

## Frequently Asked Questions.

### Owner Services.

#### I have just purchased an off-plan unit in Cana Bay and it is under construction, can I enjoy the amenities as an owner?

Of course you can, you just have to go to the Cana Bay office with a copy of your sales contract, and the Cana Bay Protective Regulations signed by you and a representative of the developer and our Customer Service team will accompany you step by step so that you can register as an owner and thus enjoy the amenities of Cana Bay within a maximum period of 72 hours.

#### Where can I register as an owner or resident?

By presenting your purchase contract and the Cana Bay Protective Regulations signed by you and a representative of the developer who sold you the unit, the **Customer Service** team will accompany you to carry out the digital identity registration at the PROSEGUDOM security offices located at the main entrance of Cana Bay.

You will then be given a Welcome Letter with basic information on how the Resort operates and will be told how to download the Cana Bay app.

#### What documents do I need to register as an owner or resident?

- Application form duly completed.
- Two-inch by two-inch photo (can be digital with a white background)
- ID card or passport
- Purchase contract duly signed and notified at Cana Bay
- Protective regulations duly signed and notified at Cana Bay

#### Where can I pick up my owner's card?

The owner or resident card is "DIGITAL" and can be consulted in the Cana Bay application that can be obtained from Play Store and Apple Store for free. The **Customer Service** team can help you use it.

You can also request a proximity card or digital reader for the vehicle.

#### How can I register in the Cana Bay application?

After downloading the application, you must request access, and enter your name, surname, identity document and other data. Within a maximum of 72 hours, you will receive access to the app.

#### How many owner's cards can I request?

Owners listed on the sales contract can request IDs for their Family Unit (ancestors and/or descendants under 24 years of age who live with the owner). The owner must prove family unity.

#### When does my digital owner card expire?

Your digital owner or resident card does not expire. As long as you are an owner or resident of Cana Bay, it will remain active as long as you are part of the Cana Bay community.

### **Can I request a card for a tenant with a short-term rental?**

As an owner, you can request ID cards for your tenants with rental contracts of 2 months or more.

For access for tenants with rentals of less than 2 months, the owner must request an access ticket through the email [csh@canabay.com](mailto:csh@canabay.com) or through our app.

### **How can I request access for my guests?**

You must send a request to the security department through the email [csh@canabay.com](mailto:csh@canabay.com) where they will assist you immediately with your request or by calling 849-4494694.

Guests invited by the owner can access through the main door with the QR code that will be sent to the applicant, once the host owner sends an email to [csh@canabay.com](mailto:csh@canabay.com) requesting access, 24 hours before the arrival of the guest, indicating the unit, date of stay, and photo of the guest(s)'s ID and vehicle registration.

### **How do I request access for a guest with less than 24 hours notice?**

Guest access by the owner with less than 24 hours' notice will require a call to the cell phone number 849-449-4694. They will also ask you to send an email to [csh@canabay.com](mailto:csh@canabay.com) requesting access, indicating the unit, date of stay, and photo of the guest(s)'s ID and vehicle registration.

### **I have just received the unit, where can I contract my basic services and what do I need to do so?**

Upon receipt of your unit, you must proceed to contract the services, including payment of connection charges and deposits.

- Electricity: Consorcio Energético Punta Cana Macao (CPEM)
- Water: Cana Bay Srl [administracion@canabay.com](mailto:administracion@canabay.com)
- Telecommunications: Activa Cable Telephone and Internet

The Customer Service team can help you with the activation of your services if you wish.

### **What are the requirements to request the connection of the water service in Cana Bay?**

In order to make the connection of the water service, you must go to our administrative office with the notified purchase contract, the notified Protective Regulations of Cana Bay, pay the deposit corresponding to your unit, and the connection fee for said concept.

### **How many types of maintenance fees are there and which ones do I have to pay?**

In Cana Bay there are two maintenance fees. The Cana Bay Resort fee, which depends on the administration of Cana Bay, and the condominium fee, which depends on the administration of the condominium.

### How are the maintenance fees of Cana Bay calculated?

The maintenance fees imposed on each property are calculated by dividing the common expenses by the total number of properties. The square meters of the unit and the type of use of this are taken into account.

### Cana Bay Lifestyle

#### What experiences does Cana Bay offer?

Cana Bay offers premium experiences that are carefully incorporated and authorized by Cana Bay but managed independently from Cana Bay management. Experiential Dining, Sport & Leisure, Wellness, Thrilling Nightlife, and Day Beach Club.

- **ORO Club.** ORO Nightclub at Hard Rock Hotel is the most exclusive nightclub in the Dominican Republic. With capacity for 1000 people and 33 VIP tables. It offers the perfect setting where your guests can experience a luxurious and vibrant night in Punta Cana. Open Friday and Saturday: 11:00 PM to 04:00 AM
- **Hard Rock Casino.** 4,459 square meters, 25 gaming tables and 440 slot machines Poker Room, Blackjack, Craps, Roulette or Baccarat, and VIP Lounge with a variety of table games and high limit slots.

Open daily from 6:00 PM to 11:00 PM

- **Montserrat Restaurant** named after the Island of Montserrat in the Western Caribbean and home of the studio where Rock & Roll history was made in the

70's and 80's. A Modern American dining concept with the highest quality meats flown directly from Chicago, hand-selected and aged for 21 days. Also specializing in fresh local fish and live lobsters.

Open daily from 6:00 PM to 11:00 PM

- **The Rock SPA** Whether exercising, relaxing or having fun, owners and guests enjoy different levels of wellness experience with incredible discounts.

