

WELCOME TO MAHAHUAL



ORIENTATION

Mahahual is a small fishing village that is becoming an increasingly popular tourism destination. The Villa is located in the Bacalar municipality of the state of Quintana Roo, Mexico, close to the border with Belize. This region from the Sian Ka'an Biosphere Reserve to the border with Belize is known as the Costa Maya. Mahahual is divided into the following areas:

- 1) Malecon - this is the tourism district and center of town along the beachfront where you will find most hotels.
- 2) KM55 (Kilometer 55) - this is a neighborhood along the south side of the highway coming into Mahahual.
- 3) Casitas - this is a large development of homes and businesses frequented by locals and expats and is positioned between the highway and the cruise ship port. This is also where you will find the Lost Maya Kingdom Water Park.
- 4) North Beach - this is the area north of town and includes the beaches of Puerto Bravo, Rio Indio, El Placer, Uvero, and Casona and extends all the way to the Sian Ka'an Biosphere Reserve.
- 5) South Beach - this is the area from the south of Mahahual up to the town of Xcalak.

ADDRESS

There are no postal addresses north of town, just GPS coordinates and detailed driving directions.

- GPS coordinates: 18.991797, -87.600926
- Google shortcode (copy and paste this into Google Maps for a quick link): **X9RX+PJ Tzucox, Quintana Roo, Mexico**
- Driving is by far the best way to get to the villa from the airport. The Cancun airport has a large selection of car rental companies with desks outside the immigration/ customs exit. You will check-in at the car rental desk, and someone will walk you outside where a shuttle will pick you up to go to the car rental office. The drive from Cancun airport is about 4.5 hours and from Chetumal airport about 2.5 hours. The highways are very nice with plenty of gas stations, and most of the way is divided highway. If you have never driven in Mexico before you need to be on the alert for "topes," or massive speed bumps, that are usually located on the highways right outside small villages. They sneak up on you, and if you do not slow down your car could be

airborne! There are usually one or more signs warning you of the topes, but they are easy to miss, so be careful. Also, don't be surprised if you pass police or military checkpoints along the way. The local police have permanent checkpoints outside Cancun and Tulum. They are looking for a certain profile, so most likely they will just wave you through. The military has intermittent checkpoints, and the most common location is the turnoff from Highway 307 to the El Cafetal-Mahahual highway. They see less activity so are more likely to stop you and do a cursory search of your car looking for illegal conch, lobster, drugs, firearms, and anything else exciting. I have never had a negative experience with either the police or the military. In Mexico, gas stations are always full service, and not all of them take credit cards, so be sure to have cash on hand. Many will accept US dollars, but at an undesirable exchange rate. Be sure to check the gas pump reads all zeros before the attendant starts pumping (especially with the older non-digital displays), and a small tip of a few pesos is standard. There are typically two grades of gas, Magna (for most cars) and Premium (for certain cars that require higher octane). A good phrase to learn is, "Llene con Magna, por favor."

It is very easy to leave the Cancun airport and find your way to Highway 307 (the north-south highway that will take you most of the way). You might want to spend the night in Tulum (the last resort-style town before the desolate stretch of highway begins). It is best to do the part of the drive south of Tulum during the day, because the highway afterward will be very dark, and finding your way all the way to the villa at night can be tricky and most of all disorienting. Detailed driving directions are at <https://casakaanmahahual.com/directions/> and at the end of this document.

ON-SITE STAFF

There are two caretakers who live on site in a separate house, Addiel and Said. They are responsible for housekeeping, maintenance, keeping supplies in stock, and helping with anything you may need during your visit. You can also negotiate directly with them to cook some or all of your meals for you. Their English is limited, and I can help relay messages, or you can always use Google Translate. Generally they will enter the house to make the beds in the morning, check for any maintenance issues, touch up the paint, and do general cleaning. If you prefer less frequent access due to concerns over COVID or general privacy then let me know, and we will work around your needs. The tropical climate is very hard on the house, so it requires regular inspection and attention though. People often ask about tips. They DO very much appreciate tips for their service. I generally recommend \$200 Mexican pesos per day for stays of one week or less, and slightly lower per day for longer stays. That number would increase or decrease depending on the size of your group.

WEATHER

January – April	Dry, warm days and cooler nights.
May-June	Hotter and though still mostly dry, risk of the occasional rain shower.
July-August	Hot and humid, hurricane season (until the end of October)
September – October	Hot, less humid, but the rainiest time of year, hurricane season.
November – December	Dry, warm days, cooler nights, little rain.

