

Frequently Asked Questions



Getting to Isla Mujeres from Cancun Airport

Private Shuttle is the recommended way to get to the island, it's economic (esp. compared to taxis) and convenient (compared to the bus). These private shuttles will take you/your party without other guests or extra stops to the Puerto Juarez ferry terminal. You can book them round trip, one way, with/without your ferry tickets included, and they have add-on options for beverages, shopping stops, etc.

The most common shuttle carriers are: CARM, Happy Shuttle, America Transfers, Palapa Papa. Here are the links to those companies

<https://carmtransfers.com/>

<https://happyshuttlecancun.com/>

<https://www.america-transfers.com/destinations/isla-mujeres>

<https://www.facebook.com/palapapapa2020>

You can get a \$5 discount with CARM using "CARMCARES" in the checkout process.

You can get a 10% discount with Happy Shuttle with "happyisla" in the checkout process.

- You can also take the ADO bus from the airport to Cancun and then get a taxi to Puerto Juarez. This is a safe & inexpensive option, but takes more time.
- Airport Taxi – this really is a last option because a one-way ride is likely to cost over \$100USD to the ferry port but if you've no other options, it is safe.

Getting around the island; the most common ways

1. Golf Carts – are a fun way to explore the island; they can be either a 4 or 6 seater. Most cart rental companies charge the same rates (1600pesos for

24hrs for a 4 seater). It's recommended to book golf carts in advance esp. if you're visiting Isla during peak season (between Christmas and April).

2. Taxis – another good way to travel (and inexpensive). We recommend asking what the rate is before you get into the car. Most rides are 100-200pesos per one-way trip. Unless the taxi is going to wait for you, do not pay for a round trip.
3. Bus – there are buses that drive around the entire Island and as long as you've got a flexible schedule, this is a cheap/fun way to explore. One ride is 20pesos and a day pass is 180pesos (bring exact change).

Money & paying

Cash **Pesos** is the best, most preferred way to pay on the island. We recommend you have 700-1000pesos when you arrive for tips as you make your way from the airport to Isla. Once on the island, you can use your ATM card to withdraw more pesos. US Dollars will be accepted but you will be charged for the convenience of it and we do not recommend doing this unless there is no other choice. Credit cards are accepted at a few restaurants and expensive shops but *Cash is King* on Isla. ATM machines are readily available around the island (be sure to use the peso machines, there are a few that dispense USD). When asked to accept the ATM foreign exchange rate – always choose to decline as your bank will most likely use a much better exchange rate.

Tipping

It's always best to tip in cash (even if paying with credit cards). These are the amounts we recommend:

- Restaurants – 18-20% of the bill
- Baggage assistance (porters/maleteros) – 100-200p
- Porters/maleteros at the ferry terminal, who use bikes to bring bags to the house get 200-400pesos (or more if they bring bags upstairs)
- Shuttle drivers – 200p (or more with lots of bags)
- Taxis – if you want to tip them, 20-50pesos is appreciated
- Services like massages – 18-20% of the fee

The people serving food, drinks, delivering, etc. are typically NOT the owners and they work hard and depend on tips (propinas). In some cases (maleteros for example) they only make money from tips.

Street vendors

As you walk through the vibrant streets of Centro Isla, you'll encounter sales people trying to entice you to look around their shops. Many of them are funny and have really unique "lines" to make you smile. If you are staying at a hotel that gives you a wrist band, beware of vendors saying "I was your server"... that's usually not true. If you don't want to shop, it's best to just ignore, smile and say "no gracias". They're just trying to make a living & it's all in good spirit.

Isla Drinking water

Restaurants, bars & street carts DO NOT use tap water to clean food (salads/fruit/etc) or for ice in drinks.

It is strongly recommended NOT to drink tap water but it's okay to use when brushing your teeth as long as you're not swallowing a lot of it. Most hotels and homes (like Casa Reposado) provide 5 liter jugs of clean water for guests and bottled water is readily available too.

For folks with sensitive stomachs we highly recommend bringing antacids, Pepto bismol tablets, activated charcoal tablets, and/or anti-diarrhea medicine. Most of the time stomach issues are simply due to unusual types or amounts of (acidic) food and drinks from your normal routine.

