



## PRACTICAL GUIDE FOR OWNERS AND RESIDENTS

CANA BAY BEACH CLUB & GOLF RESORT



Beach Club & Golf Resort – Dominican Republic



Beach Club & Golf Resort – Dominican Republic

At Cana Bay Beach Club & Golf Resort we seek to ensure that both owners and residents have a pleasant and memorable experience. This guide aims to provide you with information and a reference frame to make your stay as pleasant as possible.

Consider this document as a guide with information about the services we offer and the rules that govern Cana Bay Beach Club & Golf Resort. All rules have been established considering the common good and protecting the owners' investment.

This document, and the information it contains, are not intended to replace the Protective Regulations of Cana Bay Beach Club & Golf Resort, but rather to serve as a practical manual for coexistence for owners and residents. The rules, as well as the rates, may vary when circumstances so require.

At Cana Bay Beach Club & Golf Resort we appreciate you choosing us, and we warmly welcome you to our community.

Best regards,

Evagrio Sánchez Campo  
President Cana Bay Beach Club & Golf Resort

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## CANA BAY BEACH CLUB & GOLF RESORT

	<p>Located along the sandy beach of Arena Gorda in Punta Cana, Cana Bay is an exclusive gated and regulated residential resort complex. The Cana Bay Master Plan has a total of two million five hundred fifty-four thousand four hundred sixty-five square meters (2,554,465 m<sup>2</sup>).</p>
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The first phase, currently in operation, consists of:

- One million two hundred eighty-four thousand three hundred one square meters (1,284,301 m<sup>2</sup>), of which six hundred seventy-nine thousand one hundred two square meters (679,102 m<sup>2</sup>) are destined for residential, commercial and hotel use.
- Hard Rock Golf Club at Cana Bay has an 18-hole golf course.
- The Beach Club at Cana Bay, a private beach club.
- Racquet Club with two tennis courts and two paddle tennis courts.
- One hundred forty-five thousand three hundred seventy-three square meters (145,373 m<sup>2</sup>) of non-residential lots, intended for avenues, streets, buffers, services and facilities for the Resort.

Today the project has two access roads: main access gate for owners, residents, and visitors; as well as a service door for collaborators and suppliers.

Cana Bay as a Master Development attracts and approves projects that offer their owners first-class properties and facilities. The real estate projects at Cana Bay Resort offer their owners the highest standards of quality and design.

Security, exclusivity, and excellent value for money are the distinctive features of this Resort.

# TERMS OF COEXISTENCE AT CANA BAY BEACH CLUB & GOLF RESORT

## GENERAL RULES:

**1. Use of the residential property:** The residential property will be used exclusively as a residence and may not be used to establish commercial or industrial operations of any kind. The installation and/or operation of offices, food sales businesses, clothing sales businesses or any other type, bars, restaurants, dance halls, gyms is prohibited, without this statement being limiting; except for temporary activities that have permission from the administrator.

**2. Façade of the residential property:** Every Owner is obliged to maintain the exterior of the property, such as painting, gardening, cleaning, among others, in optimal conditions. Objects or signs that may cause a change in the architectural harmony established for the Resort must not be installed on the facades of the properties. The Owner interested in installing objects or signs on the façade of the Property may contact the Cana Bay Promotions Department in advance for verification of the location.

It is not permitted to hang clothes on the exterior façade of the properties or to place objects on balconies, trees, parking lots or sidewalks. Parking lots may not be used as storage. Only flowerpots and/or small-sized ornaments may be placed there in limited quantities.

For more information on the rules governing the façade of the properties, as well as guidelines on exterior landscaping, please review the Cana Bay Protective Regulations, especially Chapter 5: Regulations for Use. In case of renovations, review point 9 of the aforementioned regulations: Urban Specifications; and request approval from the Cana Bay Resort board of directors.

**3. Responsibility:** All owners must repair any damage that has been caused to third parties and/or third-party property, and to common property within the Resort. The Owner will be responsible for any damage caused to third parties and/or their property, by themselves, their dependents, their guests, lodgers or tenants and/or domestic animals.

All owners, residents, short-term tenants, employees, administrators, or representatives must display behavior that conforms to morality, good customs and public order.

The owner must maintain in force the insurance policies that cover his property with a first-rate insurance company in accordance with the ranking of the Superintendency of Insurance. The indicated policy will be issued for the minimum global amounts that are established as necessary to cover the owner's liability and/or the replacement value of the property.