INTERNET

There is NO cell service at the villa due to the remote location, but you can still make VoIP calls using WhatsApp, Skype, Viber, Facebook Messenger, and similar apps. Same for Zoom, Google Video, etc. The villa has WiFi with 7 hotspots hard-wired to the switch for thorough coverage. The internet is generally reliable, but the provider will shut it down when dangerous lightning is threatening. This service depends on very expensive relay towers which are equipped with lightning protection, however even the best lightning protection is not guaranteed to prevent damage. Shutting down the relay towers for an hour or so when dangerous lightning is near is preferable to the alternative, a day or more without service and increasing repair costs. There have been three lightning strikes in 10 years at the central station, and the longest downtime was 48 hours the when the central station equipment was fried. There is also the risk of a lightning strike at the house. There are protections in place, but nothing is foolproof. The speeds are adequate to stream 1080p on any TV.

Upload is the weak point of our provider TelMex, so what happens is iCloud sync, heavy uploading of photos and videos, and even open apps that are not being used can affect that user's overall Internet experience. To always ensure the best service quality, we recommend the following;

- 1) be especially conscientious of heavy uploading (sending large files).
 - 2) turn off and regularly close out all unused apps and notification on portable devices,
 - 3) avoid cloud synchronizing, especially while using the Internet for other purposes, i.e. turn off iCloud, OneDrive, Google Drive, and similar services,
 - 4) for Windows 10 users apply the 'Metered Connection' feature to control when Windows updates.
- This will avoid having your computer compete with other users for bandwidth.

It's important to understand that mobile devices are the most common culprits of upload overload. We turn on an app for something, then use another and another, but how many people have the habit of closing out the app they just finished using, and pretty soon the device has 20 apps running at the same time, and all of them keep using some bandwidth to refresh and be ready.

Zoom meetings: People often ask about doing video meetings using Zoom, GoToMeeting, WebEx, etc. The internet service has proven reliable and able to handle those with no issues at all.

ELECTRICITY

The villa is off-grid, so the electricity comes from solar panels and is stored in 12 deep cycle batteries. On a sunny day the system should be able to power two of the air conditioners all night before losing power. All lighting is LED to conserve electricity, and the air conditioners and refrigerator are linear inverter type to be more energy efficient. Each bedroom has a dehumidifier and air conditioner. It is best to try the dehumidifiers before running the air conditioners. Regardless, **it is very important that you turn off all electrical devices when not in use, especially air conditioners.** Do not run both the dehumidifiers and the air conditioners as it is redundant and will waste electricity. We also have a wind turbine to generate additional electricity at night and on cloudy days.

WATER

The villa is 100% off grid, so that means all the water comes from a rainwater catchment system supplemented by bringing in water by truck. The water is stored in a 35,000 liter cistern underneath the house and two water chlorination tanks of about 1,000 liters each. The system is designed to last about 30 days with no refills. To protect the plumbing and make your showers more relaxing we have a whole-house water softener installed. **To avoid interruptions please conserve the water.** Take shorter showers reuse towels, don't leave the sink water running unnecessarily, etc. The kitchen also has a water cooler with 20 liter water bottles for drinking.

SECURITY

The Costa Maya is generally very safe, and the biggest concern is robbery. The villa was constructed with security in mind...

- The caretakers live on property full time
- We have small room safes in each of the master bedrooms
- Windows are coated with 3M Scotchshield Safety and Security Window Film Ultra Prestige series to prevent glass breakage and hurricane damage.
- The villa has exterior motion-activated lighting, security cameras, DVR, and alarm system.
- The villa has a gated entrance

THERE ARE TWO SECURITY CAMERAS INSIDE THE HOUSE TO CATCH ANYONE ENTERING WHEN THE HOUSE IS UNOCCUPIED. THE CAMERAS COVER THE FOYER BETWEEN THE FRONT DOOR AND THE BEACH ENTRANCE. IF YOU DO NOT WANT THE TWO INTERIOR CAMERAS OPERATING DURING YOUR STAY THE CARETAKERS WILL GLADLY COVER THEM FOR YOU.

FOOD

There are a few small food stores in town. The house is very remote, so it is best to stock up on everything you want for your entire trip at a big box store in Playa del Carmen, Tulum, Felipe Carillo Puerto, or Chetumal. A quick search on Google Maps will locate them. In addition to the food stores listed on the directory, there is a vegetable truck that makes Friday deliveries. To order send me a list by early Thursday, and there is a hotel owner that collects the local orders and passes them to the truck as a courtesy. The food truck will leave the order at Mayan Beach Garden, a small hotel about 15-20 minutes south of the house. The truck usually gets there about 6:30 PM on a Friday. You can take the "scenic" road (the unpaved beach road) all the way there, or you can do the cutover to the paved highway. The important thing to know is Mayan Beach Garden is between the Rio Indio cutoff and the El Placer cutoff. If you are coming from my house then take the paved highway to the El Placer cutoff and then turn right (south) at the beach, or take the beach road all the down past the El Placer cutoff. Google short code (copy and paste into Google Maps): **V9R5+QR Mahahual, Quintana Roo, Mexico**
Direct link: <https://goo.gl/maps/RzaPuBguG8Spuo2n9>

On your food order please specify quantities since nobody else can guess how much you need. Please indicate in grams, not ounces or pounds.

