



These are some of the guidelines found in the Owners Manual. They will help you get acquainted with the services we offer, as well as the property's terms and conditions . You will be informed of the terms and conditions of each service as well as the applicable costs at the time of your request. Some restrictions may apply.

The Owners Concierge department provides the following services:

- Restaurant reservations
- Golf reservations
- Arrangements for VIP assistance , to be requested 24 hours in advance
- Transportation arrangements
- Reservations for excursions
- Basic business center services
- Payment of invoices in our office
- Nanny requests
- Fumigation and Pest Control
- Pool Maintenance
- Debris and Trash Removal
- Deep Cleaning (Home, Yard)
- Washing Machines (Installation and Diagnostics)
- Drying Machines (Installation and Diagnostics)
- Plumbing (Minor Repairs)
- Electric (Minor Repairs)
- Painting
- Home Accessories (Installation)
- Grease Trap Cleaning
- Motor Rewind
- Golf Carts (Repair)
- Air Conditioning (Diagnostics)
- Kitchen (Installation and Diagnostics)
- Other services (Vehicle rentals, information)

Other services that we can provide are the Home Rental Program, Issue of Owner ID Card, Acquiring Owner Vehicle Access Sticker, and Access Card Issue.

The Owners Concierge office is located in the Grand Salon at La Cana Golf & Beach Club and opens Monday to Friday from 9:00 a.m. to 6:00 p.m. You may also contact us by telephone at 809-959-7352 or via e-mail on ownersconcierge@puntacana.com.

Procedures for external visitors. External visitor information (name and number of guests) must be notified to us in advanced via e-mail to ownersconciierge@puntacana.com or by telephone to the Owner Services Office on 809-959-7352. If the external visitor arrives at the entrance gate without previous notification, the homeowner should contact the Telephone Monitoring Center at 809-959-4829 to secure access. Your guest must leave an ID card at the entrance gate and will be given a display card that should be placed on the windshield identifying the destination area. Their personal ID will be returned upon exiting the property. You are responsible for the access and stay of guests at your home and the complex installations.

Use of Golf Carts. In order to protect the safety of our residents, children especially and one under the age of 18 is allowed to drive golf carts inside the property, and likewise, the established speed limits should not be exceeded when driving golf carts.

Requests for VIP Assistance at the Airport

VIP assistance at the Punta Cana International Airport is an added value that the Puntacana Resort & Club offers all of its owners upon arrival and departure. VIP assistance should be requested at least 24 hours in advance to guarantee that the service is provided. Requests need to be made by e-mail to ownersconciierge@puntacana.com or by telephoning 809-959-7352. When making your request please specify names, dates and flight numbers. The owner may not request VIP assistance directly from the airport. VIP Assistance may only be provided to the owner and/or immediate family members (spouse, children, siblings, parents).

This service will only be provided to friends of the owner if traveling within.

Solid waste recycling and disposal

In order to provide continuity to the implementation of our garbage recycling and disposal program at Puntacana Resort & Club, household garbage produced in all the communities must be separated in plastic bags and placed in the garbage containers according to the instructions in the information leaflet distributed to all the homes in the area.

If for any reason you do not have an information leaflet on separating solid waste, please contact a representative of Owners Concierge to request one.
ownersconciierge@puntacana.com

* The timetable for domestic garbage collection is as follows:

Corales – Mondays, Wednesdays and Fridays from 9:30 a.m.
Arrecife – Tuesdays, Thursdays and Saturdays from 9:30 a.m.
Tortuga - Tuesdays, Thursdays and Saturdays from 9:30 a.m.
Marina - Tuesdays, Thursdays and Saturdays from 11:00 a.m.

We ask that you place your garbage container outside your house during the days assigned for garbage collection in your area and once the garbage has been collected by the truck, you should place the garbage container inside your property in a place that is not visible from the street.

* You will be notified in advance of any changes that might be made.

Tree pruning and gardening

Please use 55-gallon plastic sacks for tree pruning and gardening waste, not sacks or bags of any other type. We would like to remind you that a limit has been set for three sacks per residence, 55 gallons each, which will be collected by the designated personnel.

Should this limit be exceeded for sacks with tree pruning waste, please request a separate quote for excess pruning, from our landscaping department. You can obtain this quote via Owners concierge. You will be informed of the price and terms of service when you make your request.

The tree pruning and gardening waste collection schedule is from Monday to Saturday from 8:00 a.m. to 3:00 p.m.

The garbage containers and plastic sacks may be purchased at the Ecological Foundation shop.

In case of emergency

We have a direct phone line for emergencies involving water, electricity and general maintenance services. Please call 809-959-4829 or send an e-mail to centromonitoreo@puntacana.com

In case of accidents, fires or medical emergencies, call 809-959-9911
Security is everyone's responsibility, and we would appreciate your cooperation by calling the Owner Services Office immediately with any information, action or suspicion that may be of interest for preserving safety in the resort.