



Welcome to Puerto Vallarta, Mexico!

We hope your stay with us will be comfortable and enjoyable. We have put together this informational booklet to help acquaint you with our great town and offer you necessary information and ideas to enhance your time here.

Puerto Vallarta is located on the Western Pacific coast of Mexico in the state of Jalisco, to the north of us is Nuevo Vallarta which is in the state of Nayarit. Puerto Vallarta is a “young city” by Mexico standards. Puerto Vallarta was known as "Puerto Las Peñas" from 1851 until 1918 when it was designated as a municipality and received the official name of "Puerto Vallarta". This was the name chosen in honor of Don Ignacio L. Vallarta, a reputable representative of the State of Jalisco at the time. For 30 years this small village remained a fishing village with some agriculture in the valleys. Today the area has about 280,000 residents around the Bay of Banderas and while modernized it still retains much of its rich Mexican flavor and history. Puerto Vallarta is one of Mexico’s top tourist destinations and the #1 choice for repeat visitors. You will find our city very safe and the people extremely friendly. Another reason people return time and time again is because of the diversity of the area, the ease of public transportation, and the wonderful restaurants and of course, the natural beauty that surrounds us. While you are here, you may want to get out and explore the area, have some lunches or dinners out or maybe even take a tour. Anything you want to do, see or visit can be arranged.

Money

The currency of Mexico is the Peso and while many places will accept US Dollars, you may be getting a lesser exchange rate when paying with US Dollars. Before you arrive, you may want to see if your bank can order you Pesos. Check their exchange rate and any conversion fees as often times you will get a better exchange rate in Vallarta at an ATM machine. Also find out if your bank is affiliated with the local Network. Please check out this website (Trip Advisor) for more ATM and banking information:

<http://www.tripadvisor.com/Travel-g150768-c5116/Mexico:Atms.And.Credit.Cards.html>

To see what the World Bank rate of exchange is, please check [HERE](#). Keep in mind this is the Bank rate so it is better than what you will get from an ATM machine, a bank or a casa de cambio. You can assume it is about 5% to 8% less than the World Bank Rate.

If you prefer, you can exchange US Dollars at some banks but you may need to supply a copy of your passport as well as have your passport with you. This is due to a crack down on money laundering of US Dollars in Mexico. (Canadian Dollars are exempt) As fewer banks are exchanging US Dollars, another option is exchanging at a Casa de Cambio. These are exchange houses around the city that exchange US Dollars for Pesos but at a lesser rate than a bank or via an ATM. Mayor grocery stores accept US Dollars (Not \$100 US bills, so bring smaller bills) and give change back in Pesos. Wal-Mart does not accept \$100 US bills; the only store that does accept them is Costco at a very good rate. We always advise everyone visiting to bring a credit

card in case of an emergency and call your credit card company before you leave to alert them of your trip dates to Mexico so they do not block your card.

Getting Around

Getting around Vallarta is relatively easy and we have a great public transport system. To get you from point A to B, our city buses cost 7.5 Pesos (60 cents) and run regularly. Buses are marked Centro or Tunel. Centro buses run to, through and from Centro/Downtown. The tunnel bus runs through the tunnel behind downtown Vallarta and often to outlying areas. We have buses that also run outside of the city to areas such as Bucerias, Punta de Mita and Sayulita. They are a little more expensive but a bit more comfortable than city buses. None of our buses are air-conditioned.

City Taxis (yellow) are plentiful and relatively inexpensive. Zone to zone fare is 50 Pesos (\$4.00 US) with most fares in the 80 Pesos range (\$6.50 US) Taxis wait outside of all hotels, hospitals, most restaurants and all around Downtown. Be sure to check the taxi # (It's outside on the door) in case you forget something in the taxi. Taxis are safe and an easy way to get around.

For those of you that want to rent a car, we can arrange that for you as well; keep in mind that you will need to purchase Mexican Liability insurance and you will need a credit card. Your car insurance from home will not cover you in Mexico in case of an accident nor will your credit card insurance cover it 100% or cover Mexican Liability insurance, which you must have.

Driving rules are essentially the same as in the US and Canada. Please be aware we have many one-way streets in the downtown areas and some are not marked well. Most left turns on our main road (Francisco Medina Ascencio) is via the lateral lane on the right.