Organic greens list (additional items may be available):

- Mexicano Güero / Yellow Hot Chili Pepper
- Albahaca Morada / Purple Basil
- Albahaca Italiana / Italian Basil
- Acelga / Chard
- Brotes / Sprouts
- Camote / Sweet Potato
- Chaya / Chaya
- Curcuma / Turmeric
- Cebollin Maya / Mayan Chives
- Cebollin Italiano / Italian Chives
- Diente De Leon / Dandelion
- Espinaca / Spinach
- Eneldo / Dill
- Epazote / Epazote
- Flor De Calabasa / Squash Blossoms
- Hinojo / Fennel
- Hierbabuena / Mint
- Hoja Santa / Mexican Pepper Leaf
- Kale / Kale
- Lechugas / Lettuce
- Lechugas Baby / Baby Lettuce
- Limon / Lime
- Mejorana / Marjoram
- Menta / Spearmint
- Mostasa / Mustard
- Oregano / Oregano
- Papalo / Papalo
- Perjil / Parsley
- Pepino / Cucumber
- Rucula / Arugula
- Tomillo / Thyme
- Huevos/Eggs
- Tomates cereza / Cherry Tomatoes

Fish: For fish there are a couple of nearby fishermen with signs on the beach road south of the house. You can also go to place in town in Mahahual for more selection and quantity. It is in Mahahual in the shack on the left side of the road as you are heading south, right after Nohoch Kay. There is a sign that says, 'Beware of dog.'" Here is a link to Nohoch Kay on Google Maps:

<https://goo.gl/maps/KQdRDknS1gfaRF1t9>

There is also a nice deli in town that has prepared food.

Nonna Adriana's Deli, 9 AM – 9 PM

Calle Coronado y Malecon Yaya Beach s/n

Local 3, 77940

Majahual, Quintana Roo, Mexico

PETS

Pets are welcome in the villa. In the case of dogs they must be over 18 months old and have all their adult teeth grown in. We don't want any puppies teething on the wood furniture. The caretakers have two medium-sized dogs on the property.

ACTIVITIES

Parasailing, jet ski rentals, and banana boat rides are usually available in Mahahual on cruise ship days. You can snorkel right in front of the house. The world's second largest barrier reef is about 400 yards offshore, and the water between the reef and the house is very shallow and calm. We have a beautiful palapa on the beach so you can enjoy the view with shade, and we have hand-woven Mayan hammocks

you can hang under the palapa or elsewhere around the house. Dining on the terrace is wonderfully relaxing, and the sky at night is quite amazing. You will rarely see the stars so bright and, when there's a full moon, it's almost as bright as daylight! If you want a more lively atmosphere, several restaurants in Mahahual are open in the evening, some offering live music at certain times of the year. There are numerous bars and restaurants in Mahahual, everything from tourist-oriented establishments to local favorites.

We have hammocks available at the house, but we bring them in at sunset and put them out in the morning to prevent theft. If you would like to use the hammocks at night or really early in the morning, please let the caretakers know.

There are two complimentary kayaks for your use at the house. Each one can accommodate from one person to three people.

Scuba & Snorkeling

There are several small dive operators in Mahahual. See the attached directory for more information. We have 4 sets of masks, snorkels, and fins at the house for your use.

Fishing

There is excellent fly-fishing along the coast, both in the sea on the inland lakes. See the attached directory for more information.

- <https://www.shoreexcursioneer.com/costa-maya/private-deep-sea-fishing.html>
- <https://tequilabeachtours.com/costa-maya-fishing-charters>
- http://www.mahahualhotel.com/costamaya/fishing_costamaya.htm
- <https://www.flywatertravel.com/destination/pescamahahual>

Lost Maya Kingdom Water Park

Are you ready for adventure? Follow the steps of the great expeditioner Stephen Johnson in his quest to find the Lost Mayan Kingdom. Lost Maya Kingdom is a themed water park presented as a 1940's jungle expedition that turns a family vacation into a fun-filled journey with thrilling zip lines, exciting hanging bridges, a twisty Kukulcan zip-coaster, and adrenaline-packed water slides filled with the power of the mythical creatures they take their name from. The park is located in "the casitas" section of Mahahual village.

