



Bienvenido! Welcome to Villa Tranquila!

Thank you for choosing Villa Tranquila for your stay on Isla Mujeres. Our goal is to make your visit comfortable and enjoyable. Hopefully the information below will assist you during your holiday.

Property Managers

- Capi Property Management is the company that takes care of Villa Tranquila.
 - US cell # dial (011-52-1-998-705-9956).
 - Local phone 998-705-9956

Via email at (capipropertymanagement@gmail.com).

There is a Mexican cell phone in the corner near northwest end of kitchen. You can dial the # from this phone.

Internet Access

We have wireless access in each of the rental units. Passwords are located on each router. You will have to configure your device in the settings to log on. Be aware that internet connectivity on the island can be problematic and there may be times when it is down or extremely slow.

In the Event of an Emergency

Dial 911

1. Doctor Salas (speaks English) Local # 998-877-0021, Cell 998-845-2370
2. Doctor Mora cell is 9982331054 and her office is across from the soccer park by Chedraui
3. Police info is 998-877-0082

There are at least 2 clinics on the Island. One is located on Gurerro St. not far from the AKI grocery store near the Catholic Church (Basketball courts) at the south end of Hildago St.

The other Clinic is located near the center of the Island (near Hacienda Mundaca) and it is new (maybe 4 years old).

Cancun has a number of facilities:

Galenia Hospital	998-891-5200
Hospiten	998-881-3700
AmeriMed Hospital	998-881-3400
Hospital Americano	998-884-6133
AMAT Hospital	998-877-4422

Getting Around on Isla Mujeres

For Taxi service here is a man who is very reliable. His name is Victor Martinez and we have used his services many times 998-123-8739. He can pick you up at Villa Tranquila.

Taxis can be hailed just about anywhere in Isla and they can be seen circling the island looking for work in 4-door red cars. The taxi stand is just to the left of the ferry dock when you arrive and the official rates are posted on the wall. The price scales from \$40 pesos to Hotels in Centro and Playa Norte, mid-island colonias (\$30 pesos) to the Sac Bajo area at \$78 pesos and finally Punta Sur at \$88 pesos. (Prices subject to change). Be sure to ask the price before taking off to avoid a surprise at the end of the ride.

Note! Cab availability slows down usually after 8 pm; if you need a cab, it is always wise to go to the cab stand near the Ferry Terminal to get one.

Golf Carts:

There are numerous places to rent golf carts for a few hours, full day, or for 24 hours from the time of rental.

Most golf carts are about \$45usd to \$65usd a day depending on the season and size of the cart. You can sometimes get discount if you are renting for multiple days but be prepared to negotiate. You will need to sign a rental agreement before you take possession of the golf cart. Please read it carefully, it is a legally binding agreement. Some rentadoras will want to keep your driver's license for the duration of the rental.

Grocery Stores

There are two larger grocery stores on the island that we recommend.

1. Chedraui

Address: Av. Rueda Medina Sm-003 Mza. 113 No.
L- 017, Esq. Othon P. Blanco, Electricistas, 77407
Isla Mujeres, Q.R., Mexico
Phone: +52 998 888 0175

2. Super AKI

Address: Smza. 6 Mza. 164 Lote 01 y 02, Colonia La
Gloria, 77400 Isla Mujeres, Q.R., Mexico
Phone: +52 998 999 0180

3. Express Isla Mujeres

Address: José Ma. Morelos No. 5 x Calles de Hidalgo y Guerrero, Colonia Centro, 77400 Isla Mujeres, Q.R., Mexico
Phone: +52 998 877 1092

Aside from these three businesses there are numerous smaller stores throughout the island.

Restaurants

For such a small island Isla Mujeres is a foodie's paradise! There is something for everyone - American, Mediterranean, Italian, French, Asian and of course Mexican and the freshest seafood you can get. Dishes like ceviche, grilled shrimp and lobster and an ancient Mayan dish called Tik'n Xic - a whole fish marinated in *achiote*, a mild chilli red sauce, and then grilled over an open fire.

Some of our favorites:

Olivia (reservations required)
Ballyhoo
Angelo
Cubano
Pita Amore
Morgan's
Rooster Café
Freddy's (great pork chops),
Green Verde
North Garden
Bastos
Rolandi Pizza

Asian Caribe
Lemon
El Veradaro
Cafe Cito
Mango Café
Rooster
Lola Vanentina
Magauga
Villa Roland

For more information:

