Welcome to Casa Luz

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Check Out Procedures

Check out is at 11:00 AM to allow our cleaning crew adequate time to set up the house for the next guest. Just leave the keys on the kitchen island and let Laura know that you have left the house.

1 - Welcome

Hello and Welcome!

We are Jarvis and Kelly from Texas, and we're so happy to share our home with you.

We are truly delighted to welcome you to Casa Luz. We hope your stay is both fun and relaxing, and that you feel completely at ease from the moment you arrive. We've taken great care to provide the amenities and comforts that we personally appreciate, and we hope they make your time here even more enjoyable.

If you experience any issues or need assistance during your stay, please contact our property manager right away so we can quickly address anything that needs attention.

Whether this is your first visit to Isla Mujeres or one of many, we hope Casa Luz becomes a place where you can slow down, unwind, and fully enjoy the beauty of the island.

Please take a moment to look through the guidebook, as it contains helpful information about the home, the neighborhood, and the island.

And finally, if any part of your stay is less than positive, please let us know immediately. We truly appreciate the opportunity to make things right and ensure your experience is wonderful.

Enjoy your stay and make yourself at home.

Warmly,
Jarvis & Kelly

CASA LUZ

2 - Quick Essentials

CONTACTS:

Property Manager:
Laura — +1 703 969 7207
Please contact her immediately with any issues or questions.

Doctors:

Reliable medical contacts:

Dr. Xhanet — +52 1 998 233 1054

Dr. Teresa — +52 1 998 135 6979

Dr. Salas — also available (note: his assistant is a nurse, not a doctor)

All can perform house calls when available.

Keys
You are provided with two keys — one for the gate and one for the front door.

Golf Carts
Golf carts may be left safely on the driveway outside the gate.

Outdoor Lights
Garden and pool lights turn on automatically each evening.

Security Cameras
Five exterior cameras monitor the outside of the home only. They are for owner property oversight.

Mosquito Screens
Please keep all screens closed to prevent insects.

WIFI:

Network: CasaLuzIsla
Password: Casaluzjk923

Safes
Each bedroom has a safe with a key for easy locking and unlocking.

Security Deposit (if Applicable)
Your rental includes a $500 security deposit.
Please avoid sitting on the Furniture or bar stools while wet or while wearing sunscreen or tanning oils, as these surfaces stain easily.

Air Conditioning
Each room has its own split-unit AC.
-Recommended temp: 24°C
-Do not set below 20°C
-Keep bedroom doors closed
-Do not run AC with doors/windows open
High humidity and salt air can damage the units if overworked.

Money
We recommend exchanging your local currency for pesos before arriving in Mexico for the best exchange rates. However, exchange services are available at the ferry terminal and island banks. USD are generally accepted, however restaurants, bars, and taxis may offer poor exchange rates if paying in USD.

3 - The House

Kitchen

In the Kitchen
Toaster, Keurig coffee maker, drip coffee maker blender, kettle, microwave, oven, and a broom and dustpan located to the left of the refrigerator

Drinking water is provided via bottled water in the refrigerator and the kitchen dispenser.
Tap water is not safe to drink.

Trash Pickup
Place trash by the bushes at the end of the driveway.
Collection: daily from 3:00–5:00 PM.

Dishwasher
A dishwasher is available for your use.

Bathrooms
Water pressure in the house is provided by an electric pump. It may take 1-2 minutes to reach full pressure. It may take 2-3 minute for hot water to reach the upstairs bathrooms

To fully flush the toilets, hold the flush button down until all water has been released.

Pool & Garden
The pool pump runs on a timer.
Our gardener maintains the pool chemistry and garden and may enter through the gate, but will not disturb your stay.
Pool tiles can be slippery when wet — please use caution.

Beach towels are provided in each closet.

NO SMOKING
NO GRILLING
NO GLASS OUTSIDE
(Rear Deck, Pool, etc...)

Utilities (Island-Wide Notes)

Water
The island's water supply comes from Cancun.
Occasional outages may occur — these are outside our control.

Electricity
Power interruptions can happen (planned or unplanned).We will notify you if the outage is scheduled. If an issue seems specific to Casa Luz, please contact the property manager.
We've installed an automatic backup generator to ensure power during outages.
Note: Stove cannot be used while generator is on.
In a water outage:
Pool water may be used to refill toilet tanks temporarily.

Laundry
Washer and dryer are located outside on the left side of the house behind metal doors.

4 - Getting Around & TV

Taxis

Taxis pass by the house frequently.
To hail one, simply stand on the sidewalk and raise your hand.

Tip

Negotiate the fare before entering to avoid surprises.
If you need a scheduled pickup, we can arrange one for you.

Television / Streaming

Each TV has a Firestick installed with access to:

-1,500+ live channels (US, UK, Canadian markets)
-Sports channels
-Streaming series
-1,000+ movies

Alternatively
Use the VPN app to connect to a server in your country. Select your country and the app will choose the best server, allowing you to access streaming apps as if you were home.

How to Use

1)Turn on TV with the Firestick remote.

2)Press the Home button.

3)Go to Apps → open Infiniti.

4)Channels may take a moment to load.

5)Navigate through:

-Live TV (US/UK/Canada)

-Movies

-Streaming Series

5 - Restaurants & Beaches

Beaches:

There are several beach clubs within walking distance of Casa Luz.
The most popular beaches on the island are located on the north side.

Two beach towels are provided in each closet

Our Favorite Spot!

Chimbos Beach Club
On North Beach. Relaxed service.

Restaurants We Love

Here are some of our favorite dining options on Isla Mujeres:

Rancho Capricho
Directly across the street. Great breakfasts and excellent tacos.

The Joint
300 yards to the right. Relaxed, fun atmosphere with live music daily. Cash only.

Rosa Sirenas
Rooftop fine dining with exceptional service and great views.

Limon
Another excellent fine-dining option with a strong menu.

Briso Caribbean
Caribbean-side location with a fun menu and daily specials.

Isla Brewing Company (The Beer Garden)
Great food, great service, lively spot.

Isla Burger Company
Located in the central market area. Some of the best burgers on the island.

Loretta's
Nearby Beach club and Restaurant with a diverse menu.

We hope you enjoy your stay at Casa Luz.
If there is anything we can do to make your holiday more comfortable, please let us know.