Sian Ka'an Biosphere Reserve

The Sian Ka'an Biosphere Reserve is the third largest protected area in Mexico, and it contains tropical forests, mangroves and marshes, as well as a large marine section intersected by a barrier reef. It provides a habitat for a remarkably rich flora and a fauna comprising more than 300 species of birds, as well as a large number of the region's characteristic terrestrial vertebrates, which cohabit in the diverse environment formed by its complex hydrological system. You can tour it by land and by sea.

Lake Bacalar

Bacalar is on the highway between Mahahual and Chetumal. Bacalar is the only one not directly situated on the coast. Yet, you're in for a treat because you'll still get to see and enjoy turquoise waters.

Bacalar, often referred to as the Lagoon of Seven Colors, is 30 minutes inland from the coast. And the name is appropriate due to its seven different hues of blue and green water. Given the distance from Cancun this town welcomes more local visitors than foreign tourists. So, you might want to practice some basic Spanish. But, don't worry too much about that because there are plenty of activities to keep you busy and having fun! From kayaking, to stand-up paddling, swimming or fishing there is something for every type of traveler. Some excursions to partake in include the Oxtankah Mayan ruins, the Museum of Mayan Culture, or the manatee sanctuary in neighboring Chetumal. If you're craving some salt water, take a short drive to the small fishing village of Calderitas and jump in the ocean waves.

Fort San Felipe Bacalar

The 18th century 'Fuerte San Felipe' is a small but important site in Bacalar with great views of the lagoon and surroundings. It is a good overview of the history of Bacalar with information about the Spanish occupation, slavery, pirate activity, and more.

Mayan Ruins Nearby

- Chacchoben (1+ hour drive)
- Kohunlich (2½ hour drive)
- Tulum (2½ hour drive)
- Coba (2 1/2 hour drive)
- Muyil: (2.75 hour drive)
- Kohunlich (2 hour drive)
- Dzibanche and the Kinichna (2.5 hour drive)

Xcalak

Xcalak is a very small fishing village of about 375 people located about 45 minutes south of Mahahual. You can take a boat across the bay to Belize, or you can book a fishing or SCUBA trip with one of the local operators.

COVID-19 TESTING

Effective January 25, 2021 all travelers entering the United States by plane, regardless of nationality, must show a negative COVID viral test to the airline before boarding. The order requires air passengers to get tested within 72 hours before their flight. Alternatively, you can provide "documentation of having recovered from COVID-19." Rapid antigen test or PCR test is fine.

Below are two popular testing providers. There is a whole page of providers included in this guide.

Costa Med

<https://www.costamed.com.mx/en/covid-19/schedule-your-appointment-covid-19-tests>

Locations in Cancun, Puerto Morelos, Playa del Carmen, Tulum.

On January 13, 2021 the hospital wrote:

"For the rapid antigen test, you do not need an appointment. Just have to come between 8 am until 9 pm from Monday to Friday and 8 am until 12 pm on Saturday, to the hospital with their passports. The results could be delivered by hand in maximum 4 hrs or by email in 12 hrs.

The price is \$999 MXN per person."

Hospiten

<https://hospiten.com/en/hospitals-and-centers/hospiten-riviera-maya>

<https://hospiten.com/en/hospitals-and-centers/hospiten-cancun>

Locations in Cancun and Playa del Carmen

Online appointments available

Driving Directions

[View our location on Google Maps](#) | [Return to Website](#)

These are turn-by-turn driving directions from the airport to The Villa.

Leaving the Cancun Airport just follow the signs to Playa del Carmen and/or Tulum. (Both of these cities are good places to stock up on food at any big box supermarket).

You will stay on this same highway for about three to three and a half hours. It is a divided highway through Tulum, and then it becomes a two-lane highway. Stay on the same highway and follow the signs to Felipe Carillo Puerto and /or Chetumal. At Felipe Carillo Puerto you can either take a toll toad bypass or just go through the city. To drive through the city just keep going straight. After Felipe Carillo Puerto you will drive about 45 minutes more to a very small town called Limones where there are usually people selling all kinds of fruit as you drive over the massive speed bumps.

VERY soon after Limones, there is a turnoff to the left to go to Mahahual. You should see an overhead sign marking it. This road is called Carretera Cafetal-Mahahual. You will drive on this road for about 45 minutes to get to Mahahual.

THE TURNOFF TO THE HOUSE IS BEFORE YOU REACH TOWN. First, you will see a turnoff to the right marked Xcalak. Shortly afterward you will see a PEMEX gas station on your right



Just down the road, you will see an electrical station on your right. Make a left turn when you see the electrical station.



After driving for just a few minutes you will see a turnoff for Puerto Bravo. Keep going straight.



A few minutes later you will see a turnoff for Rio Indio. Keep going straight.



A little longer and you will see a turnoff for El Placer. Keep going straight.