**4. Aerial Vehicles:** The use of unmanned aerial vehicles and/or drones is prohibited, as well as any other device that may compromise the privacy and security of the users, visitors or owners of Cana Bay Beach Club & Golf Resort.

**5. Fireworks:** Any owner, tenant, guest, user or occupant of the property who wishes to use fireworks within the Resort must make their request to the Promotions Department twenty-four (24) hours in advance, or directly to the Cana Bay Resort Office. The use of fireworks is not permitted after 12:00 midnight. The user of these will be responsible for any damage caused to third parties and/or third-party property within the Resort.

**6. Waste:** It is not permitted to deposit garbage or any type of waste or debris in any container other than the one indicated in accordance with the provisions of the Promotions Department, and/or as regulated in point 5.9.31 of the Cana Bay Protective Regulations, and its accumulation is prohibited.

The storage on the property of raw materials, materials or flammable, explosive, unhygienic chemical preparations, waste or debris that may threaten the health of third parties or the integrity of the Resort, and/or that produce humidity, offensive odor, fumes, or any type of inconvenience to users, visitors or owners of the Resort, is not permitted.

**7. Parking:** Vehicles must only be parked in the parking lot corresponding to the property, and/or in areas that have been designated and authorized for this purpose by the administration of Cana Bay Resort. Vehicles must not be parked, or objects left that may obstruct the parking lot belonging to another property.

In spaces designated for the circulation of vehicles of any type, vehicles may not be parked at any time, nor may objects be left that impede the passage.

Any vehicle parked in violation of this paragraph or parking rules promulgated by the board of directors may be towed.

**8-Transit:** All occupants of the property must respect the traffic regulations of the Dominican Republic, where drivers must have a timely and current driver's license, vehicle occupants must wear seat belts, motorcyclists must wear helmets and maintain legal insurance that contains coverage that protects against damage caused to third parties and/or other people's property.

Motorized vehicles, including golf carts, must only be driven within the Resort by persons over the age of 16, as verified by authorized personnel. The maximum speed limit at Cana Bay Beach Club & Golf Resort is 20 km/h.

**9. Animals and Pets:** Breeding or keeping any animal, reptile, livestock, wild animal or bird is prohibited, with the exception of a total limit per property of two (2) dogs, cats, fish or other common and usual household pets. Breeding or possession of pets for commercial purposes is prohibited. Pets must not roam freely, and whenever they are off the property of the owner, they will be confined to a leash held by a responsible person. Such responsible persons must clean up immediately after the pets have defecated. Owners must ensure that their animals and pets are properly vaccinated and will be liable to third parties for damage caused by animals under their care.

**10. Antennas, Satellite Dishes:** The placement of radio and communication antennas, or satellite dishes in the Resort is prohibited unless permitted by management.

**11. Firearms and sharp objects:** The use of firearms is prohibited within the promotion. The term "firearms" includes "B-B" pistols, pellet guns and firearms of all types, regardless of size. Only personnel designated by the administrator may carry firearms with their respective license issued by the Ministry of the Interior and Police. Sharp objects over three inches long and ½ inch wide, such as knives, swords, machetes, etc. are also prohibited, except for those persons and workers authorized by the administrator.

**12. Energy Conservation Equipment:** The construction or installation of solar energy collection panels or other energy conservation equipment on the property is prohibited unless such panels

are an integral and harmonious part of the architectural design of the property or as determined by the Board, in its sole discretion.

**13. Fuel:** The storage of gasoline or other fuels in excess of five (5) gallons for the operation of lawn and similar equipment and/or emergency purposes is prohibited anywhere on the development, except that the manager is authorized to store fuel for the operation of vehicle maintenance, power plants and similar equipment. However, fuel tanks may be permitted if installed underground or properly concealed, subject to the approval of the Cana Bay Resort Board of Directors.

**14. Irrigation:** The installation, construction and operation of sprinklers or irrigation systems of any type or by any person, which are fed from watercourses within the development is prohibited; except in cases previously approved by the administration.

**15. Disturbances:** Excessive noise that may disturb the other owners or residents must not be caused. Music must be kept at a moderate level, below 50 decibels 30 feet away from the source. The storage of property or things that could cause dirty conditions, lack of hygiene, or that are sight offensive is prohibited; as well as the maintenance of substances or materials that emit foul or offensive odors, or that cause noise, or any other condition that disturbs the peace of the occupants of properties in the surroundings.

**16. Relocation:** Relocation must be notified in advance by email at least 24 hours in advance to [controldeacceso@canabay.com](mailto:controldeacceso@canabay.com) . The schedule for moves is Monday through Friday from 8:00 a.m. to 6:00 p.m. and Saturdays from 8:00 a.m. to 12:00 p.m.