Open daily from 9:00 AM to 6:00 PM

- **Racquet Club** Cana Bay Racquet Club features two tennis courts and two paddle courts, both with artificial grass. Club members will enjoy playing under the Caribbean sun or at night under perfect lighting.

Open daily from 8:00 PM to 6:00 PM

**Golf Course** The Hard Rock Golf Club Cana Bay features 18 holes of championship golf designed by the Nicklaus group. With a length of 7,253 yards from its back, you will find all the challenges you desire. This par 72 course offers an impressive collection of challenges for every player's ability, regardless of their skill level or experience. A course riddled with impressive landscapes of local flora and fauna.

Open daily from 6:00 AM to 6:00 PM

- The Beach Club With its 11,000 m2 and a long list of services, the Beach Club is the social center of Cana Bay, an elegant and exclusive place for members and partners only where they meet and enjoy the infinity pool, panoramic terrace, library for special events, and of course a private beach.

Open daily from 9:00 AM to 6:00 PM

### **Are there plans to incorporate more experiences at Cana Bay?**

Owners and visitors can enjoy the exclusivity, quality of service and design offered by its amenities and real estate projects through memberships or paid services.

In this sense, Cana Bay is working to incorporate Premium Lifestyle amenities, including twelve premium commercial premises and a “Fusion” Market-Restaurant.

### **How can I access Hard Rock Golf Club at Cana Bay?**

Owners do not obtain any right of easement or ownership over the golf course when purchasing a unit at Cana Bay.

The privileges of using the Hard Rock Golf Club at Cana Bay property are subject to obtaining a membership which conditions are found in the membership plan documents of the HARD ROCK GOLF CLUB AT CANA BAY MEMBERSHIP PLAN, which you can request information about from our Customer Service department.

### **Can I purchase a Tee Time for Hard Rock Golf Club at Cana Bay?**

Through the Customer Service team you can obtain Tee Times at preferential prices. US\$150 in the morning and US\$90 in the afternoon.

### **Can I purchase a Day Pass for Hard Rock Golf Club at Cana Bay?**

Through the Cana Bay Customer Service team you can obtain Day Passes at preferential prices.

- Day Pass → US\$114 adult – US\$57 children (10.00 am / 6.00 pm)
- Night Pass → US\$83 adult – US\$39 children (6.00 pm / 2.00 am)
- Full Day Pass → US\$172 adult - US\$72 children (10.00 am / 2.00 am)

### **How can I access the Beach Club at Cana Bay?**

Owners do not obtain any right of servitude or ownership over the Beach Club at the time of purchasing a unit at Cana Bay.

The privileges of using the property of the Beach Club at Cana Bay are subject to obtaining a membership whose conditions are found in the BEACH CLUB MEMBERSHIP PLAN DOCUMENTS

### **How much does a membership cost for the Beach Club at Cana Bay?**

The owner may purchase an annual membership to the Beach Club for US\$500 per person for adults 24 years of age or older, US\$200 for youth 13 to 23 years of age, and US\$100 for children 4 to 12 years of age.

**Can I transfer my membership to a family member or friend?**

Memberships are nominative, non-transferable and for the exclusive use of the holder of the aforementioned membership, and therefore may not be transferred to any third party.

**How many memberships can I obtain per apartment for the Beach Club at Cana Bay?**

Owners may purchase up to five annual memberships per unit for the Beach Club for US\$500 per person for adults 24 years of age or older, US\$200 for youth 13 to 23 years of age, and US\$100 for children 4 to 12 years of age.

**Can more than five memberships be requested per apartment for the Beach Club at Cana Bay?**

To obtain additional memberships, please contact the Customer Service team directly, who will carefully review your case.

**Can I purchase a Day Pass for The Beach Club at Cana Bay?**

For all our visitors and tenants, we have a consumable Day Pass of US\$35 per person, which you can apply to food and drinks. Other promotions or discounts that the Beach Club may offer cannot be combined with the Day Pass.

**How can I play tennis or paddle tennis at the Racquet Club?**

The Racquet Club is open to any paddle tennis or tennis enthusiast.

You can make your reservations directly at the Racquet Club offices to check the availability of the courts from 8:00 a.m. to 8:00 p.m. by contacting 809 710 4997.

Cana Bay owners and residents can make their reservations through the Customer Service team at 809 299 6773 or directly at the Cana Bay administration office.

**Real Estate Services**

**Are there any restrictions when selling or renting my apartment?**

The Real Estate Agency is the official brokerage agent for the sale, resale and rental of real estate properties in Cana Bay.

The Cana Bay Internal Real Estate Agency must be contacted to comply with provision 5.10.2 "Preferential Right"

**Can I rent my apartment without using the services of the Real Estate Agency?**

If at any time and periodically the owner decides to offer his property for rent and the Cana Bay Internal Real Estate Agency requires it, he must sign a brokerage agreement with the aforementioned agency and join the Rental Management Program managed by the Cana Bay Internal Agency.



**Why is there a Rental Management Program managed by the Cana Bay Internal Agency?**

To ensure compliance with the standards of exclusivity, quality and service that distinguish this community and with the objective of generating the highest profitability of the 7 properties, an official Income Management Program has been designed.

**Can I contract with another administrator other than the Internal Real Estate Agency?**

In the desire to be able to offer all our owners the possibility of including their real estate units on our official platform and achieve the growth, development and consolidation of Cana Bay as one of the most important Premium Lifestyle destinations in Punta Cana, we have approved a series of Authorized Administrators with whom you can contract with the greatest guarantees.



FREQUENT QUESTIONS	NOVEMBER 2023
VERSION (2023)	CUSTOMER SERVICE