Villa de Vistas Guest Guide

San Pancho, Nayarit MX

A Guide For Your Stay With Us

Feel free to share this guide with anyone in your party

Contents

Congratulations on reserving Villa de Vistas; you are now ready to start planning!

Please read through this guide for key information.

We are excited to support you before and during your stay.

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- **Wifi** - Network: VillaDeVistas - No PW - Follow Prompts

Contact Info

Our team is here for you. Please contact us for support.

Contact Info:

	Name	Email / address	Phone/WhatsApp
Primary Contacts	Marie-Eve Grondin (concierge)	coconut.retreats.mexico@gmail.com (WhatsApp is preferred)	011 52 322 368 5632 (WhatsApp preferred)
Primary Contacts	Iris R. Cienfuegos (property manager)	irisrc.mx@gmail.com (WhatsApp is preferred)	011 52 322 108 6086 (WhatsApp preferred)
Backup Contacts	Matthew Roberts (owner)	villadevistas@gmail.com	503-505-1551
Backup Contacts	David Roberts (owner)	david@thedifferenceconsulting.com	415-244-9110
	Hospital San Francisco General (local)	It is on the corner of Egypto and Africa Streets, Go to Map	011 52 311 258 4077
	Hospital CMQ Bucerias (more complete service)		011 52 329 298 0717
	American Consulate - 011 52 322 222 0069	Canadian Consulate - 011 52 322 222 5398	

Wifi:

Network: VillaDeVistas	**Enter email to register and follow prompts**
Please note that we have a robust wifi mesh network and 2 internet service providers with a switch that toggles between networks if 1 goes down. If you have issues with connectivity or internet speed please let us know. We have invested a lot of time and money to maximize this service for you.	

Pre-Trip Planning

- **Passports** - Confirm that your passports are valid six months beyond the date of travel.

- **Recommended Apps to Download:**
  WhatsApp - If you can, please download and use this free, reliable app. This is what the locals use (vs text messaging or calls) and it is best way to contact Marie, your concierge.
  Google Translate - This app is useful if your Spanish isn't strong. It is also a good one to add to your phone before coming, in case you need it upon arrival.

- **Phone Use in Mexico** - It is essential to have reliable communication (**cell phone**) to coordinate with the concierge. Confirm with your carrier before you travel. If your phone carrier is non-Mexican, you must dial: "011 52" before any Mexican number. Most local numbers start with "322"

- **Concierge** Marie can be messaged or called at 011 52 322 368 5632, you can **Whatsapp her here**
- **Property Manager** Iris can be messaged or called at 011 52 322 108 6086, **Whatsapp her here**.

- **Vehicles and Transportation**
  - **Rent a Car -** The Villa is a 30 min walk from town (8 min drive) and the property sits at the top of a hill with quite a few steps for walkers. A rental car allows easy access to nearby towns and adventures. We have always used Gecko because there are no hidden fees and liability insurance is included. If you choose to use them, we'd love to hear if you liked them so we can continue to recommend them. If you have a good experience with another company we'd like to hear that too. Rent as soon as you can, as they sometimes run out of cars.
  - **Car Service** - If you are not renting a car, contact Marie and she will coordinate ground transportation. Uber or bus are not recommended. This works if you REALLY enjoy walking, or are planning on golf cart(s).
  - **Golf Cart -** If you would like a golf cart Marie can set that up for you and it will be waiting at the house. It is recommended to reserve ahead of time. Golf carts are easier to park in town than rental cars, but can't travel to other towns.

Pre-Trip Planning

- **Groceries** - Many guests do major grocery shopping at LaComer (similar to a large Whole Foods) or Mega (similar to Safeway/Fred Meyer/Stop & Shop) 15 km from the airport along your drive to San Pancho. If you get car service, you can request a stop and they will wait for you to shop, for free. It is a good place to go for an ATM. San Pancho also has small corner stores with vegetable and fruit stands and places to buy fresh seafood.

- **Drinking Water -** Villa tap water is safe to drink. We also provide bottled water containers in each kitchen. Hot water is “on demand” so be patient.

- **Visiting Chef and Food Delivery -** Consider having a chef prepare a meal or two for you at the Villa or have food delivered from a local restaurant. We can’t recommend this enough as a wonderful way to relax and enjoy each other. Marie can coordinate this for you.