**17. Tree Removal:** The removal of trees is prohibited, unless they are dead trees and those that must be removed to encourage the growth of other trees or for safety reasons. Stumps resulting from trees damaged by acts of God must be removed.

**18. Subdivision of parcels or properties:** The subdivision of the property, the modification of its boundaries or the lines of the dividing boundaries is prohibited, except with prior approval by the Cana Bay Resort Board of Directors.

**19. Fees and services:** The administration of the Resort is managed by Cana Bay, SRL, which is responsible for the supply of all services, including electricity, drinking water, access roads and communications, as well as directing the financial affairs of the administration and operation of the common areas, including the preparation of the annual budget for common expenses, determining and collecting fees from each owner in the corresponding amount.

There are 2 maintenance fees: The Cana Bay Resort fee and the Condominium fee.

**19.1- Cana Bay Resort Fee:** It is calculated based on the size and type of each unit. For example, in 2024, the fee is \$1 USD per square meter of the unit's covered area and \$0.50 USD per square meter of terrace. The fee has a minimum of \$90 USD per month. This fee covers the monthly expenses for the general maintenance of the Resort, such as, for example:

Water service for irrigation of common areas.	24-hour security service and cameras
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Sewage treatment service.	Maintenance of common green areas.
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Electricity service in common areas.	Civil liability insurance.
Road maintenance.	Customer service.

Garbage collection.	Access control service.
Fumigation service in common areas.	Fire inspection service.

Unit typology	Indicative range of the monthly maintenance fee, in US dollars, updated as of 2024
1 bedroom apartments	From USD 90 to USD 114
2 bedroom apartments	From USD 114 to USD 167
3 bedroom apartments	From USD 167 to USD 225
Duplex Villas	From USD 155 to USD 195
Single-family villas	From USD 295 to USD 315

The Resort's annual budget is published on our website [www.canabay.com.do](http://www.canabay.com.do), and on the administration's noticeboard. It is updated every October.

**19.2- Condominium Fee:** If your property belongs to a Condominium, you will receive the maintenance data and rates from the company in charge of the operation of the condominium, directly from the administrator appointed by the Owners' Consortium.

### **19.3- Basic Services:**

**-Water Service:** The water service is managed by Cana Bay SRL. Currently the cost per cubic meter is US\$0.84 per month. The cost of the deposit is US\$200 refundable. The cost per connection is US\$110 for connections smaller than 2 inches. These rates are updated as of 2024 and are reviewed annually.

Main Line	Bond US\$	Connection US\$	Minimum M3	Fee M3	Minimum US\$
≤ 2 Inches	200	110	29.77	0.84	25.00
≥ 3 Inches	450	3,500.00	29.77	0.84	25.00

**-Electricity:** Electricity service is provided by the Consorcio Energético Punta Cana Macao (CEPM), who in turn manages the rates, billing the property directly.

**-Telecommunications:** Telecommunications service is provided by Activa Cable Telefónico e Internet, who in turn manages the rates, billing the property directly.

## **20. Access**

**20.1- Access for owners and/or residents:** Owners can request identification for their family unit at the Cana Bay SRL offices, where our Customer Service team will accompany you step by step to register within a period of 72 hours.

The owner's card costs US\$36 per year. Replacements due to loss, theft, or wear and tear have a cost of \$20 USD. 1-bedroom units can obtain up to 4 cards, 6 cards for 2- bedroom units, and 8

for 3-bedroom units.

You can also obtain a TAG to place on your vehicle, which costs US\$50.

**Documents required for registration:**

- Application form duly completed.
- Two-by-two-inch photo (can be digital).
- Copy of the applicants' identity document.
- Final contract of sale (or sale promise agreement) of the property, duly signed; or property deed. The supporting documents must be duly notarized.
- Protective Regulations duly signed and notified at Cana Bay.

Please note that owners must comply with the provisions established in the Protective Regulations of Cana Bay Beach Club & Golf Resort.

As an owner or resident, you have at your service the preferential lane through which you can access after having completed the digital identity registration (Facial Recognition) in the security offices, located next to the main door. The identification of the owner or resident can also be through a proximity card, or digital reader.

For resident tenants with rental contracts longer than 2 months, owners may request access by facial recognition or fingerprint. In the case of tenants under 2 months old, the visitor access procedure applies.

