

Frequently Asked Questions.

Owner Services.

I have recently purchased a unit in Cana Bay that is still under construction. Can I enjoy the amenities as an owner?

Of course! You just need to visit the Cana Bay office with a copy of your purchase agreement and the Cana Bay Declaration, signed by you and a representative of the developer. Our Customer Service team will guide you through the process of registering as an owner, enabling you to enjoy the Cana Bay amenities within a maximum of 72 hours.

Where can I register as an owner or resident?

By presenting your purchase or rental agreement, along with the Cana Bay Protective Regulations signed by both you and a representative of the developer who sold you the unit, our Customer Service team will complete your digital identity registration at the Administration Office.

Afterward, you will receive a Welcome Letter containing essential information about the resort's operations, along with guidance on how to download the Cana Bay mobile app.

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

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- ✓ Application form fully completed.
 - ✓ 2x2 inch photograph (can be digital with a white background)
 - ✓ ID card or passport.
 - ✓ Purchase agreement duly signed and registered at Cana Bay.
 - ✓ Cana Bay Declaration duly signed and registered at Cana Bay.

Where can I pick up my owner or resident card?

The owner or resident ID card is physical and must be collected at the Administration Office. To obtain it, your registration must be fully completed. If you require any assistance, our Customer Service team is available to help you.

Additionally, a proximity card or digital reader for your vehicle can also be requested.

"How do I register for the Cana Bay application?

After downloading the app, you will need to request access by entering your full name, identification document, and other required information. You will receive access to the app within a maximum of 72 hours.

How many owner identification cards can I request?

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Owners listed on the sales contract may request identification for their Family Unit (ascendants and/or descendants under the age of 24 who reside with the owner). The owner must provide proof of family unit.

When does my owner ID card expire?

Your owner ID card expires one year after it is issued. As long as you remain a property owner at Cana Bay, it can be renewed

Can I request an ID card for a short-term tenant?

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Can I request an ID card for a short-term rental tenant?

As an owner, you may request identification cards for tenants with rental agreements of 2 months or longer.

For tenants with rentals shorter than 2 months, the owner must request an access QR code through our app or by contacting us via email at servicios@canabay.com

How can I request access for my guests?

To facilitate access and ensure proper control, it is recommended to manage guest visits through the mobile app, where you can request an access QR code. This code is generated and sent electronically, allowing your guests smooth and secure entry.

If you do not have the app, you can also notify visits by sending an email to servicios@canabay.com

To ensure proper processing, it is important that the owner's email is already registered in our database.

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

Guest access requests made by the owner with less than 24 hours' notice will require a phone call to 809-299-1282. You will also need to send an email to servicios@canabay.com requesting access, including the unit number, dates of stay, a photo of the guest(s)' identification, and the vehicle's license plate.

I have just been handed over the unit. Where can I contract my basic services and what do I need to do so?

Upon receiving your unit, you should proceed to contract services, including payment of connection charges and deposits.

- Electricity: Consorcio Energético Punta Cana Macao (CPEM)
- Water: Cana Bay S.R.L admin@canabay.com
- Telecommunications: Activa Cable Phone and Internet

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The Customer Service team can help you with service activation if desired.

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

To be able to connect the water service, you must go to our administrative office with the notified sales contract, the Cana Bay Protective Regulation notified, pay the bond corresponding to your unit, and the connection fee for this concept.

How many types of maintenance fees are there, and which one do I need to pay?

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

How are the Cana Bay maintenance fees calculated?

The maintenance fees imposed on each property are calculated by dividing the common expenses among the total number of properties. The square meters of the unit and its type of use 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 the Cana Bay administration. These include Experiential Dining, Sport & Leisure, Wellness, Thrilling Nightlife, and Day Beach Club.

- **ORO Club Nightclub.** ORO Nightclub at Hard Rock Hotel is the most exclusive nightclub in the Dominican Republic. With a capacity for 1000 people and 33 VIP tables. It offers the perfect setting for guests to 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, Baccarat and VIP Room with a variety of table games and high limit slot machines.

