



Preparing for your visit

As your day of arrival approaches, we want to help you be best prepared for the amazing time you will have in Casa Corazon and everything you will enjoy at Punta Mita. We hope this guide not only helps you prepare, sets the right expectations, but we also hope it increases your excitement!

Concierge

Casa Corazon comes with a white glove concierge experience leading up to your trip and as much as you want to use it while there. Our concierge will work with you in the weeks before your arrival to help you secure transportation from the airport to Punta Mita and also for your return to the airport on your day of departure.

The concierge will assist you in meal planning whether it be just breakfast and lunch or even evening dinners with a 3rd party hired by the concierge. The preparation of daily breakfast and lunch is included in your rate; however, you will pay for all food costs (groceries) while you are in the villa. The concierge can share with you based on your selections and the amount of meals you prefer, the price you may expect to pay so that you can budget should you want beforehand. You will always be given all receipts for food purchased for your stay in the Villa.

The concierge can help with dinner reservations both inside the resort of Punta Mita or in the local town of Punta de Mita. Do not worry, our concierge and team are experts at guiding you and ensuring you have an amazing time. Your concierge can help you book excursions like swimming with dolphins, zip lining, etc. Ask the concierge anything you wish in preparation for your arrival.

House Staff

You will love the staff at Casa Corazon. Depending on the size of your group you will have at a minimum 2 full time staff that will arrive before breakfast and leave around 4 pm each day. For parties larger than 6 we will add additional staff up to 4 total at no additional cost. Our staff will prepare meals, poolside drinks, do daily housekeeping, laundry when needed and make sure the home is functioning properly and all your needs are met.

Golf Carts and Accessing the Resort Clubs

Casa Corazon comes with 2 six-person golf carts that can only be driven by guests ages 18 and older. You will be expected to follow all the local driving laws. Be aware of speed bumps, the speed limit and never take short cuts around the many round-about in Punta Mita. Any damage to the carts is your responsibility as outlined in the contract. We want you to have fun, the carts are one of the favorite things to do in Punta Mita. Feel free to take the golf carts into the wonderful town/pueblo or Punta de Mita and enjoy restaurants, shopping, simply watching how the locals live or anything else you want to do. You can find excursions for sale in town, rent a fishing boat, or get a massage or pedicure. Many

guests will want to explore and do that on their own, while others will want to schedule all of that with our concierge. You will use the golf carts, or you can also request transportation from one of many white guest transport vans within Punta Mita and the concierge can help you schedule the usage of those should you need them. You will have access to 5 different beach clubs and the private Hacienda de Mita Owners Beach Club. You must have your guest pass to access any of the clubs. Each beach club other than the Hacienda de Mita Owners Club, will have towels for you. We go into more detail about each beach club on our website if you would like more information.

Tipping

If you are like most guests you will fall in love not only with our staff at Casa Corazon, but anyone that you meet both inside the gates of Punta Mita or in the beautiful little town of Punta de Mita. You will wonder what is standard for tips or propinas as we call them in Mexico. No need to stress or worry, it is all laid out here for you. Tipping is always optional, but it is important to know everyone in the food and beverage industry and vacation rental industry in Mexico relies on your generosity as part of their annual income. If you do not feel a tip is necessary, you do not have to tip.

Tipping the staff at Casa Corazon. We have two full-time staff members at Casa Corazon named Erwin and Yuri who you will want to take home with you as they will not only take amazing care of you, but you will feel of their love and concern for you, your family and all your guests. We suggest \$20 USD per day per couple (adults) for each Erwin and Yuri. If your group is over six persons, we may bring in additional part-time help to make your stay more enjoyable and it is suggested that you leave a \$20 tip per day per each extra staff in total, not per couple. For example: You have a party of 12 (6 couples) staying for 5 nights. In this case you have Erwin, Yuri and two additional staff members. Each couple would pay \$100 to Erwin, \$100 to Yuri. That was calculated at $\$20 \times 5 = \100 per couple for each of them for a total of \$200 per couple. Now for the extra two additional staff, each couple would put \$16.67 for each of them giving extra staff #1 a total of \$100 and extra staff #2 \$100. Erwin will have earned \$500, Yuri \$500 and each of the extra staff \$100 each. If you have lots of kids and want to tip extra that is your choice and if you feel like they deserve less, that too is up to you. Your generosity will be appreciated no matter what. We are confident that when you see the non-stop work on your behalf from start to finish, you will be impressed!

Tipping the Concierge Team of Casa Corazon. Behind the scenes and sometimes in the scenes you will meet JJ and/Rosina our concierge. The concierge team ensures all your pre-arrival needs are met like groceries, transportation, excursions etc. In addition, they will help with restaurant reservations, spa services, dinners in the Villa and anything else you may need. If you need anything, you can ask them, and they will do what they can to get it for you. Tipping the concierge is a bit more “up to your discretion” based on how much you use them, see them, and feel they have been helpful. We would suggest between \$20 per day in total between all guests on the low end if you did not utilize the services much to as much as \$20 per couple per day if you relied heavily on their assistance. Again, the concierge team is here to serve you and ensure your trip is amazing.

Where do you leave the tips/propinas? Normally the morning of your check out or the night before you will be provided with tip/propina envelopes where you can write each person’s name on them. Using our example above you would have one for Erwin, Yuri, Staff 1, Staff 2, and Concierge Team. You can use \$USD or \$Pesos. On the envelope you will see a QR code you can scan with your phone camera and leave a review if you feel inclined.

What about at the beach clubs or in town restaurants? In Mexico, a 10% tip on food and beverage is standard. Giving 15% or more in tips would indicate you were o. ly impressed with your service and would be very appreciated. It is preferred to always tip in cash both at the beach clubs inside of the Punta Mita development and in town. A smaller tip, in cash is better for the server than a larger tip on the card from our years of speaking to the wait staff. You can get cash at many ATMs in town or bring the cash prior to your trip. Each of our rooms in Casa Corazon has a secure safe for you should you want to keep your cash there during your trip. Thank you sincerely from our hearts/Corazon to yours. The people of Mexico and more specifically, Punta Mita are near and dear to our hearts, and we know they will be to yours too. Your kindness will not go unnoticed, and your generosity will be appreciated.

Sincerely, Casa Corazon Ps, should you have any concerns or questions send an email to reservations@casacorazonpuntamita.com and in the subject line write "tipping"