



About Your Rental Home & Quivira

IMPORTANT CONTACTS:

- Please contact us via the **whatsapp group** we set up for you.
This is the best way to discuss any issues or questions with our staff.
- If staying in a Copala home:
 - Copala Concierge (folio setup for resort & golf access & discounts, shuttle requests)
 - Office is in Copala Clubhouse across from park or call +52 624 688 2413
 - Concierge hours: 7am - 10pm and Clubhouse **BAR HOURS: 10am - 4pm**
 - Copala security (Noise or personal safety concerns): +52 624 688 2174
- If staying in a Mavila home:
 - We will create your folio for resort & golf access & discounts, shuttle requests.
 - Mavila security (Noise or personal safety concerns): +52 624 123 8587
 - Call security for shuttle.

AIR CONDITIONING:

Please do not lower the ac below 18C/66F or else they will ice up, drip, and stop working. When you leave for the day, please turn the AC off and close all doors/windows.

BABY GEAR:

A pack and play or a highchair can be rented through at www.cabocondovacations.com

EXTRA COT:

A portable cot for an extra guest can be rented through www.cabocondovacations.com
Please ensure that you extra guest does not exceed the max capacity for your unit!

HOUSEKEEPING:

We offer housekeeping during your stay, one time, or even daily! You can book at www.cabocondovacations.com or contact us on your WhatsApp group text!

FOLIOs / Check-In:

You need a folio account to receive access and discounts across the resort amenities. After check-in, at your convenience, please stop into the Copala concierge (staying in Copala) in the clubhouse OR contact us in WhatsApp (staying in Mavila) to set up a folio account.

PARKING:

If you have a car you will get a visitor pass when you register at Copala/Mavila. You can park in any space that is not numbered (open parking). There is a refundable deposit of \$10USD for your parking pass. Please bring exact change as we can't guarantee we will have change.

SAFE:

Your unit may be equipped with a safe. Please see the instruction sheet near the safe for operation.



SHUTTLES/TRANSPORTATION:

- Copala free shuttle service to/from other resort/golf locations leaves Copala at the bottom of the hour from 7:30 am to 10:30 pm and returns from other locations at the top of hour at 8:00 am to 10:00 pm. Please call Copala concierge (contact info above) to reserve spot(s) as space is limited and first-come/first-served.
- The Mavila free shuttle service to/from other resort/golf locations, leaves Mavila Tuesday – Sunday 10am to 530pm based on availability.
- Free bus service from Sunset Beach Market to PB Rose is free but with limited space. You acquire a ticket from the concierge outside the PB Sunser market area. It typically runs 10am to 10pm, subject to availability. Note: they are very strict that this is for resort transportation only (so no bringing back groceries, etc)
- The concierge can also help with getting a taxi for your group or you can call above (important contacts section)
- You can bring UBERS into the resort, but they cannot come in to pick you up.

TELEVISION:

TVs are equipped with wifi access to sign into any of your streaming accounts! If for some reason we missed signing someone out prior to you, please do so, and then log into your accounts. Thank you!

TRASH:

- Copala Towers 1-2: Trash containers at the doors next to the stairs and elevator in the A/C room?
- Copala Towers 3-7: Trash chute near the elevators
- Casa/Villa homes: Trash cans out front.
- Mavila: The garbage container is in A/C area of each property, in this case shared with the second level or first if they are condos.

LAUNDRY MACHINES:

- “Alta” - High/Hot
- “Baja” - Low/Cold
- Please do not overload the wash machine, please run small loads. Large loads cause extra stress on the units resulting in loud noises and damage.

WATER:

Our water is filtered through a multistage filter system and is safe to drink or cook with, however many guests prefer bottled water for taste and peace of mind.

WIFI:

See fridge flyer for wifi network and password information.