<http://www.isla-mujeres.net/restaurants.html>

A few of the Attractions on the Island

- Playa Norte (North end of Island). One of the best beaches anywhere! If the wind is very hard from North and East, you can go to one of the beaches on Sac Bajo (Zama Beach Club) and another water park near the Casa Del Los Suenos boutique Hotel
- Punta Sur (South End of Island). Walk around the walkway for some beautiful vistas of the Caribbean Ocean!
- Turtle Farm (Sac Bajo area). Also the Dolphin Discovery facility nearby.
- There are 2 oceanfront malecons (walkways along the Ocean) . One starts on the North end of the island and goes about 1 1 ½ miles to the south. The other is located more toward mid Island (across from the Isla 33 Condo).
- For more activities, access this URL:

<http://www.isla-mujeres.net/thingstodo.html>

Activities

Sport Fishing and Tournaments:

Isla Mujeres has been called "a fishing paradise," a place where double digit fish days are the norm, not the exception! The beautiful turquoise blue waters are excellent for fishing; even beginners can be sure to make a catch.

There are plenty of alternatives to choose from; take a journey into the open waters of the Caribbean to go deep sea fishing - you'll find Sailfish, Marlin, Dorado, and many more or take a colorful charter boat for a few hours or even a custom tour on a private yacht. You'll find barracuda, grouper, red snapper and others year round and from April to August you have mahi-mahi, wahoo and tuna and of course countless Sailfish in the winter months. The island is host to quite a few local and international tournaments held every year. Of special note is the Island Time Fishing Tournament held in February with proceeds going to the Little Yellow School House. <http://littleyellowschoolhouse.org/>

Isla Mujeres is committed to conservation and practice catch and release on all billfish. With edible species, the fishing practice is "catch what you can eat, and release the rest!"

[Sport Fishing with Captain Anthony Mendillo](#). Full and half days fishing aboard the KEEN M (41 ft.), the LILLY M (36 ft.), and the ANDREA M (35 ft.). All vessels have a full complement of electronics as well as all Coast Guard approved safety equipment and are fully equipped with the finest fishing gear and fishing guides and ready for the most exciting deep sea fishing and light tackle angling adventure in the waters of the Mexican Caribbean!

Snorkeling Tours:

Snorkeling tours around the island are very popular and can be booked with most of Isla's dive shops.

[The Cooperativa Isla Mujeres](#) with their small brightly colored boats is a fun way to go. They are the first cooperative of tourist services registered in the state. They have been in operation for more than 38 years and are now in their second generation of tour operators.

[Guadalupana Tours](#) with Tony Garcia is also a great snorkel tour operator, he will entertain you with stories about growing up on Isla Mujeres.

[Nancy Tours](#) also offers snorkeling tours in addition to fishing trips.

[On Isla Mujeres](#) a snorkeling trip for you that you will always remember!

[Yas Adventures](#) - snorkel tours to MUSA and Manchones reef and private sunset tours.

Most tours provide snorkel equipment with an optional buffet lunch

<http://www.isla-mujeres.net/waterfun.html#diving>

Currency Exchange

Mexican Money is the Peso

The Mexican peso is the standard currency used in Mexico. 20, 50, 100, 200, and 500 peso bills are most often used but you will occasionally see a 1000 peso note. Peso coins are in denominations of \$1 \$2, \$5, and \$10 pesos, there is also limited edition \$20 peso coin in circulation.

US dollars are accepted everywhere in the area but if you use dollars in restaurants, shops, etc., the exchange rate will not be the same as when you exchange at a bank or withdraw pesos at an ATM. At the best it will be rounded down to the nearest whole number, for example if the bank's exchange rate is 14.86 pesos to 1 dollar, some businesses will round down to 14, most likely it will be 13 or even 12 pesos to the dollar. Many businesses will post their exchange rate and/or prices in pesos and dollars.

Banks and ATMs on Isla Mujeres:

There are 2 major banks on Isla, HSBC Mexico on Av. Rueda Medina across from the ferry dock and Banamex on Av. Juárez 1 block east (up) from Av. Rueda Medina (look for the 7/Seven store on the corner) as well as the smaller Banco Azteca in the Elektra Electronics Store on Av. Guerrero near Av. Matamoros and the CI Bank on Av. Rueda Medina near Madero next to the OXXO store. The banks will exchange up to \$300 USD per day but NOT Traveler's Checks which are rarely if ever used anymore, you might be asked to show your passport when exchanging foreign currency.

There are plenty of cash machines (ATMs) in the downtown area where you may withdraw money directly in Pesos (foreign withdrawal fees will be added). Always use the ATMs located inside the banks and most definitely NOT an ATM on the street or even in a store. The ATMs at

Banamex are the best to use as their machines "swipe" the card (insert and remove - never leaving your hand) whereas other ATMs have been known to retain and "eat" the card!

ATM fraud is a problem all over the world so take steps to protect yourself. Check the card scanner slot by giving it a wiggle. Often skimming devices are false panels that can be detected and will come lose. Use your body as a shield and extra security to protect your Card and PIN and ALWAYS cover your hand when entering your PIN.