**20.2- Visitor Access:** The safety of owners, guests, and residents is a top priority for Cana Bay Resort. To facilitate access and ensure proper control, it is recommended to manage visits through the mobile application, where an access QR code can be requested. This code is generated and sent electronically, allowing guests to enter quickly and securely.

If you don't have the application, visitors may also be notified by sending an email to: [servicios@canabay.com](mailto:servicios@canabay.com).

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

The request sent by email must provide the following information:

- Full name of the visitor or visitors
- Identification number of the visitor
- Vehicle information (make, model, color and license plate)
- Location, apartment number and project.

We request that all emails be submitted with the greatest possible advance notice to facilitate the visitor screening process, which is conducted on a random basis. In the event of emergencies or last-minute visits, the same procedure must be followed, and the following number must be contacted: 809-299-1282.

You can also request visitor access through our application that you can download from the following links depending on the operating system of your phone.

You will receive a response within 72 business hours.

Android:

[https://play.google.com/store/apps/details?id=com.canabay.canabay\\_app](https://play.google.com/store/apps/details?id=com.canabay.canabay_app)

Apple:

<https://apps.apple.com/do/app/cana-bay/id6477649740>

**20.3- Access for vacation rentals:** In the case of access requests for vacation rentals, you must send an email to [servicios@canabay.com](mailto:servicios@canabay.com). The process includes filling out and sending a registration form that can be requested from the administration. You must also send a copy of the documents of the adult guests and the original reservation. The number of guests cannot exceed 2 adults per room, for reasons associated with the density allowed in the Resort. We recommend not renting below the "Best Available Rate" which is determined according to the seasonality and type of unit. You can consult it at the internal Real Estate Agency.

We request that emails be sent as far in advance as possible to allow for the guest screening process, which is conducted on a random basis. In the case of last-minute visits or emergency situations, the same procedure must be followed, and you must contact the following number: 809-299-1282.

Rental managers must go through an approval, formalization and registration process in order to operate at Cana Bay Beach Club & Golf Resort. For more details, contact the Customer Service department, or contact the Internal Real Estate Agency directly.

**20.4- Temporary access for suppliers and/or collaborators:** To generate temporary access for suppliers and/or collaborators, such as cleaning staff, managers, maintenance staff, an email must be sent to the following address: [controldeacceso@canabay.com](mailto:controldeacceso@canabay.com), sending a photo of the supplier's or collaborator's identity document, indicating the unit, entry and exit dates, and reason for the visit.

We request that the email be sent as far in advance as possible in order to be able to screen the suppliers, which is done randomly. In case of emergencies, the same procedure must be followed, and the number 849-449-4694 must be called.

You can also request access for suppliers through our application that you can download from the following links depending on the operating system of your phone. You will receive a response within 72 business hours.

Android: [https://play.google.com/store/apps/details?id=com.canabay.canabay\\_app](https://play.google.com/store/apps/details?id=com.canabay.canabay_app)

Apple: <https://apps.apple.com/do/app/cana-bay/id6477649740>

In the case of staff from official resort suppliers, such as CEPM or Activa, it is not mandatory to send the person's data, although an email must be sent to [controldeacceso@canabay.com](mailto:controldeacceso@canabay.com) notifying that, for example, CEPM staff will come on a certain date to do a job, which must be

indicating the unit and the type of transportation they will use. Security will monitor through radios and cameras.

## **21.- Real Estate Services**

In order to maintain the value of the properties in the development, there is the Internal Real Estate Agency, being the official brokerage agent for the sale, resale and rental of real estate properties in Cana Bay.

In the event that the owner wishes to resell their unit, they must contact the agency to comply with provision 5.10.2 "Preferential right" of the Protective Regulation.

If the owner offers his property for rent on a regular basis, and the Cana Bay Internal Real Estate Agency requires it, the owner must sign a brokerage agreement with said agency.

## **22. Hard Rock Hotel & Casino**

**22.1 Hard Rock Golf Club at Cana Bay** is privately owned and does not constitute part of the Resort's common area. Hard Rock Golf Club at Cana Bay has the exclusive right to determine from time to time, in its sole discretion and without notice or approval, how and by whom Hard Rock Golf Club at Cana Bay property may be used.

Ownership of property or any portion of the development does not grant any right of easement, prescription or any other right to use the property or to acquire property of Hard Rock Golf Club at Cana Bay, nor does it grant any right of ownership or membership in the property or the property of the same. Each owner, by acceptance of a certificate of ownership or registered contract of sale of a property, acknowledges that the privileges of using the property of Hard Rock Golf Club at Cana Bay shall be subject to the terms and conditions of the membership documents of Hard Rock Golf Club at Cana Bay, as amended from time to time.