Complementary airport pickup and drop off, as well as three days of chauffeur for up to five people are included, to help you get acquainted with the area and local transit rules in case that later on you want a vehicle for yourself, public transportation services or a van with a private chauffeur in case you desire so.

Food

When people think of food in Mexico, they often think of spicy & hot or Tex-Mex tacos and burritos. In reality, Mexico is much like the US and Canada where certain foods are popular in various regions but Vallarta is pretty International when it comes to dining out. We have everything from traditional Mexican dishes like mole, enchiladas and pozole but we also have loads of fresh seafood, hamburgers, Asian and Italian cuisine, French restaurants and a plethora of taco stands. Our grocery stores carry many familiar brands and a bounty of fresh produce. Some special dietary items are difficult to find, so if you have any food/dining related questions, please feel free to ask us and we can tell you if and where it is available here.

Ice and Water

Puerto Vallarta's tap water has been declared potable for over 15 years and while you can use it to brush your teeth and for cooking, we do recommend that you drink bottled water. Simply because your stomach is used to what you drink at home and may become a little upset from the tap water. Ice, available in all bars and restaurants is fine as we have ice companies that make purified ice and deliver it all over town. You can pick up a bag of ice at any Kiosko or OXXO convenience store.

Climate

Puerto Vallarta enjoys a near perfect climate from November to April with temperatures in the mid 70's to mid-80's and relatively low humidity. From May to mid/late April the humidity increases as does the temperatures. These months are known as the rainy season. The rains do not typically start until mid-June and end in October. While it is known as the "rainy season" it does not rain all day nor everyday. Typically, it will start clouding up in the late afternoon with a possible shower or spectacular thunderstorm. August and September tend to be our hottest and most humid months as well as the months with the most rainfall. Either way, Puerto Vallarta is beautiful any time of year and many people enjoy the summer months here while other who cannot tolerate humidity choose to visit us in the winter months. Unlike the East Coast/ Caribbean side of Mexico, Puerto Vallarta and the Bay of Banderas is virtually hurricane free. Our Sierra Madre Mountains that surround the bay protects us from imminent weather from the South and pushes the hurricanes out to sea.

Cellular Phones (Local)

We have a local cell phone that we will give you upon arrival; we have programmed in all the phone numbers you may need, you may look for them in the contact list, including emergency numbers to local pizza delivery. This is a connected network phone so use it as much as you need to get in contact with us, although in case you need to call someone else or even outside the country feel free to buy extra time by purchasing at any Kiosko or OXXO convenience store. The cell phones charges 1.8 Pesos a minute, local calls and cell phone calls (In local area) cost about 4 pesos a minute. Calls to the US or Canada cost about \$8.00 pesos a minute. You are not charged for incoming calls from anywhere. To call the US or Canada, you need to dial 001-(area code) and seven digit phone number. For someone to call your cell phone from the US or Canada they need to dial 011+52+1-**322-356-4287**. If you buy "time" you will receive extra free Pesos of time if you purchase 200 Pesos, for example, you will receive 260 Pesos in total credit. (60 Pesos free.) As well, you pay a little less per minute on your calls. You can buy time in increments of 30, 50, 100, 200, 300 and 500 Pesos. Anything purchased with 100 Pesos or more will give you a little extra free "time."

If you need to make long distance calls, you may want to consider using SKYPE which is an easy download to your laptop (or phone), If you need to call a landline, you can buy time very reasonably via Skype and calls are roughly 2 cents a minute to the U.S.

Accommodations

The house you are staying at is in a very well known, safe and modern community. Easy to walk around and a few small parks are nearby as well as Costco and some very good restaurants at walking distance. The area is called Fluvial (spring rain) and is very convenient to the hospitals, Amerimed and San Javier as well as our Bio Medical Clinic; everything is conveniently located less than a kilometer away from your home.

The house is a three bedroom with 2 ½ baths, a nice little swimming pool in the back with loungers, table and chairs for dining outside. The house is complete with a full kitchen, washer and dryer, A/C mini-splits, linens, towels and pretty much everything you need. For your convenience, you will find a home safe, to store your personal belongings and valuables (a key

will be given to you on arrival).

