

VILLAS PUNTA CUSTODIO COMMUNITY

La Villa Bella su Hacienda / mymexicanvilla.net

COMMON QUESTIONS AND ANSWERS

Where are we located?

La Villa Bella is a private home in the Villas Punta Custodio community. Our location about 65 miles north of Puerto Vallarta, on the Riviera Nayarit, a secluded stretch of tropical beaches undiscovered by most tourists. It is between the well-known landmarks of Sayulita and San Blas, near the tiny fishing village of Platanitos.

How do I get from the Puerto Vallarta airport to Villas Punta Custodio?

1. Scheduled Transportation – On request, we arrange transportation with a reliable shuttle service and chauffeurs who speaks English and knows our location and guest policies. This safe and reliable van service will meet you as you exit the airport customs area and will drive you to our villa. The driver will be happy to stop on the way for you to use an ATM, buy sundries such as sun block or bug spray, liquor or other incidentals at one of the big-box stores. One-way rates are reasonable: 1-3 people: \$140 USD; 4-6 people \$170 USD; 7-9 people: \$195 USD. Prices may vary somewhat based on the current price of gasoline. Pick-up service must be pre-arranged with Jossie ...villa owner/manager. Her email: gilljossietorres@hotmail.co or 303.862.2043 US.

2. Renting A Car - There are many rental services available. We prefer [GECKO Rent A Car](#). Its staff are fluent in English and its rental vehicles are in excellent condition. They have larger vehicles for groups of four or more and a selection of vehicles well suited for travel in our area. A word of caution: if you are unfamiliar with driving in Mexico, the roads are poorly lit and often have no shoulder. As you near Villas Punta Custodio, you'll be in farming country, sharing the road with tractors, pedestrians, loose livestock and bicycles with no lights or reflectors.

3. Taxi - We do not recommend a taxi service – often they are not familiar with our location.

4. Driving Directions - See location map on the website

Is the water safe to drink?

Our water source is clean and is tested frequently. We feel comfortable bathing and brushing our teeth with it. Out of an abundance of caution, the villas are always supplied with 5-gallon containers of commercial drinking water which is used for cooking and drinking. Use as much as you like. All fresh vegetables and fruits are washed, soaked and prepared with a tasteless disinfectant prior to consumption.

Is there internet access

Most of the villas have free in-house WiFi internet, with adequate download speeds for email and light browsing. Streaming movies or videos, downloading music or gaming online may rapidly exhaust the data package. **If you plan on consuming significant data for streaming movies, videos, downloading music or online gaming, ask about an additional fee for acquiring more data. If you plan to run a heavily Internet-dependent business while you are at Villas Punta Custodio, high-speed Internet connectivity cannot be guaranteed ...so plan accordingly.** We are in constant internet upgrade mode for the best option in our area and improvements are happening but we are a remote rural area with limited development – *and that is part of the beauty and attraction.*

Do U.S. cell phones work there?

Most U.S. and Canadian cellular carriers (AT&T, Verizon, T-Mobile, Sprint) “piggyback” over the local cellular networks (TelCel, Movistar, Iusacell). Coverage along mountainous parts of the highway system can be spotty with roaming contracts and costs vary significantly. *Understand your cellular service contract about foreign country use in Mexico.*

What about medical care for emergencies?

Basic first aid supplies, including EpiPen, are available at the Gatehouse. There is a good emergency care center in La Peña, 45 minutes south, where the staff is familiar with “tourist emergencies.” For serious conditions, Puerto Vallarta has several well-equipped modern hospitals and access to excellent English-speaking medical staff, including most specialties. By U. S. standards, medical care in Mexico is almost ridiculously inexpensive.

What about bugs?

The biting varieties are mosquitoes and no-see-um or jejenes (appropriately named, they are almost invisible and their bites are similar to a mosquito). The jejenes do not carry any disease but are numerous at dawn and dusk, and their numbers vary with the tides and phases of the moon/ocean so bring insect repellent. Various flying insects breed in the summer and can be numerous at night. All other insects that you may encounter, particularly in the summer months may be bizarre but are harmless. Villas Punta Custodio strives to be a pesticide free area with a controlled environment via regular preventive/organic management without harming desired inhabitants: birds, butterflies and others. **On request, we maintain rechargeable “bug-zappers” for patio and personal use in your private casita – primarily nocturnal sleeping times.** Remember, bugs hate fans: they can-not fly-maneuver!

Are the electric outlets the same as in the USA/Canada?

Mexican power outlets and voltages are identical to the USA/Canada, 110v standard plugs.

Is the electricity supply reliable?

The villas are located in rural Mexico and are, in fact, at the very end of the high-tension power lines. There are frequent brief outages — seconds to minutes — and infrequent brownouts and blackouts. Villas Punta Custodio has a backup generator, so in the event of prolonged outages, you will have power for lighting, water pressure, small appliances, floor and ceiling fans, Internet and charging for cell phones. **Air conditioning is not available**, as using the air conditioners exceeds the generator’s capacity. Prolonged outages are unusual except in the rainy season (June through October), when windstorms and lightning strikes knock out the power lines. *Our back-up propane electrical generator ameliorates most of the problem, but not all auxiliary services or devices remain operational.*

But what about tipping?

