



**2020
NEW OWNER
INFORMATION
AND APPLICATION**

**WELCOME
TO
CASTAWAYS**

NEW OWNER INFORMATION AND APPLICATION



WELCOME

Thank you for your interest in our services. This brief introduction will give you an insight in what we do and how we can better your vacation rental experience. Castaways have been providing this service for 5 years and are well imbedded into the Puerto Peñasco community. We work diligently to earn great income for our owners.



FULL SERVICE

We offer a full service company that caters for Vacation rentals, Property management, Fractional Management, Housekeeping, Maintenance, and Bill paying. We always provide the highest quality of service at the most reasonable price. We work with the most important platforms as Airbnb, Booking.com, HomeAway, VRBO, and more, guarantying your property is always visible online and available to be booked by guest anywhere.

SERVICE WITH PRIDE

At Castaways Rocky Point we take great pride in our level of service and quality vacation accommodation. We do an assessment on every new property as to its rent-ability and to establish whether the property measures up to our standards. We assist you in correcting any deficiencies and guide you to make the property as rental friendly as possible. A Happy Renter is a Returner Renter.

MAXIMIZE YOUR INCOME

Our ability to manage our costs through staff to occupancy levels allows us to put more money towards marketing and the management of your property. For the most part our rental guests are of a higher quality and we maintain tight restrictions on occupancy levels insuring the wear and tear does not exceed the potential revenue earned. We work for you and we will always work to maximize your bottom line. We are dedicated to making your investment successful and making your guests as comfortable as possible while giving them a great vacation experience to ensure that they will return again and again. Growing the occupancy of your property over time is of the utmost importance to everyone's final success. We work with the most important platforms as Airbnb, Booking.com, HomeAway, VRBO, and more, guarantying your property is always visible online and available to be booked by guest anywhere.

QUALITY PHOTO'S

We provide quality photos of your condo that are put into a portfolio that can be viewed by Renters on the internet and other marketing media.

FRIENDLY STAFF

After speaking with many homeowners, we found that most people miss the friendly, family service that once existed in Rocky Point. Sometimes companies grow so big they lose sight of those that helped in their success. We never lose sight of our customers' needs and at Castaways Rocky Point you will always find a friendly face that will be eager to assist you.

TECHNOLOGICALLY ADVANCED

Our innovative management system allows you to view all rentals and activity on your rental property.

You can even book online using your own log in and get discounted rates for family and friends. You have access at all times and can view financials, bookings and notes made on the property.



SUPERIOR MARKETING

We are using multiple internet resources to connect with potential clients. Our websites regularly hit the top positions in Google and other search engines for searches related to vacation rentals in Rocky Point. Our marketing is international and we target potential clients via email, direct contacts, flyers and internet promotions, travel agents, printed media and word of mouth. We have a realtor program that rewards the realtors in Rocky Point not only for the business referral but for the rental as well. Our newsletters are read by thousands of past clients and we have reached more than 15,000 people per week on social media.

COMPETITIVE

Our rates are very competitive and as we eliminate all the unnecessary expenses and charges, we offer our clients a better income making for more satisfied clients. By not charging additional fees we increase the bottom line for you our client.

ADVANTAGES OF CHOOSING CASTAWAYS ROCKY POINT:



OWNER SERVICES RENTING PROPERTIES

- American Style Management
- Free Bill Pay (Deposit Required)
- Full Maintenance Services
- Full time Maintenance staff
- 24 hour emergency number
- Professional Cleaning Services
- Aggressive Marketing
- Friendly Bilingual Staff
- Advanced Technology Systems
- International Marketing
- Quality Photos for great display
- Vast Social Media exposure

RENTER SERVICES

- Best Rental Rates in Rocky Point
- Lower fees to Renters
- Friendly Bilingual Staff
- Professional Cleaning Services
- Free Concierge Services
- Free DVDs, books and games
- Great vacations for your clients
- Specials on our website



COST TO JOIN

There is NO initial setup cost to become part of the Castaways Rocky point. Bill paying services: a deposit of \$150.00 USD per bedroom is required

REQUIREMENTS

DOCUMENTATION REQUIRED

- Copy of your Driver's License
- Copy of Electric Bill
- Proof of ownership (copy of first 3 pages of the trust and the last 3 pages) or Corporation Document.
- FM3 or FM 2- Copy of all pages
- Passport - Copy of Signature and Picture pages
- Property tax account number
- RFC ID (Mexican tax ID)
- W9 (Optional for payment in US)
- Mexican Phone Bill (if available)
- City Water Bill
- Alarm service Bill
- Insurance Policy Copy
- Completed owner information and application
- (Included later in this document)

Upon receipt of these documents Castaways will initiate the process and all contracts and agreements will be compiled and forwarded to you for signature.



PROPERTY REQUIREMENTS AND OPTIONAL SETUP

The nicer and greater the amenities in your property, the more likely clients will return to rent it again on their next vacation. We recommend that you replace all faded and worn furniture, rugs and window coverings, repaint and refresh when needed with new bedspreads and anything else that looks aged and shabby. The majority of clients find their vacation rentals on the internet and a remodel can help make your property stand out and become more sought after. Some amenities may not be offered at your resort (ex. CATV) but you can add them yourself to increase your rentals. We work with you to create exposure and desirability for your property.

If you do not have any items below please let us know and we can provide for you at very good prices.

LINEN AND TOWELS

We require our owners to provide set of towels and linens for their property. (We advice owner to have extra set) We try to always maintain your linens in top shape for the renters, and with our high leveled inspection system, we will be able to detect damages caused by renters.



SUGGESTED QUANTITIES

2 changes of linen per bed.

2 changes of towels per person (Bath, Hand and Wash clothes)

2 bathmats per bathroom

2 dish rags

2 dish drying towels

2 Oven mitts/ pot holders

KITCHEN

Refrigerator, Oven, Stove, Toaster, Microwave, Coffee maker (recommend permanent filter type)

Minimum 1 place setting per occupant

Utensils (1set per occupant)

Plates (1 per occupant)

Bowls (1 per occupant)

Coffee cups (1 per occupant)

Drinking cups (1 per occupant)

Water – even if you have reverse osmosis water it generally will not supply enough for a family over a weekend and we recommend a minimum of 2 water bottles.

Pots and Pans, Baking pans, Stirring bowls, strainer, cheese grater, Utensils: Spatulas, Large stirring spoons, Knives, Can opener, Bottle opener,

Condiments: salt, pepper, sugar, powder creamer, spices.



LIVING ROOM

Flat Screen minimum 40" (recommend 50) and DVD.

Foldout couch/Sofa Bed in Living room

MASTER BEDROOM

Flat Screen minimum 27" (recommend 32) and DVD.

OPTIONAL

- **Netflix Account- increasingly popular**
- **Juicer/Blender**
- **BBQ (where allowed) if applicable: A full propane tank has to be supplied**
- **Television(s) in other bedrooms**
- **DVD player(s) in other bedrooms**
- **Bluetooth Speaker**
- **SATV (if no CATV)**
- **Telephone High-speed internet access (Although this is optional we found that the renters prefer properties with internet. Rental units with internet can expect 4 to 8 more rentals per year than those without.)**
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CASTAWAYS LOCATIONS

Castaway's Main office is located in the Plaza Las Glorias shopping center across the street from the Pinacate Condos and Peñasco Del Sol Hotel (formerly Plaza Las Glorias) at the end of Calle 13.

CONTACT US AT:

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