

Karaway Properties
“*Something Special – with YOU in Mind*”

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Dear Honored Guest:

Soon you will be arriving to Villa Karaway in beautiful Puerto Vallarta, Mexico. We appreciate you staying with us and we want to fulfill our mission of exceeding your expectations.

To that end, there are a few things to keep in mind:

- Please complete the guest arrival and menu form that is included herein. Please try to complete this 5 days before your check in. The return instructions are on the form.
- We want you to be a lifelong client of the Karaway Properties. To that end, if you have ANY issues while staying at Villa Karaway, please contact our manager and concierge, Sr. Enrique Perez. Here's how to contact him:
 - o By phone:
 - His local cell number is 044-322-429-8227 which can be dialed from Villa Karaway's Mexico phone line.
 - If calling from the US, and you need to reach Enrique, please dial: 011-521-322-429-8227
 - Email: enrique@karaway.com
 - We also have a US phone line in Villa Karaway (the phone number is (303) 482-2705, which is clearly labeled. You can give this number out to your U.S./Canadian family/friends to be able to reach you while at Villa Karaway. We also have broadband, wireless internet access.
 - You can also contact us via the contact information above, on letterhead.

We are part of the Los Palmares condominium association, so please read the rules and sign your acceptance of the rules.

Most importantly, allow us to immediately attend to any problems you have before or while you are at Villa Karaway. If there is an issue or problem, please attempt to contact Enrique first.

Don't forget that we have property in Colorado (Breckenridge), Florida and throughout Mexico via our association with the Mayan Resorts network. We have vacation solutions for almost any budget and almost any number of people. Please visit our main website at www.karaway.com for more information.

Again, thank you for entrusting your hard earned dollars and vacation time with us. We truly want you to be completely satisfied and return again and again.

Sincerely,

Wayne and Karen Harding

Guest Arrival Info and Menu for Villa Karaway

Name: _____ Dates of stay: _____

Arrival information: _____
(airline and time and number of people)

Please complete and fax back to Enrique Perez at: 011 52 322 293 6836 or email to enrique@karaway.com. It is important that you complete for at least your first two days of your stay. You can tell our cook, Elba, your menu items for future meals once you are down in Puerto Vallarta.

Please help us control our high utilities bills. In the winter, at night please cover the infinity pool with the solar cover. Turn off lights when not in the room. In the warm/hot months, please don't use the air condition unless in the rooms. Thank you!

We want to do to everything possible to make your stay the very best. Our staff works Monday – Saturday (Sunday upon special request). Please let us know if you want your bedrooms cleaned first thing in the morning (around 9 to 11); mid day (11 to 2) or later in the day. You can always change this, but this helps us manage Gloria, our maid's, time.

Please have Gloria plan to make up our rooms: ___ 9 to 11 ___ 11 to 2 ___ after 2

Ask Elba for the food bill on a daily basis so you can reimburse her daily for the shopping. Also, Elba will cook two, successive meals per day (breakfast and lunch or lunch and dinner). The Los Palmares resort (which we are part of) serves breakfast and lunch from 9 am to 4 pm in the large palapa by the pool. If you eat at the resort's restaurant, you can either pay at the time of service or charge it to Unit 104. No tips are allowed on the bill, so be prepared to tip the cook and server each time you use this service. You must pay at the front desk before you check out.

NOTE: The **water at Villa Karaway is SAFE** to drink from the tap.

Items to stock in refrigerator: # of guests: _____

___ Orange Juice ___ Milk ___ Bread ___ Breakfast Rolls Qty: ___

___ Cheese ___ Crackers ___ Ice Cream, Flavor: _____ ___ Fresh Fruit

cut up in a container with fresh fruit to be added to as needed

Drinks: Coffee: _____ Tea: _____ Soft Drinks: _____

Other: (beer, wine, etc.) _____

Meal Type: (breakfast/lunch/dinner): _____ Time: _____ Date: _____

_____, # of guests: _____

Menu:

Meal Type: (breakfast/lunch/dinner): _____ Time: _____ Date:
_____, # of guests: _____
Menu:

Meal Type: (breakfast/lunch/dinner): _____ Time: _____ Date:
_____, # of guests: _____
Menu:

Other special requests:

Our personal recommendations include shrimp/marlin turnovers, mash potatoes; shrimp wrapped in bacon and stuffed with cheese; Mexican fiesta night; garlic shrimp; garlic lobster; tortilla soup.