Shortly after you will see the following signs below marking the Uvero turnoff coming up soon. Once you reach it make a right turn. Notice the yellow arrows marking the turn 😊



Uvero Turnoff



After turning right drive for 2 km and come to a T intersection where you will see this sign and make a left.



You are now on what locals call the beach road or *camino costero*. It is a limestone gravel material called sascab that is generally smooth but can have some large, water-filled potholes depending on how long since the last grading of the road. You may also see vegetation covering up to half the road. You will drive about 4.8 km and look on your right for this entrance to the house.



The Villa with gate closed



The Villa with gate opened

The caretakers Addiel and Zyed will greet you as you pull in and show you around the house.



Addiel and Zyed, the hosts for your trip.

SERVICE	NAME	PHONE	EMAIL	ONLINE NOTES	LOCATION NOTES
Bakeries	La Tarteleta Panaderia/Restaurant	983-120-8474	patrolbavmex@yahoo.com	FB	Across from Lutheran Church in castias (old Davinos)
Chiropractor	Dr. Amber Halcomb, DC				Castias #18 Bacalar, West
Churches	Cruz de Cristo Lutheran Ch.				Paseo del puerto
Churches	Catholic Church				Across from football field
Deli	Dell Market	982-753-9239			Mahahual, at Ya'a Beach, north side of walkthrough
Dentist	Odontologic	983-833-5656		FB	Chetumal
Dentist	Clinica Medico Dental Zaragoza	983-136-7904			Av. Ignacio Zaragoza #211 - between Heroes y Juarez, Chetumal
Dentist	Dent-Koh	983-130-3877	dentkoh@hotmail.com		Beside Soroz Hotel, 2nd St.
Dive shops	Buceando Mahahual	984-130-7716	www.buceandomahahual.com	WA	Malecon en Mahahual
Dive shops	Mahahual Dive Centre	983-102-0992	www.MahahualDive.com		Malecon en Mahahual near Ya'a Beach Club
Dive shops	Doctor Dive	998-543-7681	www.DoctorDive.com		Mahahual
Dive shops	Bucaneros	983-102-0992	www.diveimahahual.com		Km 2.2 south of Mahahual
Dive shops	Dreamtime Diving	983-124-0235	www.dreamtimediving.com		Nacional Beach Club
Dive shops	Gypssea Divers	983-130-3714	www.gypsseedivers.com		Near port entrance on left
Doctors / clinics	CostalMed	983-154-2785			Km 6.7 South of Mahahual
Doctors / clinics	Maya Chan AED	983-101-3585			Av. Venustiano Carranza, Chetumal
Doctors / clinics	Clinica Carranza	983-833-1566			Mahahual, south end of soccer field
Doctors / clinics	Centro Salud	983-834-5976			Mahahual, west of Super Bere (same st.)
Doctors / clinics	Dr. Dan Castillejos	999-335-6127	daniel.castillejos@hotmail.com	FB/WA	At the Pier
Doctors / clinics	Swim with dolphins	983-137-8562			Castias
Fishing	Eco Tours	983-700-5824	victorosales0@gmail.com	FB	Castias
Fishing	Western Caribbean Flyfishing	983-732-3144	catchafish@hotmail.com	FB	Castias
Groceries	Super Bere Tienda	983-130-5816			Castias
Massage	Sandra	983-124-3782			Malecon
Massage	Judith (phone Gaby 983-116-1039)	983-156-6692			Malecon
Massage	Nataly Marchant		nataly.ours@yahoo.com		Mahahual
Meat markets	Frozen beef, pork, chicken, fish	983-111-7311			Xcalak Neck Specialist
Meat markets	Cossette "Organic Meats"				Av. Bacalar in Castias behind Punto Modelo
Meat markets	Name unknown *fresh meat				Bacalar
Paddleboard rental	Undertoe Mexico	983-126-0319	www.undertoeMexico.com		Km 55. Turn at primary school and drive to the end of the street
Pharmacy	El Caballo Blanco Pharmacy	983-108-8039	meemysell@yahoo.com	FB/WA	Ya Ya Beach
Pharmacy	Labi Farmacia	983-888-2431			Malecon South
Pharmacy	Williams, Christy	999-259-0956	christywilliams@hotmail.com	FB	Beside Hostel Jardin
Photography	Adeia Mahahua	983-117-1054			Across from Don Kike
Restaurants/ Bars	Almaplena Eco Beach Resort	983-137-5070			Professional Photographer
Restaurants/ Bars	Big Mamas	983-120-2205	chewe_@hotmail.com	FB	Carteral Hwy
Restaurants/ Bars	El Caballo Blanco	983-126-0319	www.hotelcaballoblanco.com	FB	Km 12.5 South
Restaurants/ Bars	El Castillo Hotel	983-110-3056			Malecon central
Restaurants/ Bars	El Delfin Restaurant	983-125-2933	eldefins_2012@live.com.mx	FB	Malecon S
Restaurants/ Bars	Kaos Pizza	983-213-9565			Km 13 S of Mahahual
Restaurants/ Bars	La Tarteleta		amandazeni@yahoo.com	FB	Malecon, S
Restaurants/ Bars	Los Dos Locos	983-119-2273	lunadepalata@info.com	FB	Calle Caldartas, Castias
Restaurants/ Bars	Luna de Plata	983-836-0905	info@hotelmayaluna.com	FB	Paseo del Puerto y Bacalar
Restaurants/ Bars	Maya Luna Hotel	983-834-5719			Km 14.7 S
Restaurants/ Bars	Nacional Beach Club	983-336-3907	mldavmehochkay@outlook.com		Km5.5 S
Restaurants/ Bars	Nohoch Kay - Andres Padinos		limichlangelo@hotmail.com	FB	Malecon central
Restaurants/ Bars	Pizza Papi	983-834-5642			Nohoch Kay Rest-Malecon
Restaurants/ Bars	Tony's Restaurant & Pizzeria	983-156-6443	travelin.com.mx	FB	Paseo del Puerto
Restaurants/ Bars	Travel In'	983-110-9496			Curve South on Malecon,
Restaurants/ Bars	Tropicante	983-134-7357	stevayok@sandalsandskis.com	FB	Km 6.5 South of Mahahual
Restaurants/ Bars	Tukanos	983-155-6306			Malecon south
Tours	Gavin Tours	983-130-7904	victorosales0@gmail.com	FB	Huachinango south
Tours	Eco Tours	983-700-5824	info@mahahual-ecotours.com	FB/WA	Malecon south
Tours	Mahahual EcoTours	983-136-2827	pedlunomahahual@hotmail.com	WA	Operated by Huacho
Tours	Nepituno Tours	983-119-5380	xtabailhavelero@gmail.com		https://www.mahahual-ecotours.com
Tours	Tour en Velero (sailboat tours)	983-112-0538	mcarral@gmail.com	WA	Chetumal
Veterinarian	Monica Moran	983-155-6667			Bacalar
Veterinarian	Clinica Veterinaria Mahahual	983-180-5361	info@costa-maya-yoga.com	FB	Carteral Hwy
Yoga	Kredisch, Simone	983-101-1520			
Yoga	Angell, Shannon	983-124-5002			C. Chinchorro #1025 L-32 M-01 58300, Mahahual, Quintana Roo,