Island logistics (North/Centro, Colonias, Punta Sur)

There are 3 distinct places to stay on Isla

North/Centro: this is where the best beaches are located and the bulk of restaurants, bars, and access to activities. Being within walking distance to everything is a big benefit to staying here and when power/water is out, this is the first part of the island to get back online.

Colonias (middle part of the island): this is a great residential area that has a strong restaurant scene with some VERY authentic food. We recommend a taco crawl in this part of the island (hint: remember to pack adult beverages).

Punta Sur: this is the southern tip of the island where you'll find incredible views and an ancient Mayan temple ruin. Whether you're on the Caribbean side or Cancun Bay side of Punta Sur you'll see fantastic vistas. There are fewer restaurants and bars on this end of the island and you'll most likely need a golf cart, taxi, or take the bus to get around.

Weather:

When you look up the local Isla Mujeres weather forecasts, they are generally coming from Cancun (not Isla) and the difference between the two is usually vastly different. Unless there is a tropical (or stronger) type storm, rain in the forecast normally means intermittent showers that pass quickly. With climate change, it can be tricky to predict the best weather but January – April is warm with (traditionally) less rain, May – September has been called the rainy season but regardless, it is certainly warmer and humid. October – December are great months to visit the island as it tends to be less crowded, the weather is nice, but cooling down, especially in the evenings.

Pools

There are two pools at Casa Reposado. The ground floor (Milagro Suite) has a 4.5 foot deep pool that can be heated and has an unobstructed view to the Caribbean. It's a great place to watch the sunrise with a cup of coffee or cool off after a hot day of vacationing.

The second pool is on the rooftop (Piso Azul) and it has an infinity edge overlooking the Caribbean. This pool has 2 sections; one area has a shallow sunning area and a deeper 4.5 foot section, this pool is not heated. From this pool you can sip a cocktail and watch the magnificent Frigatebirds soar overhead while they search for fish.

Both pools have a waterfall feature that you can activate and if you are lucky, you'll see dolphins out in the Caribbean, too.

Power & water outages

During storms, surges in energy demands, and other events on the island, disruptions to power and water can, and unfortunately do, occur. Due to this reality, we have installed a 10,000 gallon (37,000 liter) cistern and a Kohler Whole House generator. In the event of a power outage, we do ask that non-essential electrical items are turned off so that the generator can continue to keep the A/C and refrigerators running.

This is a unique feature that won't be found in most private homes (and many hotels either).

Toilets and TP

You'll notice on the island that many/most places request that you do not flush toilet paper. This is because the island has an old pipe system that moves Isla

Mujeres waste to Cancun for treatment. It can get clogged and this is why it is requested that you do not flush toilet paper. We have installed motion activated trash bins next to every toilet in the house to make this easy. If you accidentally flush a bit of TP because... sometimes it happens, you do not need to fish it out but please do try to remember on the next visit. We thank you for your assistance with this special Mexican topic.

Showers – who knew?

It's been said on many occasions (by Mexicans) that Mexicans do not take long, hot showers. And if you talk to other Isla homeowners or frequent travelers, you might also hear that it is common to have a luke warm, low pressure shower. With that in mind, we have gone to extra pains to ensure that Casa Reposado has ample hot water and good water pressure in our showers. That means that every bathroom has it's own dedicated on-demand, tankless (instant) hot water heater and since it's recently built, it has strong pressure in all areas where water is used. We hope you enjoy this as much as we do.

Paying the Tourism VisiTAX to Quintana Roo:

Another hot topic on Isla Facebook groups... the Mexican state of Quintana Roo has a tourism tax for all foreign tourists. Many people either do not know about this tax and/or don't pay it because it is not really enforced. However, not paying it could potentially cause issues with travel later so we encourage folks to pay (especially as it is not much and it is used to support infrastructure, mitigate impact on nature/beaches and improve public services within the state).

You can pay before, during, and after your trip – and be sure to use the official site:

www.visitax.gob.mx