

# Acanto

Playa Del Carmen

TRADEMARK COLLECTION<sup>®</sup>  
BY WYNDHAM

## RENTAL POOL



16 Street between 1st & 5th Ave  
Playa Del Carmen, Quintana Roo 77710 México  
1.631.882.1986

[www.acantoplayadelcarmen.com](http://www.acantoplayadelcarmen.com)

## **Who is the Hotel Manager?**

### **The Acanto Group**

For 12 years The Acanto Group lends industry-leading experience with high historical occupancy offering owners returns on their investment

The Acanto Group provides professional management and consulting services for its owners.

As part of the administrative team qualified personnel offer the owners efficient and courteous service by highly trained front desk and maintenance personnel.

## **Who will manage the rental pool?**

Acanto Group will be contracted to manage the rental pool for the Condominiums. The developers of Acanto have built and managed several residential and commercial properties in Playa del Carmen, including Acanto since 2012.

## **Do the owners have to participate in the rental program?**

Acanto Condo Hotel has become one the most well known exclusive Boutique Condo-Hotel in the entire Riviera Maya Mexico. Acanto's many years of success prove that to be true.

Our clientele continues to grow and our rates continue to climb. Owners may join us to our program anytime, we will welcome your involvement.

## **Can the owner rent out the unit on his own while in the Rental Pool?**

Yes. You will be able to market your unit and make your own reservations. For this you will be charged a fee for utilizing the front desk services and property management staff, plus additional charges for services such as maid cleaning and more that you would like to include for your renter. You will have to disclose where your property is marketed and you cannot advertise at a nightly rate which is less than the rack rates advertised by the property manager.

## **How often may the owner occupy the unit?**

Owners may occupy their units anytime, without any blackout dates or restrictions.

## **Acanto Rental Program Fact Sheet**

### **Are there any charges when the owner stays in his unit?**

There will be no charges to the owners for the time they spend in their respective units, besides the obvious charge of maid service at departure in preparation of the next guest arrival.

### **What if the unit is rented and the owner still wants to visit Acanto?**

If there is another similar unit available, we will move the existing reservation to that. If the renter chooses not to be moved, you, the owner, will be assigned to a substitute unit and the net rental income that is generated from your unit will be credited to the owner of the substitute unit.

### **What is the split with the Management Company?**

Net Rental income is split as follows: 70% to the owner and 30% to Acanto. The 'Net Rental Income' is defined as the room rates received by Acanto less any discounts, commissions, room taxes, credit card charges (processing fees) or the like and does not include (a) telephone or other charges paid by any guest occupying the Unit.

Do members of the owners family have to pay if they stay in the unit?

'Immediate Family' shall be extended the same courtesy as the owner. The 'Immediate Family' is defined as father, mother, brother, sister, children and the in-laws.

### **Do friends of the owners have to pay if they stay in the unit?**

Friends of the owners will be subjected, to pay 55 USD per night as well as a mandatory cleaning fee at departure in preparation of the next guest arrival.

### **Where is Acanto's 30% of the rental going?**

Marketing of the rental pool (collateral material, advertising, PR), Reservations (staff, phone, fax) \* Staffing (accounting, front office) & General administration

### **How will hotel guests book the units?**

Most reservations are booked through our website [www.acantoplayadelcarmen.com](http://www.acantoplayadelcarmen.com), travelers find our website from 100,000's links to Acanto from all over the Internet. Guests can also book directly with our reservations department as well as any online travel agency and Wyndham website as well.

**How will Acanto market the unit?**

As part of the Wyndham Brand we have access to almost 100,000,000 travelers worldwide. Acanto's marketing plan includes efforts such as working with all of the available online travel agencies and travel sites. Acanto has a very high ranking on the search engines and is ranked as one of the top Hotels in the entire Riviera Maya on Tripadvisor.

**How does the owner know that their unit will be reserved as frequently as other units?**

The Acanto reservation software is designed to equitably book units so that all owners benefit from the rental pool. The first priority for booking a unit is dependent on the guest's request for a specific room type, the second priority is based on availability; the third priority is based on rotation utilizing the least rented unit first. Our sophisticated reservation software enables a smooth process for our reservations.

**How is the Owner accounting and costs taken care of?**

All net rental revenues will be deposited into the respective Owner's account quarterly. Quarterly statements will reflect rental revenue, quarterly condo fees, water, cable, electric, HOA maintenance and Acanto percentage of the income.

We hope that this fact sheet has been helpful, and invite you to contact us for more information.

[info@acantohotels.com](mailto:info@acantohotels.com)