Villa Karaway is in the Central Time Zone and recognizes daylight savings time. The direct dial number is 52-322-221-5800. From the US, add 011 to the beginning. Our US/Canadian number is 303-482-2705.

Enjoy Villa Karaway!
Karaway Properties
www.karaway.com

Los Palmares Building Rules

Los Palmares Condominio Bylaw	Our condominium is to be managed in accordance with the 'Family Way'. This is a commonly understood phrase used throughout Mexico, that is included in our bylaws, as a remedy for behavior deemed unacceptable to owners of the units in a condominium.
Jalisco State Law	Anyone (owners and guests) residing in our condominium must indicate by their signature that they have been provided with, have read and agreed to abide by the condominium building rules before they enter the building.
Violations of Rules Have Consequences	Condominium staff will communicate a first violation to the attention of the violator (or in the instance of a child) to the adult responsible for disciplining the child's behavior. Condominium staff will communicate a second violation to the owner as well as to the violator.

Signature

Unit #

Owner

Phone #

Los Palmares Building Rules

Front Desk Staff	They are expected to: <ul style="list-style-type: none">• ask everyone (owners, guests, visitors and trades people) to record the date, time and unit # they are visiting, in the Arrivals/Departures Book,• ask residents to sign the Building Rules Signature Page,• ask everyone to sign the Arrivals/Departures Book on their departure,• calculate and accept payment for meals served by the Palapa staff (please advise the front desk of your departure date one day before, in order for them to calculate your food bill from the Palapa, if any),• post staff work schedules,• provide today's key code that allows you to return to our condominium from the beach,• lend you a key for access to the exercise room.
Palapa	<ul style="list-style-type: none">• Opens Monday to Saturday, 9:00 A.M. – 4:00 P.M, Sundays and Mexican National Holidays 10:00A.M. – 4:00P.M.• Men's and ladies' washrooms are available during pool hours.• Please pay your Palapa bill on the 15th or 30th of the month or on your departure day, in cash only.• Please return dishes to the Palapa during opening hours or give them to your maid.
Pools	<ul style="list-style-type: none">• Opens at 9:00 AM. And closes 10:00 P.M. every day,• Swimsuits must always be worn,• It is not allowed to use sun tanning oil before entering in the swimming pool• Children under 12 must be supervised by an adult remaining at the pool at all times,• Inflatable toys and air cushions must be removed from the pool as soon as the people using them leave the pool,• No eating or drinking, while you are in the pool,• After 5pm no children are allowed in the Jacuzzi.
Exercise Room	<ul style="list-style-type: none">• Access is controlled by a key kept by the front desk staff.• As you leave the Exercise Room, please re-lock the sliding door before returning the key to the front desk.• Hours from 8 – 12 A.M. are restricted to Owners.

Los Palmares Building Rules cont'd

Beach	<ul style="list-style-type: none">• No nude sunbathing,• If you and your dog take a walk, please use a plastic bag, then dispose it in the garbage cans to clean up after your dog,• Access from the beach is controlled by a combination lock. The code is 154.
Pool Deck	<ul style="list-style-type: none">• Do not reserve lounges or chairs by leaving towels or other personal items on them,• Paper cups and meals served by Palapa staff are permitted, but glass cups are not allowed,• Dogs are only allowed on the pool deck area in order to proceed directly to the beach,• Only the use of headphones is allowed for music in the pool area.
Pets	<ul style="list-style-type: none">• Small dogs are allowed (less than 40 pounds),• Dogs are allowed on the beach without a leash,• Dogs may use the parking lot, as an alternative to the beach, but please use the garbage cans to clean up after your dog,• No other pets are allowed,• Guests are not allowed pets,• Upon arrival, vaccination papers for dogs must be presented to the front desk staff.
Units	<ul style="list-style-type: none">• If you use the air conditioner, please be sure all doors and windows are kept closed, otherwise, the conditioner may overheat or malfunction and may leak water through the ceiling.• No loud noise or partying after 11:00 p.m.
Balconies	<ul style="list-style-type: none">• Beach towels and clothes should not be hung over the railings to dry. Use a clothes dryer.
Parking Lot	<ul style="list-style-type: none">• Parking Rules are explained by members of the front desk staff.
Elevator	<ul style="list-style-type: none">• Please use towels to keep the floors of the elevators dry.
General	<ul style="list-style-type: none">• It is allowed to have maximum 3 guests per bedroom in the common areas