Many travelers open a "Travel Account" and transfer the amount of money they need on a daily basis as well as setting a withdrawal and purchase limit. At the very least, change your pin number when you return from Isla. Be sure to advise your bank the dates you will in Mexico.

There is a growing number of travelers using online transfer services of XOOM.COM (US bank accounts only) The cash can be picked up at Banco Azteca in the Elektra Electronics Store on Av. Guerrero, the Telegraph office on Av. Guerrero or deposited directly into a Mexican bank account as well as many [Cancun locations](#)

Using **Credit Cards**

Credit cards are accepted at most hotels (best to check with them when you make your reservation), the large restaurants, golf cart rentadoras and some tour operators. That said, except for major purchases (like your hotel bill) use CASH. Credit card fraud is a problem that follows tourism everywhere and if you can get by without using your credit card - do it.

You should call your credit card company to alert them in advance of foreign travel. Give them your departure and return dates. Otherwise if you have a company with tight security, they may freeze your accounts for expected fraud when you try to use them in Mexico.

If they are aware of your travel dates they are more likely to catch any fraud that occurs after you return very quickly. It's a good idea to bring along several different cards, and keep at them in your hotel safe in the event that your wallet or purse is lost or stolen.

Tipping **on Isla**

On Isla tipping in USD is fine (**bills only, foreign coins have no value in Mexico**), though pesos are usually more practical for the recipient (and will save them a trip to the bank), they are generally happy to receive a tip in either currency. Keep in mind that most of the people earn a very modest salary and rely on tips.

In restaurants and bars it is customary to leave a tip equal to 15 to 20% of the total bill. Some restaurants and bars automatically include the tip ("propina") on the bill, most often if you're part of a large group. Always check the bill to see if service is included or if there are errors. If a service charge is included, you may choose to tip extra for great service.

In hotels it is usual to tip the housekeeping staff on a daily basis and not on the last day of your stay as it may not be the same person who cleans your room every day. You should also tip luggage handlers (malateros) at the ferry docks and hotels. It is not necessary to tip taxi drivers unless they help you with your bags or are helpful in other ways. It is also customary to tip tour guides, fishing and diving captains and crew, and remember to leave a tip in the musician/band's tip jar.

In grocery stores on Isla and in Cancun, there are teens and seniors who will bag your purchases. They often do not receive any payment other than the tips they are given, a couple pesos per bag is a good rule of thumb.

Remember a smile and a "gracias" is just as important as a tip!

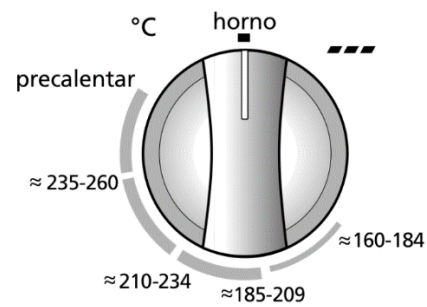
Villa Specifics

- We have mid-week maid service: full room cleaning and linen change.
- Daily, or every-other-day street side garbage collection. Put garbage bags in the wire trash bin located outside of the kitchen window beside the road/sidewalk.
- Oven and Range:
 - To light the oven, press the *horno* dial on the extreme left and turn counterclockwise. At the same time place the flame of the hand-held match over the large hole at the base of the inside of the oven



The temperature of the oven is shown below:

Perilla de horno con termoco
(Algunos modelos, ver tabla de car
La perilla de control del horno está
5 posiciones.



Perilla de horno con termosta
(Algunos modelos, ver tabla de car
cas)

To light a burner:

- While turning the selected burner knob, push igniter switch shown below



Air Conditioners

There are several air conditioner units throughout the property for your comfort. Due to the high cost of electricity on the island, we ask you to be considerate keeping the settings no colder than 23 degrees Celsius. (73 degrees Fahrenheit) Using the ceiling fans and the “dry mode” of the air conditions are encouraged while the unit is not occupied.

In-Room Safes

Each bedroom has its own personal safe for your convenience.

For immediate concerns please contact the property managers above.

We encourage you to complete a post stay questionnaire that the booking agent will send you. This information will help us better serve our future clients.

We sincerely hope your stay here at Villa Tranquila has been a good one and that you will return again. Tell your friends to come see us on the Isla!!



Downtown and Resturants

Ferry Terminal

Villa Tranquila

Data SIO, NOAA, U.S. Navy, NGA, GEBCO

Image © 2014 TerraMetrics

Image © 2014 DigitalGlobe

Google earth

2010

Imagery Date: 12/8/2012 21°14'01.95" N 86°43'17.36" W elev 0 ft eye alt 32126 ft