You can expect to get excellent, personable and cheerful service from our housekeeper /villa manager and cook (Chello Palacio Torres) *and possibly her assistant*, depending on the size and needs of your group. *We hope that you will honor their personal service with a generous gratuity on departure.* A standard fee of five dollars (US) per day/per guest if you feel her/their service was as we anticipate it will be! *If not, we would like to know about your experience!*

Is the community pool heated?

No. It is far too expensive to heat an outdoor pool of this size over the winter months. However, the water temperature, even in winter, rarely dips below 75° F and it generally remains comfortable after an initial plunge!

Are the private pools at the villas heated?

Most of the villas have their own pool, check rental amenities to confirm if your villa has one. The villas have individual policies regarding heating the pool. Some offer heating at no cost while others charge a nominal fee per guest preferences and usage. La Villa Bella maintains a complimentary (warm) spa pool on request with a limited two-hour daily use for heated services. *Inquire about heating details and timing to coordinate desired preferences.*

Does Villas Punta Custodio host large gathering, such as weddings?

Punta Custodio and La Villa Bella no longer hosts large gatherings. Our experience has taught us that they are often loud and infringe on the tranquility of others visiting the Point. Additionally, our infrastructure, especially our septic system, is designed only to meet the capacity of the individual villas collectively. La Villa Bella will allow 8-10 guests as determined by the number of adults, teenagers and children in the party. Should you have questions about your vacation needs, contact Jossie for further information.

Can I use credit/debit cards?

Major U. S. and Canadian cards are accepted at the big box stores, and in many tourist stores and restaurants in and around Puerto Vallarta - but once you are well north of Puerto Vallarta, the economy is pretty much cash only, in pesos. Some enterprises will take dollars, but at a reduced exchange rate. Most ATMs will accept your ATM card and convert your dollars to pesos, for a fee of course. *It is always wise to have an adequate supply of low denomination pesos available...cash is king!*

Is the ocean safe for swimming?

Except for the large boulders at the base of the cliff, the beach is fine sand and rock-free. The beach slopes very gradually to the breakers, a good distance away, leaving small secondary waves that meet the shoreline. It is very comfortable to play and walk at the shoreline. You will find many areas safe for children and less experienced swimmers. However, this is the ocean and deserves upmost respect. Tides can impact the safety of the beach and can influence the current flowing in and out of the estuary. There are no natural marine predators but turtles may inhabit the beach area during egg-laying season – *usually last quarter of the year, depending!*

Are villas private homes?

Yes, they are all private homes. Villas Punta Custodio is a small gated community. We are a unique group of neighbors who have created and jointly manage this beautiful place for true enjoyment of all its wonders. We are a community of homes, *not a resort*. Our community is founded on mutual respect, while we live in close proximity, we cherish our privacy.

What are the seasons at Punta El Custodio?

High season is November to May. There is rarely rain and the temperatures are moderate. December and January may bring a few brisk days, with daytime temperatures in the low seventies Fahrenheit. By April, things warm up, flowers bloom and the butterflies come out. June through October are for those who appreciate the raw magnificence of summer in the tropics. The air is moist and warm with expected temperatures more than eighty Fahrenheit. The rainy season comes with magnificent thunderstorms and incredible sunsets and the vegetation bursts out in brilliant green. The whistling ducks come up to nest on the palms and iguanas' other reptiles, big and small, come out of hiding. Brilliant stars and 100 watt fireflies light the nights. This is a season for many insects, which you may find interesting or appalling, prepare.

Are surfboard rentals available?

The office at Villas Punta Custodio no longer rents surf or boogie boards. Rental surf boards are generally not high quality. If you are a more experienced surfer looking for higher quality rentals there are companies like Wild Mex Surf and Adventure in Sayulita and San Blas that rent quality equipment. Some rental firms will deliver to your door before you arrive and pick-up after you have departed. If you like, surfboards are also available at GECKO car rental. Both have websites to review their rental options: wildmex.com and geckorentcar.com. Also, check out the Platanitos beach area for other possible local options.

Can I bring a pet?

We discourage pets as a general rule, but special exceptions can be made. Ask the individual homeowner. If you end up bringing a pet, it must be leashed or otherwise restrained when outside the rental property, but within the compound. Pet owners, not our staff, are responsible for cleaning up after their animals. Please do not bring a dog if it is likely to create a noise nuisance, just be considerate of other guests and property maintenance. La Villa Bella will accept small pets *with prior approval* and assurance of appropriate behavior management. *We love pets, BUT - you know the rest!*

La Villa Bella owner and staff wants your stay at our unique villa to be an enjoyable, memorable and exceptional experience so you will return and share with others.

Jossie Torres Gill

Owner/Administrator

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