- **Packing** - Temperatures fluctuate, but it tends to be warm. You may want a light jacket or long pants in the night or morning, but it’s mostly shorts and t-shirt weather. Guests typically spend a lot of time in the pool or nearby at the beach. You may want solid shoes for walks to town or along the jungle road. Bring sunblock, bug spray, and essential medicines. If you are a birder, bring binoculars.

- **Banking/Changing Money**
  In the US a lot of people carry no cash. This isn’t really an option in Mexico. Make plans to get cash. It is easy to use an American or Canadian ATM card. Some places accept credit cards, but many don’t, including private chefs, street vendors, golf cart rentals and some restaurants. ATMs can be found at the airport, the Mega, LaComer, the Hospital in San Pancho and in several stores in town, including the market, El Indio. Marie can point you to some ATM locations. The money changing stations in the airport tend to give worse rates than ATMs.

- **Make Reservations with Marie**
  Once you have some sense of your needs, we recommend notifying Marie to coordinate and reserve the services you need. Golf carts and chef services are in demand in high season and can become unavailable if you wait until you arrive.

Arriving in Mexico & Navigating the Airport

On The Plane:

- The only document you need to come to Mexico is a **passport**.
- On the plane, you will be given a **customs form** to complete. 1 per family.
- The form should be self explanatory. Bring a pen. Some airlines don't provide them.

Upon arrival at PVR Airport after disembarking plane:

- **Line 1: Immigration**
  Follow the crowd and have your passport ready. This line can vary in length between 10 min to 30 min. Once you have cleared immigration, follow the crowd to get any checked bags.
- **Line 2: Customs Check**
  Once you have your bags, get in line for customs. Here you will wait in line and run your bags through a scanner. Varies in length between 10 to 30 min.
- **The "Gauntlet":**
  As you exit baggage claim/customs you will walk through a section where several people will offer you timeshares, etc, etc, etc. Keep walking and say, "No, Gracias."
- **Rental Car:**
  If you used Gecko, they will arrange airport meetup via email. If you have used a company other than Gecko, you will likely find their desk between the "Gauntlet" and main lobby of airport.

Meeting your party (especially if you are a large group):

- If you are in a large party, you can wait in the main lobby and watch folks come out of baggage claim or you can pre-establish a meeting place, such as the Corona Isla Bar. It is just outside the airport doors to the right.

Transportation & Directions from the Airport

Driving Directions to meet our Concierge:

For your convenience, Marie, the concierge, will meet you just as you reach San Pancho. There is an PEMEX gas station and an OXXO convenience store at the highway before just as you enter town. Once you meet her there, she will show you the way through town to the house. Here's a link to get to the OXXO.

Please coordinate with Marie prior to your travel day, over WhatsApp or text. Call or text her when leaving the grocery store or when you are in Bucerias. This will help coordinate her arrival to the OXXO to meet you. If you are taking a taxi or car service and are having trouble, you can ask the driver to call for you. Again her number is: 011 52 322 368 5632, and WhatsApp is preferred if you are able to use it.

Here is a basic map we've had an artist render of the directions to San Pancho
On your way, if you are stopping for groceries, here's a link of a big market on the way:
Mega
Across the street is LaComer

IF YOU GET PULLED OVER BY THE POLICE WHILE DRIVING:

1. BREATHE deeply. Don't panic. It has happened to us and you will survive.

2. First thing to do: Call Iris on her cell phone: 011 52 322 108 6086. She will tell you what to do. If she doesn't answer, call her husband Otto: 011 52 322 139 5625. If you can't reach them, you will talk with them after dealing with the police.

3. If asked, show the officer your driver's license and registration but HOLD ON to your license. Don't give either to them. They can look but not TAKE. IF POSSIBLE WRITE DOWN THE POLICE CAR NUMBER AND/OR THE OFFICER´S NAME.

4. Do not give money as a bribe. Ask for the ticket. Agree that you will pay it. Say "MULTA", that means "to be fined." It is ok if they take the license plate off your car, which seems odd but it is typical. Iris will help you get it back. The fine is not super expensive.

Transportation & Directions from the Airport

Tips for Driving in Mexico

- **Left Hand Turns Are Different -** On multi lane roads you need to be in the right lateral to make a left turn or a u turn. Pull to the right, wait for a break in traffic, then turn left across all lanes.

- **Left Turn Signals Have 2 Meanings** - They are used to 1. Indicate to the car behind that it is clear to pass, or 2. Indicate your car is intending to turn. Make sure you consider this when another car uses their left hand turn signal.

- **Traffic Lights** - Green = Go, Blinking Green = Prepare to Stop, Yellow = Stop, Red = Stop!

