. Neither can you. Please don't ask him to. It could cost you a fine of 120,000 pesos, plus confiscation of the car(s).

**Observance of Check-in and Check-out times:**

We continue to have issues with Owners/Guests not leaving the house by 11 am on check-out day. By not allowing the house to be cleaned and prepared for the next guest we are infringing on our next partner's time and enjoyment at the house. Also, arriving early at the house (prior to 4 pm) and expecting that everything will be ready for occupancy creates a challenge for our staff who are doing their best to have you start out your week with everything clean and orderly. Please be courteous to incoming and outgoing guests and coordinate and communicate in a friendly and kind manner. Just like a hotel, our house needs to be properly cleaned and organized for the next guest arriving following the previous guest's departure. For departing guests, please have your bags packed and downstairs by 11 am. Don't use the pool or other parts of the house that will require cleaning to be done twice. Please depart the premises. Rafael can take you to a nearby restaurant if you have a late flight. Then to the airport. For arriving guests please don't expect the house to be clean and ready prior to 4 pm and let the staff do their job so you can enjoy a clean and orderly house that is ready for you.

**Annual Maintenance:**

Your board of directors (Russ, Steve & Bob) spent 5 weeks working on the following maintenance projects: 1 - Painted (including plastering cracks, removing old paint, etc.) outside and inside the house and walls. We still have areas requiring some painting and artwork that will be done next year. 2 – cleaned the mold and painted inside the cupula above the stairway. 3 – cleaned and painted all the chandeliers and replace old lightbulbs with new LED lightbulbs. 4 – Sealed and re-grouted the outside of the cupula and back balcony to reduce water damage. 5 - Repaired water leaks and replaced damaged water purification tank. 6 – Replaced, cleaned, and sealed broken tiles around the pool and house and improved drainage. 7 – Cleaned, repaired, and sealed the steps/stairs inside and outside the house. 8 – Repaired & greased the doors and windows throughout the house. 9 – Replaced lights in the main room and TV room. 10 – Fixed, repaired, and replaced A/C's & misc. items and deep cleaned the house. We trust you will like the improvements with the understanding that we still have more to do next year and every year. We welcome your comments and suggestions.

**Earthquake and Hurricane Damage:**

Good news!!! The recent earthquake (7.6) and two hurricanes left no material damage to our beach house. The painters repaired all cracks inside and outside. The beach house has endured both hurricanes and earthquakes for the past 37 years. We met with a structural engineer during the maintenance weeks. He suggested we do a deep inspection of our load-bearing columns. Once the inspection is complete, he will propose and plan to reinforce the key areas of columns and walls. We will conduct this inspection next year during the maintenance weeks. We will then schedule the needed repairs, as suggested in the report from the engineer.

Questions, or comments: email [rhaycock@hotmail.com](mailto:rhaycock@hotmail.com) or call Russ Haycock at 510-697-7048.

Thanks for your continued support. Your Board of Directors.  
Russ Haycock, Steve Edgren, and Bob Taylor