

Owner's Reservation & Stay Guide

1. Welcome

Your ownership at Viceroy Residences is designed to be effortless, elegant, and rewarding. This guide outlines the reservation process and services available to ensure that every stay is seamless and memorable, whether for you or your guests.

2. Reservations

Booking Your Ownership Weeks

- All reservations begin through the Owners Web Portal:
- Use your registered email to log in, select your unit type and fraction(s), and choose your two viceroyresidencesloscabos.com/guest-portal.
- The web Platform opens on August 1st and closes on August 20th.
- Summer and two winter weeks (Saturday to Saturday).
- Two additional weeks are selected as backup -2 Summer weeks and 2 Winter weeks.

Winter Period: January, February, March, April, November and December (excluding Holiday weeks).

Summer Period: May, June, July, August, September and October.

- Confirmations are released beginning September 1.
- Periods may change each year based on how the calendar falls, specifically the placement of Saturdays.

Modifications & Late Requests

- Changes must be submitted in writing at least 30 days prior to arrival and are subject to availability.
- Requests outside the booking windows may be accommodated on a space-available basis.
- Please note that unused weeks cannot be rolled over.

3. Your Residence

Unit Assignments

Ownership pertains to a unit layout type rather than a specific residence. While we strive to accommodate preferences whenever possible, exact unit numbers cannot be guaranteed due to:

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This ensures all residences remain in pristine condition and that your ownership experience maintains the highest standards.

4. Pre-Arrival Services

Housekeeping

- For stays of four nights or more: **Mid-Stay Cleaning + Check-Out Cleaning** are required.
- For shorter stays: only the **Check-Out Cleaning** is required.
- Additional cleanings are available on request.

Enhancements

- Grill or Fire Pit: \$35 USD per gas tank.
- Owner Box Delivery: \$25 USD per box per fraction (incl. tax).
- Butler Service: \$50 USD per day + tax.
- Third-Party Vendors: Only permitted if arranged through the Residences Office with insurance documentation and a signed waiver, in compliance with Mexican labor laws. This protects all owners from liability; approved vendors are strongly recommended.

Arrival Amenities

Your residence will be stocked with essentials such as bottled water, coffee pods, premium bath amenities, paper towels, and laundry soap. Additional supplies are available upon request at a nominal cost:

- Bottled Water (24 small bottles): **\$15 USD per case.**
- Coffee Pods (6 pods): **\$12 USD.**
- Laundry Kit: **\$12 USD.**

5. During Your Stay

Owner Privileges

- 30% savings at restaurants and bars (discounts subject to future changes).
- 20% savings on spa treatments (discounts subject to future changes).
- Complimentary cinema access (subject to availability; refreshments available at additional cost).
- Valet parking included for one vehicle per unit.

Occupancy & Comfort

Maximum occupancy limits, as outlined in your Purchase Agreement, are strictly enforced for the safety and comfort of all residents.

Check-In / Check-Out

- Check-In: After 4:00 PM.
- Check-Out: By 11:00 AM.

6. Departure

- Notify the Residences Concierge of your intended departure time.
- Settle any outstanding service charges prior to departure.
- A mandatory Check-Out Cleaning fee applies (based on unit type).

7. After Your Stay

We value your feedback and invite you to share your experience with our team. Planning ahead is recommended — please submit future reservations during the official booking windows to secure your preferred weeks.

8. Contact Information

Reservations: loscabos.reservations@viceroy.com – guillermo.mendoza@viceroy.com

Residences Concierge: Dial “0” from your residence, WhatsApp +52 624 160 9251, or email monserrat.nava@viceroy.com and edson.ibarra@viceroy.com.

Emergency Assistance: Dial “0” at any time — our team is available 24/7.