If you have trouble connecting with Marie or Iris
and you find you need to drive all the way to the house–

Click this map link from your phone. It will open in Google Maps and get you 95% of the way to the house. You can also follow the dotted line on the map in this document.

Go through the curved walled entrance, take an immediate left up the steep hill, then halfway up the hill turn left again. Keep left until you see the house at the very end of the road.

Park on the left once you reach the house, making sure not to block our neighbors' garage doors.

Printable Driving Directions (if preferred)

Remember to call or WhatsApp Marie (the concierge) **from the Mega/La Comer if you stop,** so she can time her arrival at the OXXO, your meeting place.

Getting Oriented - Ask your rental car company how to **Head north on highway 200**. It will bring you all the way to San Pancho.

Take 200 N – The first part of the drive is flat on a four lane road. Be on the lookout for both Mega and La Comer on your right, if you plan to stop for groceries (recommended). They are co-located 15 kilometers from the airport.

Continue on 200 North As soon as you pass La Cruz, make sure to take the left lane, if you stay in the right lane, you will jump on the toll road! Follow signs (as if going to Tepic) and drive over the mountain. **The road turns to two lanes** with dangerous curves. We suggest you just tuck into line and don't try to save time by passing trucks. You will pass through the towns – San Quintin, San Ignacio – and you go by Sayulita. The next town will be San Francisco, which goes by the nickname of San Pancho.

Turn left off of 200 North at San Francisco onto the main street and then a quick right into the **OXXO gas** station that is adjacent to Highway 200. **Meet Marie there**.

… If you are driving on your own, and meeting Marie at the house, you have a few more turns to Villa de Vistas.
Drive into town on Tercer Mundo (main street) toward the beach. After you pass the soccer field and the elementary and secondary schools you will -

Turn right onto Calle America Latina, which is the third street. Take it slow, and be patient. The streets are narrow.

Keep right at the Sports Bar. It will twist and turn as you will bump along. You will pass these landmarks.

- On your left, Las Olas, a gated community.
- On your right, a golf course.
- Go under an arch
- On your left, a Beach Club that has a very large palapa (thatched roof)

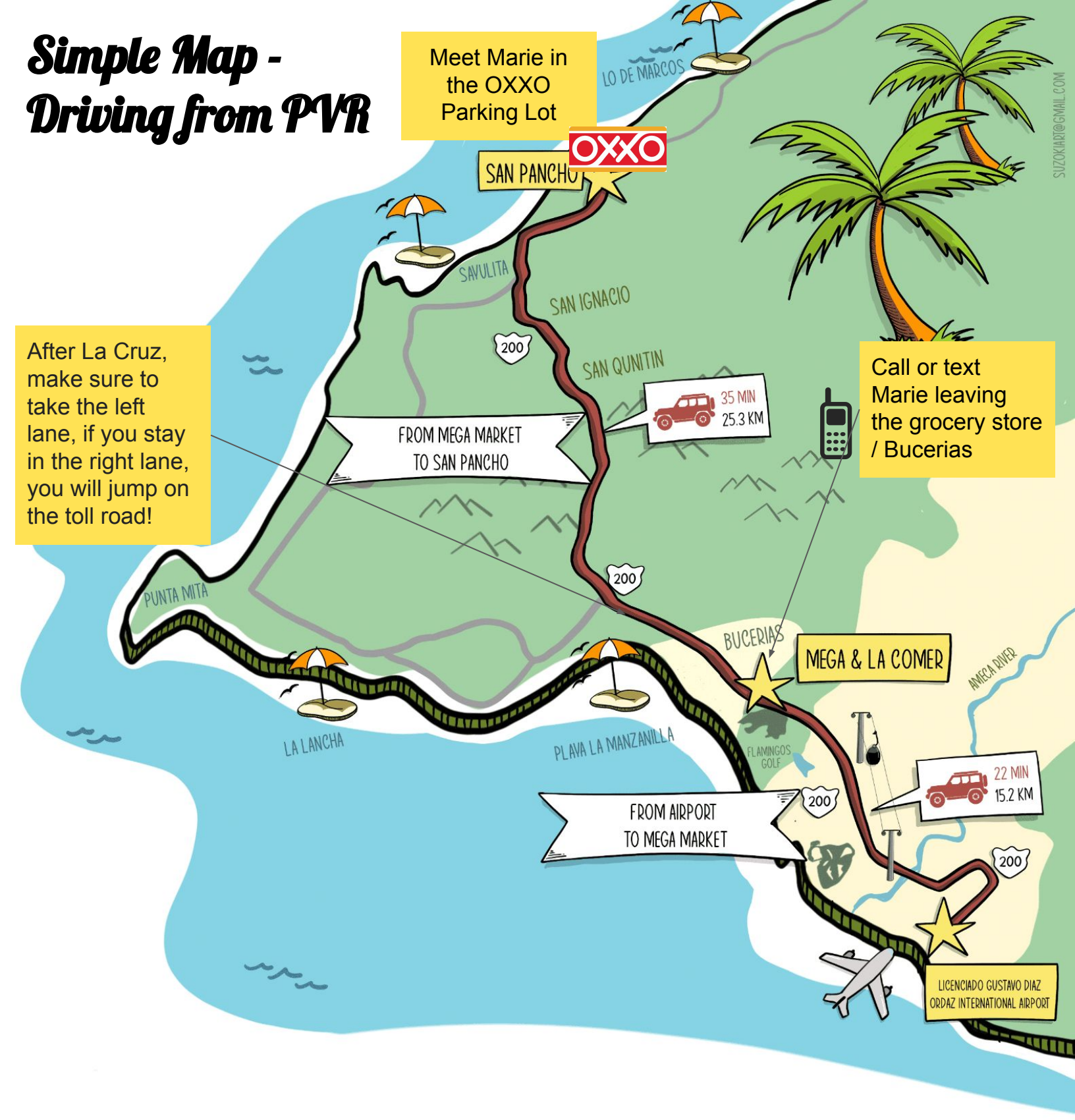
As you come down a hill after the Beach Club, the road turns left 90 degrees toward the water. Follow it. Turn right at the bottom of the hill.