INFORMATION REGARDING PCR TESTS IN THE MEXICAN CARIBBEAN PRIOR TO THE DEPARTURE OF TOURISTS (4th version January 15, 2021)

In early 2020, a new coronavirus (Covid-19) was reported globally that causes respiratory disease in humans. In view of the public health emergency – declared a pandemic by the World Health Organization (WHO) in March of 2020 –, the State of Quintana Roo put into operation different protocols to safeguard the health and well-being of its population and visitors.

At the end of 2020 and beginning of 2021, some countries have implemented the requirement for their citizens to present a negative diagnostic test for Coronavirus Covid-19 (PCR) in order to authorize their return to their country of origin.

The Mexican Caribbean has prevention, detection and care protocols for Covid-19, and a network of hospitals and clinical analysis laboratories that perform PCR diagnostic tests. The list below is just informative and can be updated at any time by the authorities:

NORTH AREA:

LABORATORY	ANTIGEN TEST		PCR TEST		PHONE NUMBER	WEB PAGE	MUNICIPALITY
	COST (MXN)	RESULTS	COST (MXN)	RESULTS			
CEDEME	986	3 hours	3,593	12 hours	9988742732	www.cedeme.com.mx	Cancún y Playa del Carmen
Centro Químico	1,200	Same day	2,700	Next day	9842920982	https://centroquimico.com.mx	Cancún, Playa del Carmen y Tulum
Chopo	_____	_____	2,699	4 working days	5550291996	www.chopo.com.mx/cancun	Cancún
Cozumel International Hospital	899	Same day	2599	24 hours	9878721430	https://hospitalcozumel.com	Cozumel
Doctor Playa del Carmen	2,000	2 hours	4,000	24 hours	9848078401	https://doctorplayadelcarmen.com	Playa del Carmen
Grupo Medicolon	850	1 hour	3800	3 days	9878719978	www.grupomedicolon.com	Cozumel
High Impact Solutions	1,000	Same day	2,700 - 3,000	24 hours	9981501501	www.facebook.com/seguridadcovid	Cancún, Puerto Morelos y Playa del Carmen
Hospital Amerimed	950	Same day	2,850	24 hours	9988813400	www.amerimedcancun.com	Cancún, Playa del Carmen y Cozumel
Hospital COSTAMED	999	Same day	2,499	36 -48 hours	9985610309	www.costamed.com.mx/covid-19/agenda-tu-cita-pruebas-covid-19	Cancún, Puerto Morelos, Playa del Carmen, Cozumel y Tulum
Hospital Galenia	2,250	2 hours	3,654	Same day after 8:00 pm	9988915200	https://hospitalgalenia.com/laboratorio-covid-19	Cancún
Hospital Hospiten	_____	_____	3,000	24 hours	9988813700	https://hospiten.com/en/hospitals-and-centers/hospiten-cancun	Cancún y Playa del Carmen
Hospital PlayaMed	986	3 - 5 hours	3,587	24 hours	9981405258	www.hospitalplayamed.com	Cancún y Playa del Carmen