**22.2 Benefits for Cana Bay Resort owners at Hard Rock Hotel & Casino:** Through the Customer Service team, owners can obtain significant discounts depending on the seasonality and/or occupancy of the Hard Rock Hotel & Casino. Please note that the Hard Rock Hotel & Casino is privately owned and the benefits for Cana Bay Resort owners may change without notice, but for reference purposes the following rates are current as of June 2024:

Tee Time	US\$150 in the morning and US\$90 in the afternoon
Day Pass (10.00 am to 6.00 pm)	US\$117 adult – US\$58 children
Night Day Pass (6.00 pm to 2.00 am)	US\$85.50 adult – US\$40.50 children
Full Day Pass (10.00 am to 2.00 am)	US\$177.25 adults - US\$75 children with access to the water park.

We recommend that you contact Cana Bay Customer Service to check if there are any special offers at the hotel's Spa (Rock Spa), or any of its restaurants, for Cana Bay Resort owners.

**23. The Beach Club at Cana Bay:** The Beach Club property is privately owned and operated by Cana Bay Hotels, which is not part of the common area of the Cana Bay Resort.

Owners can access the Beach Club during operating hours from 9:00 AM to 6:00 PM, always with their identification card, which must be presented at the entrance of the Beach Club to gain access and enjoy its facilities.

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

If no membership is held, owners may access the Beach Club by paying a minimum consumption fee per person per day, which can be used for food and beverages.

**Monday to Friday:**

<b>Children:</b> (0–12 years) Free	<b>Teenagers</b> (13–17years) USD \$5.00	<b>Adults:</b> \$15.00 USD
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**Saturdays, Sundays, Holidays, Holy Week, and Christmas Festivities:**

<b>Children:</b> (0–12 years) Free	<b>Teenagers</b> (13–17years) USD \$10	<b>Adults:</b> \$35 USD
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These rates are updated as of November 2025 and may be modified at the discretion of Canabay Hotels.

We remind you that bringing food or beverages into the Beach Club is not permitted, nor is playing your own music or bringing in speakers. Pets are welcome as long as they are on a leash, weigh no more than 10kg/22lbs, and are not in the pool or restaurant areas..

**24. Cana Bay Racquet Club:** Cana Bay Racquet Club has two tennis courts and two paddle tennis courts, both with artificial grass. Members of the Beach Club at Cana Bay can enjoy a game under the Caribbean sun, or at night under floodlights with a 10% discount.

Owners and residents of Cana Bay can make their reservations through the Customer Service team at the Cana Bay offices from Monday to Saturday from 9:00 a.m. to 6:00 p.m., or through the number 809-299-6773.

They can also make reservations directly with Racquet Club staff at 809-710-4997.

**25. Identification required:** All owners and/or tenants must have their identification card, which may be requested by the Security Department or Cana Bay Beach Club & Golf Resort staff at any time. The owner's ID card must be presented upon entering the entrance gate, or it must be swiped through the reader to open the security bar. For security reasons, the owner's ID card is not transferable and may only be used by the person whose name and photo appear on it, provided that it complies with the validity stipulated therein.

**26. Obligation of occupants:** All provisions of this guide, rules, community standards, or use restrictions promulgated in connection therewith, which govern the conduct of owners, and which provide sanctions against owners, shall also apply to all tenants, occupants, and guests of the properties. Each owner must ensure that all occupants of his or her property comply with the provisions of the Cana Bay Beach Club & Golf Resort Protective Regulations, community rules

and standards or use restrictions, and shall be jointly responsible for all violations and losses to the common area caused by said occupants; However, said occupants are entirely responsible and may be sanctioned for any violation of the rules and community standards.

**27. Charges for non-compliance:** Failure to comply with any of these provisions and those stipulated in the guidelines established by the Resort Management will entail, as established by the competent department of Cana Bay Beach Club & Golf Resort, a charge for each non-

compliance as compensation for damages, without prejudice to the fact that, in the opinion of the Legal Department of Cana Bay Resort, it may be deemed appropriate to file other claims or legal actions.

Updated as of July 2024

IN THE EVENT OF ANY DISCREPANCY BETWEEN THIS DOCUMENT AND THE CANA BAY BEACH CLUB & GOLF RESORT PROTECTIVE REGULATIONS, THE PROTECTIVE REGULATIONS WILL PREVAIL.

Beach Club & Golf Resort –



Dominican Republic