The road soon turns to dirt and becomes, the "Jungle Road." (It is formally Calle las Palmas, then changes names to Calle Las Clavelinas)
Look for a curved wall entrance on your left (you will see a Calle Melisa Ceramic Sign) and
Turn left up the hill through the walled entrance.
Then take your first left part way up the hill. The road is called Calle Higueras.

Continue on this road, and follow the road to the end. You will arrive at Villa de Vistas. When in doubt bare left and ride along the ridge of the hill.

Please park on the left side of the street or in front of our driveway, **not** blocking our neighbor's garage.

Simple Map - Driving from PVR



**This content assumes you are flying into PVR. Please let us know if you require coaching on a different itinerary.*

San Pancho Map

Villa Guidelines

- **No Pets** - It is not safe for you to bring your pets for many reasons. If dogs or cats wander onto the property. Let us know, so we can help find their owners. Please don't feed them.

- **No Smoking** - Please do not smoke on the property.

- **No Parties, No Late Night Noise** - Our plumbing and septic system are not adequate for groups larger than our paying guests. If you'd like to have a party, we may be able to support you with appropriate accommodations. Please inquire ASAP if this is your intent. Please observe quiet time after 10pm and before 9am.

- **No Food Left Out -** Tejones (similar to racoons) will come onto the property when food is left out, especially at night. Please keep windows closed to prevent their entrance into your property.

- **No Flushing Paper Products -** Like most of Mexico, all toilet paper and other paper products should be discarded in the waste containers in the bathrooms to avoid plumbing issues.

- **Use Air Conditioners Responsibly -** We encourage you to use the air conditioners to cool rooms as you'd like. However, please confirm windows and doors to adjoining rooms are closed. Many bathrooms are open air and will let warm air in. Please do not run air conditioner if you are not in the room.

- **Generator** - We recently added a generator to the property as there have been issues with the power going out in San Pancho. If there is a power outage, it should go on automatically. Please contact us immediately if you have any down time due to power outages.

- **Separate Garbage** - Please put your garbage in the appropriate places. Our team will empty garbage and recycling for you every time they are at the Villa.

- **Please Respect Cleaning Schedule** - Noemy and Josefina will come at 9am on M-W-F or T-Th-S to do light cleaning. Please do not leave a sink full of dishes for them.

- **Please Lock Up at Night** - Many guests leave doors unlocked during the day, but at night, please:
    - Lock the front gate in the stone wall Entrance by parking area.
    - Close the gate at base of yellow spiral staircase from the dining room to keep out the Tejones (racoon-like animals).
    - Lock the padlock gate at the pathway that winds to the bottom of the property (f you unlocked it previously.) The padlock combination is 0077. Push together to release.
    - Close the barn door between the kitchen and the dining room. (main house only)

- **Please Enjoy Pool Safely** - Be vigilant with young children and please rinse sand from your body before entering the pool in the outside shower close by. Lights for the pool are located just inside the wooden door with the turtle carved into it. Contact us if the water temperature needs to be adjusted.

