



QUICK GUIDE TO CCBXCALAK

1. CHECK-IN

Check-in time is from 4pm to 10pm. Please let us know in advance your approximate arrival time. We will send you directions on how to get there. The entrance is through the gate on the beach.

Upon arrival we will ask you to show us your reservation confirmation and official identification. If you have an outstanding balance to pay, this would be the time to do so.

2. KEYS

We will give you a key to the front door of the apartment. If you like, you can leave it at the reception, when you leave.

3. COMMUNICATION WITH YOUR HOSTS

Your hosts, Lázaro and Elena, are always attentive to your needs. We live on site, but you can also contact us via Whatsapp at +52 983 117 5863.

4. PRIVATE AND SHARED AREAS

The apartments are private and fully furnished. The kitchen is fully equipped. Other areas, however, such as the garden and the rooftop terrace, are shared with other guests.

5. WATER

We are on the beach. So, sometimes the water may be a little salty from the shower or the sink. We recommend NOT to drink the water from the tap. We will be providing purified water.

6. ELECTRICITY/ENERGY SAVING

As you can imagine, electricity service in a place as remote as Xcalak is not as stable. Sometimes, especially when there are storms or heavy rains, the power is likely to go out. But don't worry, in case of emergency or extended blackouts, we have a generator! Please be conscious of energy consumption and do not leave air conditioners, lights, fans, TV, etc. on, when you are not using them!

7. DEVICES

a. ACs/FANS

All rooms and the living room are equipped with air conditioning and fans. Each equipment has its respective control, placed near the equipment on the wall.

b. SKY

The SKY GOLD HD package offers you a wide variety of channels (movies, sports, news, among others), available in Spanish and English. In order to watch SKY, the TV must be in the "HDMI" source. Use the "SKY" control to change channels, increase and decrease the volume, and the "SAMSUNG" control to turn the TV on or off.

c. INTERNET/TELEPHONE

There is no telephone service in Xcalak. For calls you can use Whatsapp or SKYPE. We recommend that when you arrive at CCB you put your phone in airplane mode, as the phone can connect to the Belizean signal and automatically use your data. Generally, internet coverage at CCB_Xcalak is quite good. The WIFI-KEY (2nd, 3rd floor, roof) is: [playa4321](#)

d. SOUND BAR

The sound bar is set to turn on automatically when the TV is switched on. You can also listen to your favorite music through the bar, by connecting your mobile phone via "BLUETOOTH". In this case, use the remote control of the sound bar.

e. SAFE

For your comfort and security, the apartments have a safe, located in one of the kitchen cabinets, to store some personal belongings. Programming it is easy: "Open the door, remove the battery cover and press the key button located inside the battery compartment at the back of the door. The yellow indicator will light up. Enter your new code (2 to 8 digits) followed by the "#" key. The yellow indicator will turn off to indicate that the new code has been accepted and registered.

f. CAMERAS

The entrances to the CCBXcalak as well as the common areas and parking lot are monitored by security cameras.

8. GATE/PARKING LOT

For greater privacy and security, we keep the gate closed. When you want to enter or leave, let us know by ringing the bell and we will gladly open it for you. For parking we ask you to use the spaces indicated.

9. CLEANING

Cleaning service during your stay is not included in the accommodation fee. You will find utensils (broom, mop, cleaning products, etc.) in your apartment. Also, for an extra cost, you can hire the cleaning service when you consider it necessary, just let us know! During your visit, we would change sheets every 7 days and towels every 3 days.

10. GARBAGE

Inorganic waste and its proper treatment are a big challenge especially in coastal communities like Xcalak. Please help us reduce waste and recycle. We recycle aluminium, plastic bottles and some glass.

11. SERVICES & ACTIVITIES

Please check out our "Services and Activities" menu.

12. PAYMENTS/INVOICES

Payments can be made by bank transfer, PayPal or cash (Mexican Pesos or USD). We do not accept personal checks, debit or credit cards. Our rates include taxes (16% VAT, 3% Tourism Tax). If you require an invoice, please let us know in advance and send us your fiscal info to ccbxcalak@gmail.com

13. ACCIDENTS/EMERGENCIES/ILLNESSES

In the apartment there is a first aid kit, located in the bathroom sink cabinet. In case of emergency, illness or accident, please contact your hosts immediately.

14. DAMAGES

In case you damage any of the furniture, please report immediately.

15. CHECK-OUT

Check-out time is 11am. Hoping you have enjoyed your stay at CCB, we kindly ask you to hand over your keys and pay any outstanding bills.