Hospital Quirúrgica del Sur	_____	_____	3,300	2 days	9988435454	www.quirurgicadelsur.com/covid-19	Cancún
Laboratorio Abiatar	1,600	Same day	2,800	24 hours	9848033070	www.laboratorioabiatar.com	Playa del Carmen
Laboratorio San Miguel	1,100	1 hour	3,500	3 days	987 869 0457	www.facebook.com/LabsSanMiguel	Cozumel, Cancún, Playa del Carmen
Laclicsa	1,300	Same day	2,994	Same day after 6:00 pm	9989800300	www.laclicsa.com.mx	Cancún, Playa del Carmen y Cozumel
Limed	1,800	Same day	2,600	12 hours	9988492628	https://laboratoriolimed.com	Cancún, Isla Mujeres y Playa del Carmen
MD Playa	1,500	24-28 hours	2,300	48 hours	9848030648	www.mdplaya.com/english.html	Playa del Carmen
Médica Playa	1,200	8 hours	2,000	Same day	9841476920	http://medicaplaya.com	Playa del Carmen
PlayaLab	1,100	2 hours	2,250	24 hours	9842543318	www.facebook.com/laboratorioplayalab	Playa del Carmen
Quántico	1,800	1 hour	3,500	Same day	9841314118	https://labquantico.com	Playa del Carmen
Salud Digna	250	2 hours	950	48 - 72 hours	9988840266	https://salud-digna.org/cancun	Cancún

Rates and information as of January 15, 2021. Rates for tourists.

SOUTH AREA:

LABORATORY	ANTIGEN TEST		PCR TEST		PHONE NUMBER	WEB PAGE	MUNICIPALITY
	COST (MXN)	RESULTS	COST (MXN)	RESULTS			
Biometric Laboratorio	1,250	Same day	-	-	9831469677	https://biometric-laboratorio.negocio.site	Chetumal
Centro Médico Chetumal	900	1 hour	3,500	5 days	9832673000	www.centromedicodechetumal.com	Chetumal
Clínica Carranza	1,100	3 hours	3,500	5 days	9838351440	https://clinicacarranza.miadn.mx	Chetumal
Franco Laboratorios	1,350	Same day	3,850	3 - 5 days	9831381714	https://francolaboratorios.com	Chetumal
Laboratorio Granados	980	Same day	-	-	9832672326	www.facebook.com/LaboratorioGranados	Chetumal
Laboratorio Pasteur	1,500	1 hour	-	-	9831111313	https://laboratorio-de-analisis-clinicos-pasteur-chemistry-lab.negocio.site	Bacalar
Laboratorio San Rafael	850	1 hour	-	-	9837005944	www.facebook.com/Laboratorio-San-Rafael-793375724107879	Chetumal
Laboratorio San Rafael	610	1 hour	-	-	9831131815	www.facebook.com/SanRafaelClinic	Felipe Carrillo Puerto
Laboratorios en tu casa	1,700	Same day	1,700	24 hours	9831163999	www.facebook.com/laboratorioentucasachetumal	Chetumal
Laboratorio Simi	849	3 hours	2,399	2 -3 days	9832855804	www.ssdrsimi.com.mx	Chetumal

Rates and information as of January 15, 2021. Rates for tourists.