- **Water-** It is a scarce resource in Mexico. As San Pancho grows, it becomes more of an issue. For that reason, we have opted for a new type of beach towel, similar to ones professional divers use. Please be efficient in your use of our laundry machines and other heavy water use activities.

Activities

Grab a Meal in Town

- Follow your nose, and you'll find something good.
- Marie can also help you order food for pickup or delivery. Contact her for help.

Hang out at the San Pancho Beach

- We are a 7 min walk to the local beach. We recommend bringing flip flops for hot sand.
- Walk down the garden path, through the gate and right on the jungle road. As you round the bend, you'll find a chain that you can step over across a walkway that will get you to the north end of the beach. The north end of the beach tends to be very sparsely populated.
- The south end tends to have a lot more people (near town). You can walk along the beach for about 30 minutes to get there, or drive.

Enjoy the Surf

- Often the water can be rough. General rule of thumb, watch others in the water first before going in. We recommend having your most seasoned swimmers test the waves before bringing in others. Depending on the waves, we go in and body surf, or maybe just stay closer to shore and get our legs wet.
- Surfing and bodyboarding are popular in town. There are several shops in town. Nativa Surf Shop has gear and classes. Most surfers surf at the far end of the beach (in town). If you are a beginner, we recommend you request a surf guide from a local shop and have them bring you to gentler nearby surf break.

Visit Nearby Beaches

- There are towns that have calmer waters. Lo de Marcos has calm waters and is about 15 minutes further north on Highway 200. It is more of a sleepy town, and is a nice relaxing place to visit, particularly if you have little ones that really want to get in the water. It is not a surf break. Ayala, a town a bit further north also has calm waters.
- Sayulita is a famous beach town 10 minutes from San Pancho. The waves tend to be very calm there. It's often hard to find parking and it is often crowded. It is a beginner surf break.
- Reach out to Marie if you have any questions or would like other recommendations.

Go Shopping

- There are lots of little shops along the main street of San Pancho and along the side streets. It's fun to wander and see what you find. Different stores hold different hours.
- You will find handcrafted jewelry, paintings and other art, bathing suits, t-shirts, keepsakes and one of a kind gifts.
- Also, the town square (Plaza del Sol) has a market on Tuesday from 9-2pm. Open Nov-May.
- La Peñita(a town 40 minutes north) has a bigger market on Thursdays from 9am -1pm. Fresh produce, good buys on silver jewelry, blankets, shirts, masks, etc. It's fun to visit a larger town.
- Other Markets - La Cruz on Sunday and Sayulita on Friday.

Activities

Get a Massage

- There are many places in town to get massages, or you can get someone to come to the house and do massage there. Contact Marie for suggestions.

Do Yoga, Pilates, Other Exercise Classes

- There are lots of places in town, ask Marie for suggestions.

Polo

- There is actually polo in town. Check here for details. Polo matches, if the season is right, tend to be on the weekends.

Tierra Tropical Beach Club

- There is a fancy beach club just a short walk away, where you can pay for a day pass. It's a nice way to relax. I believe it doesn't allow children.

Hire a Tour Guide/Company:

- Zip Lining (and other adventures) - Rancho Mi Chaparrita
- Whale Watching - La Orca
- Snorkeling - Vallarta Adventures
- Fishing- Vallarta Adventures
- Birding - San Pancho Birding Club
- Surfing - Nativa Surf Shop
- Mountain biking - Contact Marie
- Horseback riding - Contact Marie

Entreamigos

- We have a fantastic community center. We can't write enough good things about it, so we'll share a link.

Check-out time is 10am

- Tip: We have a cleaning/maintenance staff as well as a concierge. You can tip in dollars or pesos. Be as generous as you can. Some recommend $10 US per unit per day for the onsite team. That will be divided 3 ways. You can tip the concierge (Marie) according to the concierge services she has provided you.
- Please allow ample time to get to the airport. There can be long lines at the airport as well as traffic delays.
- If you logged into your Netflix, Amazon, Hulu or other streaming service on any smart TV, please logout of it before you leave.
- As you leave, please turn off lights, AC units, close windows, and leave keys on the table.
- If you have time to kill in San Pancho between 10am and when you need to leave for the airport, it maybe possible to store your bags with our house manager. Ask Marie for details.