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

- **Montserrat Restaurant.** Named after the island of Montserrat in the West Indies, home of the studio where rock & roll history was made in the 70s and 80s. An American Moderna Food concept with the highest quality meats brought directly from Chicago, hand-picked and aged for 21 days. It also specializes in fresh, local fish and live lobsters.

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

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

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

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

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

- **Golf Course.** The Hard Rock Golf Club Cana Bay features an 18-hole championship golf course designed by the Nicklaus group. With a length of 7,253 yards from the back tees, you'll find all the challenges you want. This par 72 course offers an impressive collection of challenges for the ability of each player, regardless of their level of skill or experience. A course filled with stunning landscapes of local flora and fauna.

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

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

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

Are there plans to incorporate more experiences in Cana Bay?

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

In this sense, Cana Bay is working to incorporate Premium Lifestyle category amenities, including twelve premium retail stores, and a "Fusion" Market-Restaurant.

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

When owners purchase a unit in Cana Bay, they do not gain the right of servitude or property over the golf course.

The privileges of using the property of Hard Rock Golf Club at Cana Bay are subject to obtaining a membership, whose conditions are in the documents of the Hard Rock Golf Club at Cana Bay Membership Plan. You can request information about this from our **Customer Service** department.

Can I purchase a tee time for the Hard Rock Golf Club at Cana Bay?

Through the Customer Service team, you can get preferential Tee Times. US\$150 for morning times and US\$90 for afternoon times.

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

Through Cana Bay's Customer Service team, you can obtain Day Passes at preferential prices.

- ✓ Day Pass → US\$ 117 adults – US\$ 58.50 Kids (10.00 am / 6.00 pm)
- ✓ Night Pass → US\$ 85.50 adults – US\$ 40.50 Kids (6.00 pm / 2.00 am)
- ✓ Day Pass (hole day) → US\$ 177 adults - US\$ 75 Kids (10.00 am / 2.00 am)

How can I Access The Beach Club at Cana Bay?

When owners purchase a unit in Cana Bay, they do not gain the right of servitude or property over the Beach Club.

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

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

The owner can purchase an annual membership for the beach club for US\$500 per year.

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

Memberships are non-transferable, personal and for the exclusive use of the holder of the said membership, and therefore cannot be transferred to any third party.

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

Owners can purchase up to five annual memberships per household for The Beach Club. In 2024, the cost for an adult membership (24 years and older) is USD \$500, for individuals aged 13 to 23 the membership fee is USD \$200 per year, and for children aged 4 to 12 the membership fee is USD \$100 per year. The privileges, terms, and conditions of the Beach Club membership are detailed in the Beach Club Membership Plan document.

Can I request more than five memberships per apartment for the Beach Club at Cana Bay?

To obtain additional memberships, please contact the Customer Service team directly, who will analyze your case with the utmost care.

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

For all our visitors and tenants, we have a Day Pass consumable of 35usd per person, which you can apply to food and beverages. Other promotions or discounts offered by the Beach Club are not cumulative with the Day Pass.

How can I practice tennis or padel in the Racquet Club?

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

You can make your reservations directly to the Racquet Club offices to check the availability of the courts from 8.00am to 8.00pm 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 through the Cana Bay administration office.

Servicios Inmobiliarios

Are there any restrictions when selling or renting my apartment?

Cana Bay's internal Real Estate Agency is the official brokerage agency for the sale, resale and rental of real estate properties in Cana Bay.

You should contact Cana Bay's Real Estate Agency to comply with Article 5.10.2 "Right of First Refusal"

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

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

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

To ensure compliance with the exclusivity, quality and service standards that differentiate this community and with the objective of generating the highest return on properties, an official Rental Management Program has been designed

BEACH CLUB & GOLF RESORT - DOMINICAN REPUBLIC

Can I hire another manager that is not the Internal Real Estate Agency?

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

