



Welcome to Maya Riviera Condos

Your Home Away from Home in the Heart
of the Riviera Maya



Frequently Asked Questions

1. Where are the properties located?

The properties are situated in Playacar (adjacent to Playa del Carmen) and Puerto Aventuras (15 minutes south of Playa del Carmen) in the state of [Quintana Roo](#), Mexico, within close proximity to the beach, local dining, shopping, and cultural attractions. Guests will find it convenient for both leisure and business travel.

2. How far are the properties from the airport?

Playacar is approximately **50 minutes** from **Cancun**. **Puerto Aventuras** is about **65 minutes** from Cancun International Airport. Private transfers, taxis, and rental cars are readily available. We are happy to recommend reliable transportation service.

3. What amenities are included with the rental?

Guests enjoy access to:

- A fully equipped kitchen
- High-speed Wi-Fi and Smart TV
- Air conditioning
- Fresh linens, towels, and basic toiletries
- Swimming pool
- Secure on-site parking

4. Are the properties suitable for families?

Yes. Both properties are family-friendly and offers ample space for children. Upon request, we can assist with arrangements for baby equipment such as cribs or highchairs.

5. Are pets permitted?

We welcome small, well-behaved pets with prior approval and a cleaning fee.

6. What is included in the rental price?

The rental rate covers Wi-Fi, access to condominium amenities, and a professional cleaning prior to arrival. Additional cleaning services during your stay can be arranged for an extra fee. The rental rate does not include electricity.

7. How secure are the properties?

Guest safety is a priority. Both gated-communities feature 24-hour security personnel, gated entry, and CCTV monitoring.

8. Do we provide transportation services?

While we do not provide airport transfers directly, we can recommend trusted shuttle services, private drivers, or car rental providers to ensure a smooth arrival and departure.

9. What are the check-in and check-out times?

- **Check-in:** 3:00 PM
- **Check-out:** 11:00 AM

Early check-in and late check-out requests will be accommodated whenever possible.

10. What is our cancellation policy?

Cancellations made **30 days** prior to arrival are eligible for a full refund. For later cancellations, refund eligibility will depend on the terms as described in [Rates & Cancellations](#).

11. How do I confirm a reservation?

Reservations may be made securely through our website, or direct contact information with the appropriate property manager. A deposit is required to confirm the booking.

12. Who should I contact during my stay?

Guests will be provided with the contact details of our local property manager, who will be available for assistance, inquiries, and emergency support throughout the stay.

Travel Trips for Mexico

We want your stay to be as enjoyable and stress-free as possible. Here are some useful tips and recommendations for traveling in Mexico:

1. Currency & Payments

- The local currency is the **Mexican Peso (MXN)**.
- Credit and debit cards are accepted in most restaurants, shops, and supermarkets, but smaller establishments often prefer cash.
- ATMs are widely available—choose those attached to banks for added security.
- Carry small bills and coins for taxis, markets, and tips. Often at restaurants you will be asked if the bill is “open” or “closed”. Open means the tip is added to the bill. Closed means you pay the stated amount and provide a cash tip (approximately 10% of the bill).

2. Language & Communication

- The official language is **Spanish**. While English is common in tourist areas, learning a few phrases such as “*Buenos días*” (*Good morning*) or “*Gracias*” (*Thank you*) is greatly appreciated.
- Most cell phones will work in Mexico if you enable international roaming. Alternatively, local SIM cards and eSIM options are affordable and widely available.
- Wi-Fi is included in the condo, and many cafes and restaurants also provide free access.

3. Health & Safety

- We recommend drinking **bottled or filtered water**. The condo provides safe drinking water for your convenience.
- Use sunscreen generously; Mexico enjoys year-round sun, and UV levels can be high.
- Travel insurance that covers health, cancellations, and belongings is strongly advised.
- Pharmacies (*farmacias*) are easy to find, and many carry both over-the-counter and prescription medications.

4. Transportation

- Taxis, ride-share apps, and private transfers are widely available in tourist areas. Always confirm the fare before starting a taxi ride.
- For exploring beyond the city, car rentals are a practical option. Roads are generally good, and signage is in both Spanish and symbols.
- Many excursions and tours offer hotel or condo pick-up service.

5. Weather & Packing

- The climate is typically **warm and tropical**, with higher humidity near the coast. Lightweight, breathable clothing is recommended.
- Bring comfortable walking shoes for exploring, along with swimwear, hats, and sunglasses.
- A light sweater or jacket is useful for cooler evenings or air-conditioned environments.
- Rain showers can occur, especially during the summer months, so a compact umbrella or raincoat is advisable.

6. Culture & Etiquette

- Greetings are important in Mexico. A polite “*Buenos días*” or “*Buenas tardes*” when entering a shop or restaurant is customary.
- Tipping is standard: 10–15% at restaurants, small amounts for hotel staff, and a few pesos for bag handlers or grocery packers.
- Respect local customs, traditions, and religious sites. Photography may not always be permitted in churches or cultural landmarks.

7. Emergency Information

- The general emergency number in Mexico is **911**.
- Hospitals and medical clinics are available nearby; our property manager can assist in the event of an emergency.
- Keep a copy of your passport and important documents in a safe place.

Travel Tips for Mexico

- Currency: Mexican Peso (MXN). Carry small cash for local vendors.
- Health: Use bottled/filtered water, sunscreen, insect repellent.
- Transportation: Taxis, ride-shares, or car rentals are reliable options.
- Weather: Tropical, so pack light clothing, swimwear, and sun protection.

Discovering Maya Culture

The Yucatán Peninsula and Riviera Maya are home to the rich heritage of the **Maya civilization**, one of the most advanced ancient cultures in the world. During your stay, you may wish to explore:

- **Archaeological Sites:** World-renowned sites such as Chichén Itzá (a UNESCO World Heritage Site and one of the New Seven Wonders of the World), Tulum's seaside ruins, and the pyramids of Cobá are within reach for day trips.
- **Cenotes:** Natural freshwater sinkholes that were sacred to the Maya and are now popular for swimming and diving.
- **Maya Traditions:** Local communities continue to preserve traditional crafts, textiles, and ceremonies that connect to their ancestral roots.

Exploring these cultural experiences adds depth to your visit and connects you with the living history of the region.

A Taste of Mexico: Local Cuisine

Mexican cuisine is world-famous, and the Riviera Maya offers both traditional flavors and modern dining. During your stay, we recommend:

- **Yucatán Specialties:** Try *cochinita pibil* (slow-roasted pork marinated with achiote), *sopa de lima* (lime soup), and *panuchos* (tortillas stuffed with beans and topped with meat and vegetables).
- **Seafood:** Fresh ceviche, grilled fish, and shrimp dishes highlight the coastal influence.
- **Street Food:** Tacos al pastor, tamales, and marquesitas (crispy crepes filled with cheese and sweet toppings) are must-tries from local vendors.
- **Drinks:** Refresh with *agua de horchata* (rice and cinnamon drink), enjoy authentic Mexican coffee, or sample tequila and mezcal responsibly.

Dining in the Riviera Maya is an experience, from family-run eateries to fine dining with ocean views.