Más y mejores oportunidades

For those tourists who, because of not having performed their Covid-19 diagnostic test, cannot board their return flight, it is suggested they stay at any of the hotels located at downtown Cancun, for ease of transportation to and from the airport and the medical laboratories to perform the requested tests. Below there is an informative list that can be updated at any time by the authorities of some hotels in this area:

HOTEL	ADDRESS	PHONE NUMBER	RATE (MXN)	ROOM TYPE	NOTES
HOTEL TANKAH	Av. Tankah 69 SM 24 Mza 1 Frente al Mercado 28	998 884 4844	\$500	Double	2 double beds
PLAZA KOKAI	Av. Uxmal, 26, Centro	998 193 3170	\$700	Double	Includes taxes
HOTEL XBALAMQUÉ	Av. Yachilán, no.31, Lt.18 SM22, Centro	998 193 2720	\$700	Double	Includes taxes
			\$800	Maximum: 4 guests	Includes taxes
HOTEL ANTILLANO	Av. Tulum y, Claveles No. 1, 22, Centro	998 884 1132	\$726	Double	Includes taxes
HOTEL PARADOR	Av Tulum 26, 5, Centro	998 884 9696	\$750	Double	Includes taxes
HOTEL SUITES CANCUN CENTER	Alcatrazes 32, SM 22, Centro, Centro	998 884 2301	\$750	Single / Double	Includes taxes
PA'XA MAMA HOTEL	Av. Tulum con Claveles, No. 119 Sm. 22, Centro	998 884 1355	\$850	Double	Includes taxes
CANCUN INTERNATIONAL SUITES	Gladiolas Retorno 7, 11, Centro	998 884 1771	\$930	Double	Includes taxes
HOTEL SUITES VERSALLES	Av Yaxchilán 24, 21, Centro	998 217 7548	\$950	Double	Includes taxes
HOTEL BATAB	Calle 8 52, 23, Centro	800 696 7666	\$950	Double	Includes taxes
VILLA PALMERAS	Sergio Butrón Casas mz 402 lt 1, Centro	998 206 0162	\$973	Single	Includes taxes
			\$1,013	Double	Includes taxes
HOTEL BONAMPAK	Av. Bonampak 225, 4, Centro	998 884 0280	\$995	Double	Includes taxes Continental breakfast
SELINA	Av Tulum 75, 22, Centro	998 145 4023	\$1,025	Double	Includes taxes. Private room with shared bathroom
			\$1,400	Double	Includes taxes. Private room with private bathroom
AMBIANCE SUITES	Av Tulum #227, 20, Centro	998 8920392	\$1,050	Single / Double	Includes taxes. American breakfast
IKARO SUITES	Av Sunyaxchen 16, 25, Centro	998 217 9414	\$1,200	Double	Includes taxes
			\$1,600	Family Suite (6 people)	Includes taxes
RAMADA	Av. Yachilán, No.41, Centro	800 640 7473	\$1,207	Double	Includes taxes
WYNDHAM GARDEN CANCÚN DOWNTOWN	Av Tulum Mza. 14, 4, Centro	998 872 9400	\$1,050	Double	Includes taxes
FOUR POINTS	Av Tulum Mz 1, 12, Centro	998 283 0143	\$1,750	Single / Double	Includes taxes
HAMPTON INN	Bldv. Luis Donald Colosio MZA 1, SM 310	998 234 0500	\$1,774	Single / Double	Includes taxes & breakfast
FAIRFIELD INN & SUITES	Bldv. Luis Donald Colosio Sm 305 Mza 01 L-3-02 Cond S2, 1	998 868 5400	\$1,904	Single / Double	Includes taxes. American breakfast

Rates as of January 6, 2021 and valid according to the availability of each hotel.

Más y mejores oportunidades

From Cancun Airport, there is bus transportation service, leaving from the different terminals, with frequent schedules, to the bus stations located in downtown Cancun and downtown Playa del Carmen.

For those tourists who have a positive PCR diagnostic test for Covid-19 and have to comply with mandatory isolation in the Mexican Caribbean, we have established the Mexican Caribbean Clean & Safe Check Certification. This certification establishes and ensures compliance with good sanitary practices within tourist facilities, in order to provide confidence and certainty to all our tourists. The hotels that are certified have specific protocols for the attention of tourists in isolation.

Link: <https://qroo.gob.mx/sedetur/empresas-cppsit>

In addition to the certified hotels, there is a hotel in downtown Cancun with highly trained personnel in protocols for the attention of tourists in isolation. To check availability and reservations, please request them directly at the Wyndham Garden Cancun Downtown hotel to the reservations department: lucia.urbina@wyncun.com / enrique.garcia@wyncun.com, or by calling 998 872 9400.

We recommend that all tourists download the Guest Assist App (from the Ministry of Tourism), which provides assistance to tourists visiting the state of Quintana Roo. The application is free to download, is available for iOS and Android and has a specific section with important information regarding Covid-19, it also offers a 24/7 available call center.

Link: <https://www.guestassist.mx>

It is important to inform all those interested in hiring the services of the aforementioned companies and other general public that the Ministry of Tourism is not responsible for any claim, damage, affectation or similar situation that may arise from the provision of such services, given that there is no labor or commercial relationship with them.

The Ministry of Tourism is firmly committed to ensure the safety and well-being of all our tourists and workers in the sector and we are actively working for thus purpose.