<http://www.pvrpv.com/puerto-vallarta-north-hotel-zone-house- casa-patricia.html>

If you find that you need something additional please contact Brenda. (Contact info below) She is a wealth of knowledge about the area as well. If you need restaurant recommendations, activities or such, she is very happy to help you.

WIFI

Your accommodations include free WIFI. To connect, check the modem for the "Name" and check your WIFI signal- connect to the modem name (On the decal on the modem) and insert the security code, also on the modem.

Satellite TV is also included at the house and many of the programming is in English.

Maid Service

Weekly maid service is provided. She will come typically on Monday from 10-1 pm-but may change times or day. Your maid's name is Petra. The maid will typically sweep, mop, dust, change bedding, etc. She does not wash laundry or do excess dishes. If you wish to have maid service more often, please ask and we will arrange it for you (300 Pesos per extra cleaning)

Maps

Here are some great maps to get you acquainted with the area. This website is also a wealth of info.

<http://vallartainfo.com/map.html>

The maps are on the top left-The maps run from the North Bay down to the South. Your house is inland of the Hotel Zone. The street is Lago Superior (Lake Superior) and is a block and a half behind Costco. The name of the road from the main highway (Francisco Medina Ascensio) is called Ave. Fluvial. On the Hotel Zone map- you can click Move Up (top of page) to see where Amerimed Hospital is- across the highway from Plaza Marina.

Here is a link to Google Map street view of the house. This is an old map/photo so there have been many changes. There are lots of plants, gates and the houses are brightly painted.

<http://goo.gl/maps/Ihlm0>

Activities

The beautiful thing about Puerto Vallarta is that there is literally something for everyone. We have many tours available from Swimming with the Dolphins, Canopy/Zip Line tours, snorkeling and beach excursions to a Romantic Dinner and Show in Las Caletas. (Director John Huston's former home.) There are off road adventures that take you off the beaten path, horseback riding to ATV tours. If you want something less active, we can book you a massage, a mani/pedi or a tour to the north end of the Bay to Sayulita or beyond.

Our premier tour company is Vallarta Adventures, known for top quality tours. Check out their website at: Vallartaadventures.com If you are interested in booking any tours or activities, please contact Brenda and she can explain them if you have and questions and reserve them for you.

Keeping Cool

Like everywhere in the world, electricity is very expensive. Your home has mini-split A/C units. They are easy to run BUT there are some things you should know. A mini-split will cool the room in 15 minutes or less. We ask that you do not leave the A/C unit running when you are not in the room. Please close all windows and doors to keep the cool air in. If you plan on leaving the house, please turn off all A/C units.

Do not set the A/C remote/temperature to the lowest setting, this will not cool the room faster, in fact it could freeze up the unit and cause it to malfunction. 21 or 22 degrees Celsius is fine to get the room cool. Thank you in advance for helping to conserve.

You have a lovely pool in the back terrace to enjoy; the pool pump is on a timer and you should not have to adjust it. We have a pool cleaner. We have a pool cleaner, his name is Eduardo, (Lalo) and he comes Monday, Wednesday and Friday but changes his days once in a while. He has a key to the side gate and does not need to enter the house- he does not take a long time and you may never notice him.

We want you to enjoy your stay here in Puerto Vallarta. Please do not hesitate to ask if you have any questions. Our staff is very excited to meet you and make sure you are comfortable every step of the way.

Contact Info

Brenda Retlaff de Rivera: Patient Coordinator and Concierge

Home #: 225-9946 mobile phone#: 322-121-0080 email: info@biomedicaltherapies.com

Dr. Omar Morales (322) 3564285 dr.omar@biomedicalpv.com

Dr. Raul Morales (322) 3564281 or (322) 1357066 dr.morales@iibmedicalcenter.com

Apheresist L. A. Q. B. Enrique Sanchez (322) 3564279 gerente.operativo_iib@hotmail.com

Nurse Cynthia or Madai (322) 3564279 info@biomedicaltherapies.com

Accounting and Financial department Mariela Corona (322) 3564275 admon.iib@hotmail.com

Transportation service (322) 1358055 info@superiortoursvallarta.com

Biomedical Center Labs (322) 2936161 iib-laboratorio@hotmail.com

Biomedical Center San Javier Hospital (322) 2931500 bancodesangre@hotmail.com

Biomedical Center Amerimed Hospital (322) 3564282 info@yahoo.com